

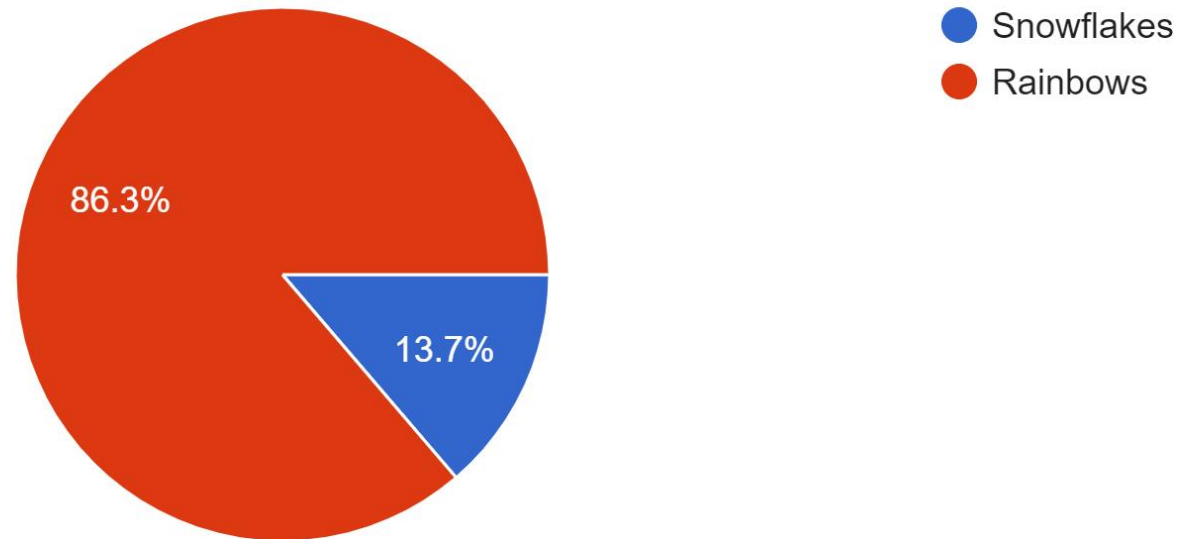


New Bridge Nursery School Parent Survey July 2023

What class is your child in?

What class is your child in?

51 responses

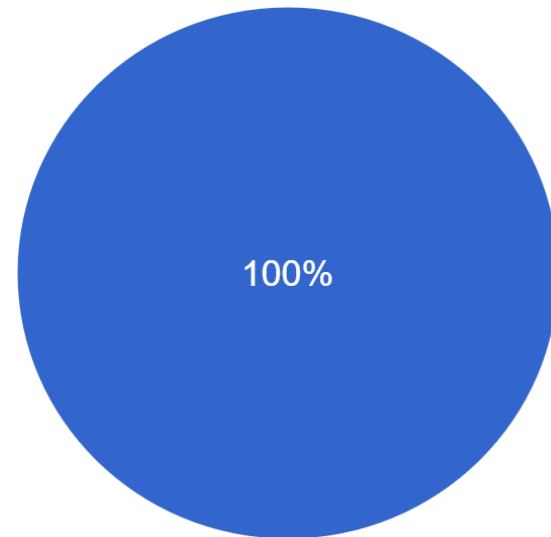


Statement 1

My child is happy at this Nursery

1. My child is happy at this nursery.


51 responses



- Agree
- Disagree
- I don't know

Statement 1

My Child is happy at this Nursery

- Extremely happy
- He really likes going to nursery and wished he could go the whole day
- If *** had his way he would come to nursery every day....even on weekends
- She loves the nursery
- She loves to play in nursery with so many toys
- Our son absolutely loves going to nursery
- *** struggled to settle initially but everyone and especially Mel were so supportive and caring and he goes happily and comes home happy.
- He runs in with a smile and usually tries to open the doors before they are unlocked! He hugs the wonderful staff and us exhausted when he gets home- he is very happy, as are we!
- ***is very happy at nursery
- He is absolutely happy and love the place so much. We are so blessed and thankful to all the teachers for all the kindness and attention they give to my child. 
- They have settled in really well and speak very fondly of what they do at nursery
- *** has improved tremendously since starting at Snowflakes. From his interaction with his teachers, peers and overall community.

