

Parent feedback survey 2023



There were a total of 41 responses to the parent feedback survey in July 2023, 37% response rate.

100% of the responses said:-

- Their child is safe and well looked after
- Their child has been taught well and made good progress in their learning and development
- The school is well lead and managed
- Their child has benefited from attending Dorking Nursery

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There were four parents who disagreed with statements, however, 3 of them did not elaborate, all their other responses were positive and so were their comments:-

1. Disagreed that their child was happy or that additional support was put in place when needed. They also felt that the exchange of information was not good, nor that the school responded to any concerns raised. They would not recommend the school but did say their child benefited from attending.
2. Stated their child needed additional support but it was not provided, however, they did not elaborate and all other responses were extremely positive
3. Disagreed about the exchange of information, however, all their responses were positive.
4. Disagreed that the school responded to concerns, however, all their responses were positive

Feedback about the exchange of information

96% agreed this was good

You said...

We will ...

Additional support

Feedback was good when given but there have been times it felt like a long time to receive. To the point you're not sure if they're still getting support.



We have a number of children have additional support, we will endeavour to provide updates about the additional support and will consider how we may improve on this. Please always ask us if you have questions

Feedback – potty training

The only tiny negative is when it comes to potty training. When x was coming in nappy free it would have been nice to know if he'd asked to go to the toilet, was promoted etc. but again I know how busy you

Especially when we were potty training it would have been nice to know what had happened toileting wise

It would be good to know each day if they have done a poo



We endeavour to provide updates where we can. When your child is potty training we can reassure parents that we promote this throughout the session. An indicator of their success would be if they have been changed during the session or come home in the same clothing.



Due to the large number of children on our roll and the finish times being the same for every child, we are not able to provide individual updates, however, if we have a concern we will share this with you.

Feedback about the exchange of information

You said...

We will ...

Daily communication

More information about their day at pick up would be good.

It would have been nice to know more information on a daily basis about what my child has done that day, did they eat well, etc.

It would have been nice to have more information on what has been happening throughout the day.

All I could say is maybe more information about what they have been up to or how well they have eaten would be good at collection.

More feedback from staff and specialists would have been helpful (especially with a non verbal child) the nursery staff are brilliant and I have recommended Dorking Nursery to friends.



As a maintained school, our classes finish at the same time, therefore, this is different to other early years settings. It is not possible to talk to each parent at pick up time, therefore, we will only talk to you and give you 1:1 feedback if necessary.

This is consistent with the approach parents will get at primary schools.



We will look at our methods of communication for our families with children who are non-verbal. All our children in our SEND class have fortnightly updates on Tapestry. Specialists and other professionals are not employed by us, therefore, we are not able to manage their feedback processes.

Special events

Would have been lovely to come into nursery to join in learning with our child, particularly on Mothers & Fathers day, was sad seeing the other classes doing this on facebook (SEND class)



In the past, we have found this to be too disruptive and distressing for our children in our SEND class. Therefore have only offered this in mainstream. We will look at what we offer in the coming year.

Feedback about the exchange of information

You said...

We have felt the communication from the nursery has been really disappointing.

Tapestry has been minimal (appreciate this is time consuming), but it has been the interaction at drop off and pick up that has been a real let down. Being singled out in the line at pick up for 'a chat' is embarrassing and unnecessary when a phone call, email or a separate meeting would have been appropriate. For example, I am told 'his behaviour was extreme today', but I have no further info and don't wish to probe or discuss what this might mean in front of others. I am told at the gate that a particular toy was going to be removed (as it was a trigger point for my son), but then less than a week later I see it on Tapestry as a thing he has enjoyed (this is just contradictory). And when I asked about what my son eats, I was given the menu.

I wrote to the nursery to ask what you did for birthdays and to request my sons be celebrated on a different day (if you did anything) though he came home on his birthday day with a card so assume no one received/read/actioned my email/request. I have found it really hard to communicate with the nursery.



We will ...

We are sorry that this was the case.

Tapestry was updated monthly, as per our policy and process.

Our aim is not to 'single' parents out and we always offer parents the chance to come into nursery or have a separate meeting, this was the case on many occasions.

We will always support our statements with clear examples and share our strategies for the classroom.

Tapestry posts may have been written and scheduled to post prior to events taking place, hence the example given here.

With regards to eating, we will share the menu with families and then let you know if your child struggles, with over 100 on roll, we cannot share this information individually.

We can only apologise that this message about birthdays did not get to the classroom, however, it would be unfair not to celebrate a child's birthday when they are expecting it. It is important to recognise significant events.

We wanted to know what you thought of how we use Tapestry

74% like it how it is/ 23% would like photos posted more often

You said...

The comments relating to Tapestry were from our SEND class:-

It was used less than the advertised every 2 weeks. the notice on the SEND gate about what is being done that week is not changed regularly. I would have appreciated more regular tapestry communication.

The Tapestry updates were lovely but fairly rare. I know this is because its very time consuming for the staff. Due to the nature of the SEND class, its not possible to have any sort of hand over at the door. A home/school book would have been helpful - even just one line 'You child did this today!' or, 'can you work on this at home'. I found out progress was being made in some areas either by chance or at formal reviews. If we know progress is being made in certain areas we can then also work on this at home too.



We will ...

Tapestry should be updated every other week if your child is in the SEND class, we will monitor staff to ensure this happens consistently and will also ensure the information on the gate is update weekly also.

We have used home-school books in the past, but find that these take the staff out of the classroom and reduce their interactions with the children during the day which is vital.

We will look to see how we can improve on this.

We wanted to know what you thought School Money

61% have used it

You said...