Statement 1

My Child is happy at this Nursery – Continued

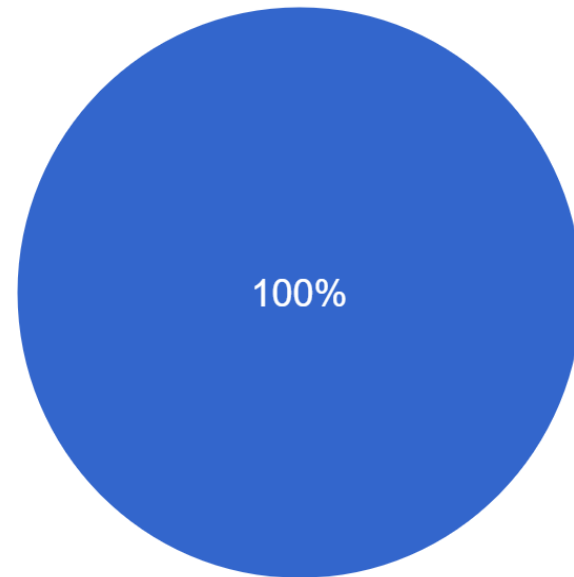
- He will be always up for going to nursery and really likes his friends and teachers
- He seems very happy every day!
- *** enjoys and looking forward to go to nursery everyday
- *** loves attending Snowflakes and we know how happy he is there, thriving under the care of wonderful staff knowledgeable and nurturing in meeting his needs, encouraging his development, and loving him!
- *** has happy things to say about nursery and is generally happy to go each morning.
- ***has enjoyed his experience at Newbridge. He is very fond of learning about nature and HE LOVES Gemma and Gemma
- He never say he don't want go always from the first day he happy there
- My child loves this nursery and is very happy here
- The boys enjoy nursery the activities and routines
- ***is always excited to come to nursery even when she is sick she will still wants to come. She loves to play with her friends she loves her teachers
- She loves going at nursery. When she is back all she talks about her nursery teachers specially Gemma and friends.

Statement 2

My Child feels safe at this nursery

2. My child feels safe at this nursery.

51 responses



- Agree
- Disagree
- I don't know

Statement 2

My Child feels safe at this nursery

- *** has no problem transitioning from me to the staff members and feels comfortable and happy around all of the Snowflakes and some of the New Bridge (those I have seen him interact with at drop off) staff
- She is feeling happy there
- Our son feels comfortable and safe, he feels safe around rainbow children and loves the open spaced garden
- As detailed above *** initially struggled to settle but now obviously feels safe as he happily attends and also often talks to us of going to see Mel.
- *** is pre-verbal but his response to the previous nursery compared to New Bridge tells us that he feels very safe. We also feel that staff are very vigilant and report any accidents efficiently.
- Absolutely Yes.
- *** is happy and feeling secured and calm when she's in Nursery with all the wonderful careers and teachers
- The environment of Snowflakes and New Bridge is set up with ***'s needs and safety in mind, plus the staff to child ratio means *** is looked after at all times and his safety a priority emotionally and physically.

Statement 2

My Child feels safe at this nursery Continued

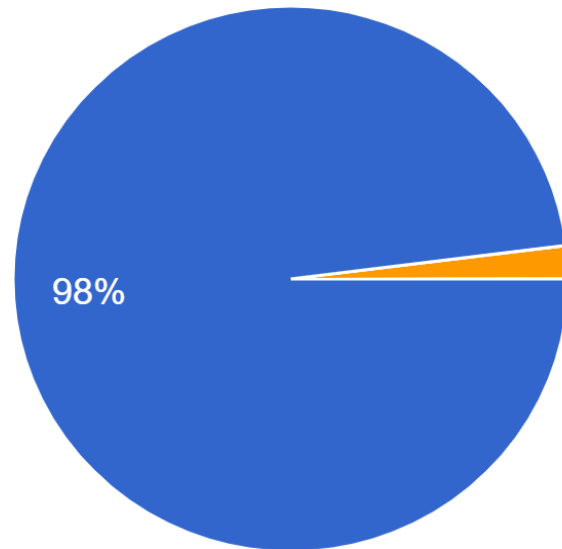
- Michelle in particular has been a place of safety for *** and has really nurtured his well-being away from home
- He love everyone there he tell me about he days at nursery
- No concerns
- Yes, the nursery is safe for her.
- Never ever any incident happened. If any minor accident happened parents were informed over the phone.

Statement 3

The nursery promotes good behaviour

3. The nursery promotes good behaviour.

51 responses



- Agree
- Disagree
- Don't know

Statement 3

The nursery promotes good behaviour

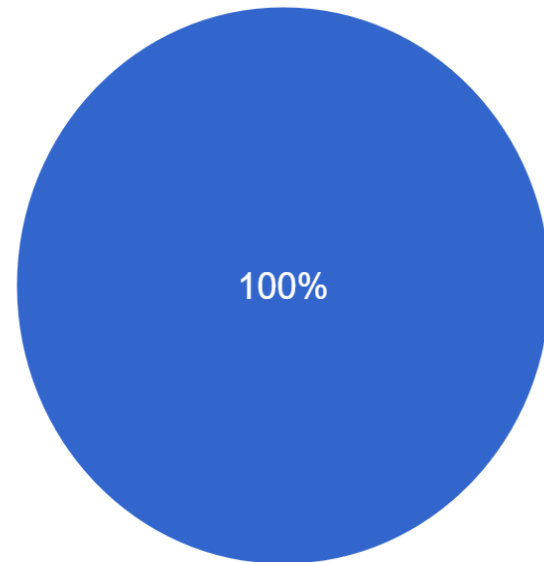
- Nursery tells kids to do their responsibilities
- The team are very attentive
- *** acted out of character at nursery recently and needed to be spoken to about this, we are grateful for this and to be informed so we were able to follow up with speaking to him at home also, helping him to understand.
- We know this through the feedback given at the end of sessions and through discussions with staff.
- Yes, always they give all kind feedback of my child's behaviour and his day details.
- When *** sees rubbish on the street, she wants to pick them up and throw into bins.
- In general of course! Although behaviour is not a great concern of ours. We trust that the nursery know how to deal with all types of communication in a healthy and safe way.
- I have always had positive feedback from focus weeks about what they are encouraging the children to do and understand *** tries hard to participate
- The boys develop good habits and manners
- *** has learned care and kindness,
- ***'s behaviour has improved a lot since she has joined the nursery. She can listen now with a little patience, she understands and know how to express her feelings.

Statement 4

The nursery keeps me up to date with what my child is learning and the progress they are making.

4. The nursery keeps me up to date with what my child is learning and the progress that they are making.

51 responses



- Agree
- Disagree
- Don't know


Statement 4

The nursery keeps me up to date with what my child is learning and the progress they are making

- I don't manage to get on tapestry that often, but the information provided there is good to get an idea of what my child has been doing and learning, while the focus child call has always been very useful and informative.
- Not only are there weekly updates on the Tapestry but staff inform us at pick up how the day went and what he did
- Tapestry is excellent
- Focus weeks are great
- Gets weekly updates with photos
- The nursery always tell us what our child is doing and makes us aware of anything we should know about.
- We always want to know more and wonder what *** is up to at nursery (like all parents about their child) but the nursery have regular calls taking parents through what learning will be coming up which also gives us an opportunity to continue this at home. It has also given ideas for things to do with *** to support his learning.
- Tapestry is a great tool for this as well as the opportunity to check in with staff at the start and end of sessions.