The app is ok - can be a little frustrating sometimes.
It was very easy to use, every payment clear
It is easy to use although there was a little confusion with the "dinners" and "clubs" I kept paying for lunch club through dinners as it made sense only to realise it was the wrong one
The whole system is unclear what you have paid for and what's in advance. It also doesn't give you an option of how much you can pay if you need to pay some one week and some the next. It only lets you do the whole amount.
I did find it hard at first but then when I got shown how to use it right, it was fine. Slightly confusing to work out
Everything has been fine although when I paid by cash as a donation on the initial term, it wasn't updated through the school money system, so it shows as though I didn't donate.
It is not a very user friendly system but it does the job
It's easy to use, however it would be nice to have reminder of when payments are due rather than an email saying in arrears when sometimes I am not in arrears. School Money is really simple and easy to use but a message is only received when you're in arrears and not when money is due. I always felt like I was chasing my tail with payments and being late to pay. If a message was received saying your payment is due it would be much easier to keep up with.
It was very frustrating having no reminder system when we had to pay each week, and I would instead get an 'overdue payment' email. But now we can pay the whole amount termly, its much better.
This has been quite difficult to use, but I think we got there in the end. The only way I could understand what was happening was to use the 'history -- transaction history' menu. All the other menu options didn't appear to be updated/in use.
The school money app was handy as I could pay on the move. The only gripe is the arrears notices, I found it unclear what the exact dates we hadn't paid for and maybe it was stating that we were about to go into arrears.



We will ...

Thank you for your feedback, we appreciate that new systems can be difficult to navigate, so if at any time you have an issue, do pop into the office and we will do our best to help.

The 'dinners' tab is for our children who attend for 30 hours and the 'clubs' is for other sessions.

We ask all payments to be made in advance, and this is within our terms and conditions, we will send out reminders on a Thursday that will show payments for the following week. If you are owing more than a week at any time, then it will show the total amount outstanding. All emails are generated automatically, so we apologise if any seem alarming - just pop to the office and ask if you have any queries.

Any payments made in childcare vouchers or into our bank account, we will remove from the School Money accounts once they have arrived in our bank account.

We have created a user guide that will be sent to you, which will take you through the process and how to pay, step by step.

We wanted to know what you thought our Coffee Mornings/Afternoons

41% have attended one

You said...

We will ...

For those who attended, you said they were useful to gain new information, meet other parents and have time to talk to staff

Perhaps a session on preparing children for school might be helpful for some parents? Perhaps having some specific topics to raise and discuss to direct the conversations might be helpful, as well as asking parents what things they want to chat about?

For those who did not attend:-

46% said it was because they had other commitments (such as younger siblings or classes)/ or were not interested

54% said because of other work commitments



We like to keep coffee mornings fairly open so parents do not feel restricted in what they can discuss however we will look at how we structure the coffee mornings going forward and add themes if we feel there is a need.

Wouldn't change a thing, fantastic.

Tapestry works well, lovely to see pictures of him. Parents meeting worked well and the workshops/coffee mornings. Staff always available at drop off and pick up and go above and beyond to provide support at these times

They sent all the information and pictures of my child via tapestry which I loved.

We really enjoyed the xmas parents show and so did the children. The weekly feedback on the gate is very helpful to continue the learning at home.

Everything was perfect

I love opening tapestry and seeing what my children has been up too, what new things he's been doing, seeing pictures of his little face doing new & exciting things.

Everything has been wonderful, my child has come along so much. I have loved seeing all tapestry uploads. My child has loved every minute and we are grateful to you all thankyou!

Every step of the way his key person and all the staff have kept us updated with everything from tapestry, emails, meetings and talks at the door.

Tapestry is a good tool,
staff are open with
comments and details at
pick up if asked or a
particular incident has
occurred

Amazing staff makes
an amazing nursery!
this is the best
around

I am so happy for my son
cause he learn teach
many things in the
Dorking Nursery School.
Thanks a lot to all staff
there.

I have always enjoyed
seeing the monthly
tapestry updates which
have been well detailed
with lovely photographs
attached also. The staff
are very approachable at
the end of each session so
I always felt I could catch
up with them when I
needed to on an adhoc
basis.

If I see x key worker, she's
always happy to chat
about him and how his
day has been, or how
he's been in general at
nursery.

Tapestry, meetings and
handovers have always
been really good and if
needed to speak to
someone they were
happy to have a quick
chat. Staff always seem
really happy which is.
Lovely

Any information provided was
always quality, for example
detailed information on tapestry
with photos of activities. Staff
always communicate with
parents effectively at drop
off/pick up if there is something
to discuss

I loved the parent meetings each term


I have always enjoyed Good exchange of information and there is always someone available to have a chat if you need to basis.

The staff at the SEND provision, I love the tapestry updates and always look forward to receiving them. The parent meetings are great and I've always felt reassured and happy following them. The coffee mornings are also a great way to catch up and ask any questions

Nothing could be better

Tapestry application is very useful. The contact with staff is very important and was very useful for us. I was able to know if my daughter done something different on that day and was easy for me to put any questions.

The staff at the SEND provision have been extremely supportive with x during her time. She has progressed so much with engaging in multiple activities, more language usage, help with potty training, and emotional regulation. We are very thankful for Pam and Kelly for their constant support during x time at the nursery.



The communication at the school is outstanding as everyone is approachable and welcoming. The Tapestry site a great way of exchanging information and provided us with a great souvenir. We had a few personal queries to discuss with the teachers face to face and over the phone, and it was always accommodated in a friendly and supportive manner. The Parents' Meetings were very well arranged with specific slots, and we were given flexibility due to our work schedules, which was very helpful. Also, the Parents' Meetings were very informative with and in-depth review of x progress. Thank you for the valuable time you offered us to answer our questions.