Statement 4

The nursery keeps me updated with what my child is learning

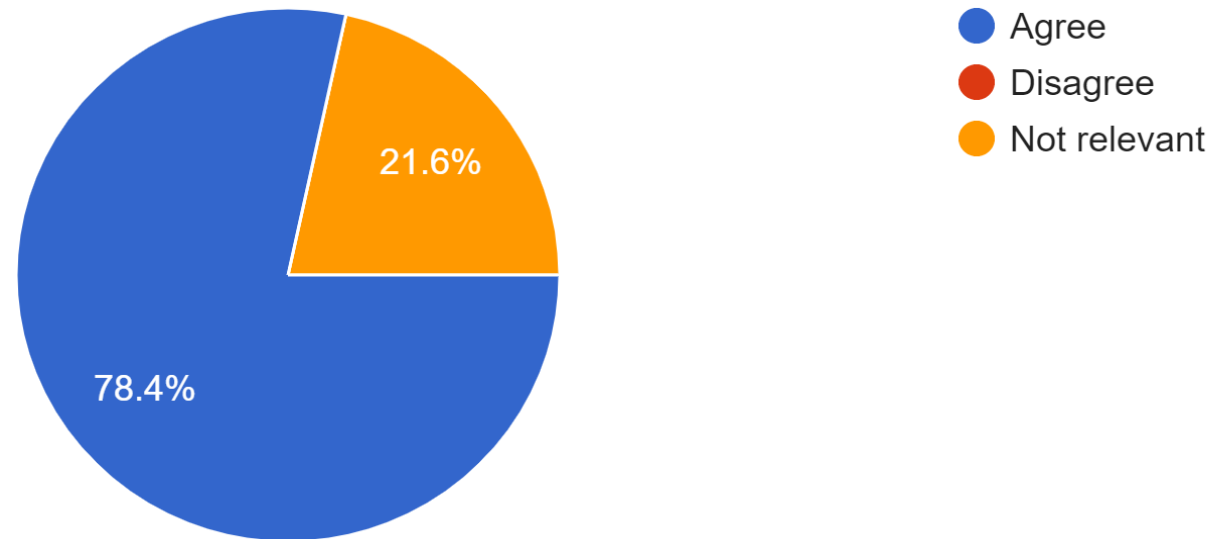
- Yes, I get everyday feedback of my child's activities in detail from the nursery, and they know him more than me now.. 
- All the written curriculum catch up and photos records give me a good understanding what ***'s up to in the class and what she learns from time to time. It's fantastic!
- Daily low downs at the gate of how ***'s got on in each session. Phone calls should he be upset or ill that day, and of course Tapestry updates with a ton of photos, vids and resources to support us. Very satisfied!
- Tapestry has been lovely to follow during my child's time at nursery. It would have been nice to see more photos of *** but I understand it's difficult. Focus week was always a good time to check in properly share my thoughts/ concerns/ positive feedback and get the same from nursery
- We get regular feedback and reports from the Nursery as well as the details on Tapestry
- I receive txt msg everyday
- Through the tapestry I'm aware of my daughter learnings
- Weekly form was given to me to be filled and send my feed back. Nursery would share at tapestry her progress, and I was called multiple time for one to one meetings with Gemma and Kate to show me ***'s improvement.

Statement 5

When I have raised concerns with the nursery they have been dealt with properly.

5. When I have raised concerns with the nursery they have been dealt with properly.

51 responses



Statement 5

When I have raised concerns with the nursery they have been dealt with properly.

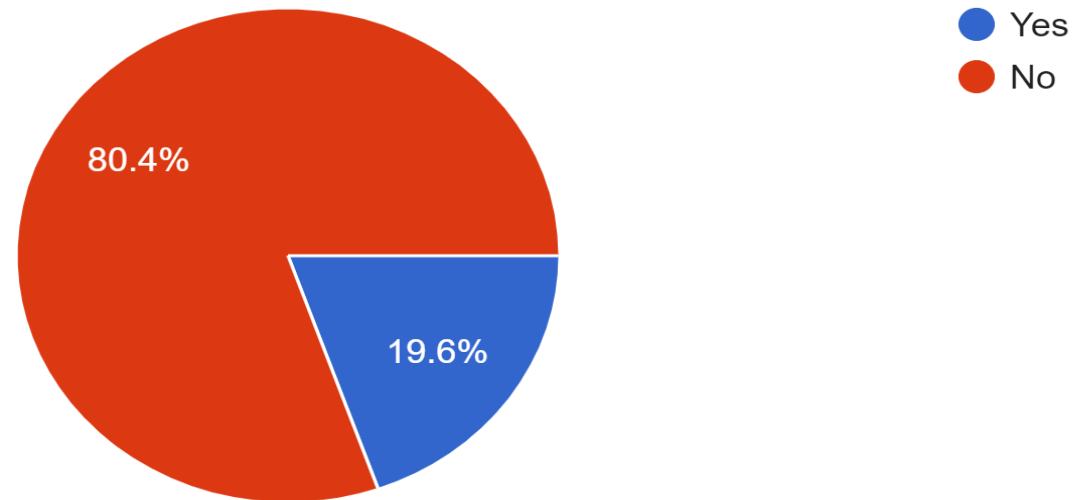
- My E-Mails were answered by Jean very fast and dealt with great care
- When I tell that my kid is sad about something , they rectified it
- We feel comfortable to speak to Mel and all the ladies at the nursery and hope they feel the same with us also. They have always dealt with any concerns with professionalism and care.
- We have had no concerns
- NA
- The nursery staff provide an emotionally safe environment for concerns or queries to be raised, eternally grateful.
- The main concern for me was when *** was getting reports that other kids were hitting or pulling him, it seems these reduced in the last few months
- I don't think I've had concerns, but needless to say, any requests or thoughts are met and taken on board.
- I raised a problem *** was having with another child when he first started and I felt he was supported as well as possible
- Yes, it is brilliant because they act very quickly and reassure parent and child
- Never had any concern. Once had to tell she isn't drinking water. They helped her to drink in the bottle or cup *** liked. It was during hot days.

Statement 6

Does your child have special educational needs and/or disabilities? (SEND)

6. Does your child have special educational needs and/or disabilities? (SEND) If no please go to question number 7.

51 responses

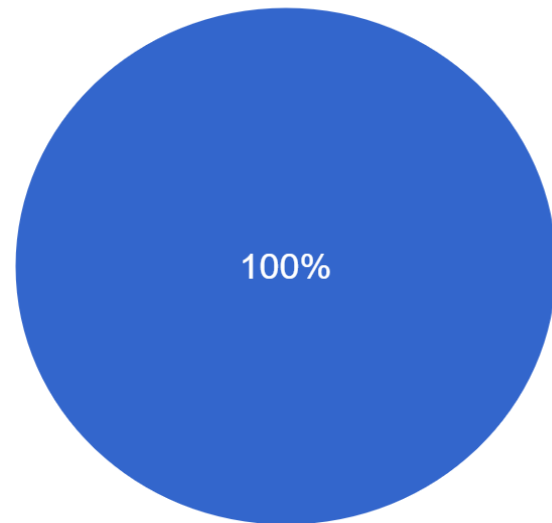


Statement 7

The nursery has appropriately high expectations for my child

7. Only answer this question if you said YES to your child having Special Educational Needs in the previous question - if not go to the next question*...rsery gives them the support they need to succeed.

10 responses



- Agree
- Disagree
- Don't know

Statement 7

The nursery has appropriately high expectations for my child

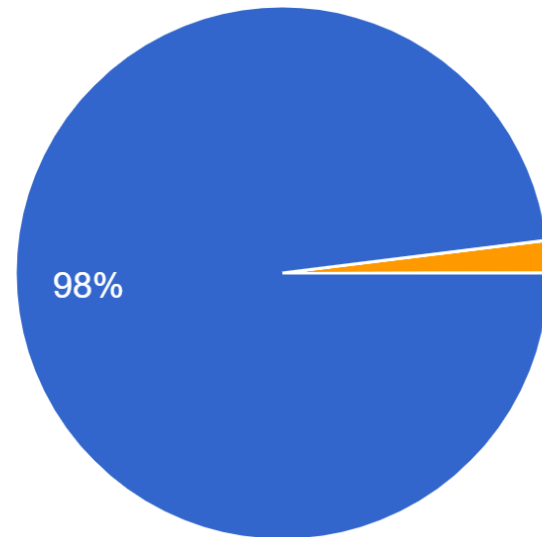
- The team are doing an outstanding job
- Snowflakes has been brilliant in supporting *** and his needs and we have noticed such a difference in him since starting and will be very sad to be leaving at the end of the term
- The team are doing an outstanding job
- Snowflakes staff are brilliant- highly skilled and always make us feel like they enjoy having *** around- so important.
- I feel very assured that all the staff at Snowflakes are well trained in autism care and understanding. We're on the same page on our approach to helping the children thrive, and *** is a testimony to their care in how happy he is there and how progress he's made with communication and conduct.
- *** speech is delayed and she has some spectrum of autism. Nursery helped her through bucket games.

Statement 8

My child does well at this nursery

8. My child does well at this nursery.

51 responses



- Agree
- Disagree
- Don't know

Statement 8

My child does well at this nursery

- He has enjoyed his time there.
- *** is very happy at and is eager to go in. He absolutely loves reading and has been exposed to so many new books
- We feel *** has progressed and come on so much since starting nursery not only with his vocabulary but also his agility and general learning as we hear him singing new rhymes each week he knows all the words to and tells us things he didn't know before.
- Since starting in January and then moving to Snowflakes at Easter, ***has made so much progress. We are so proud of him and incredibly thankful to the team.
- He is improving everyday, now he can utter lines and expresses himself in words.
- They have progressed a lot since they started and continue to learn new things
- *** has come on leaps and bounds at Snowflakes, building great relationships with staff, advancing in his communication skills and developing a good understanding of the daily routine and the expectations of him. We are very happy!

Statement 8

My child does well at this nursery

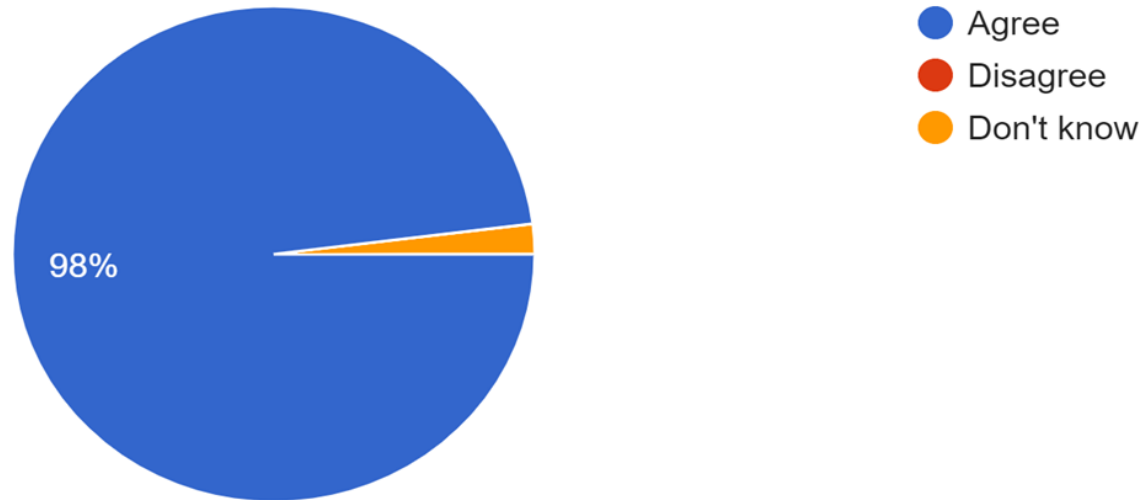
- ***has come on leaps and bounds. He is confident with his numbers and becoming more and more confident with letters. I feel he is confident and set up well to begin school
- How to define well? We might have different definitions
- ***does struggle a bit with routine dynamics because it can change a few times per week, but Gemma has gone over to reassure him and provide resources for him to be happy and informed
- They are developing well in learning as people

Statement 9

There is a good range of learning opportunities for my child at this nursery, both inside and outside.

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51 responses



Statement 9

There is a good range of learning opportunities for my child at this nursery, both inside and outside.

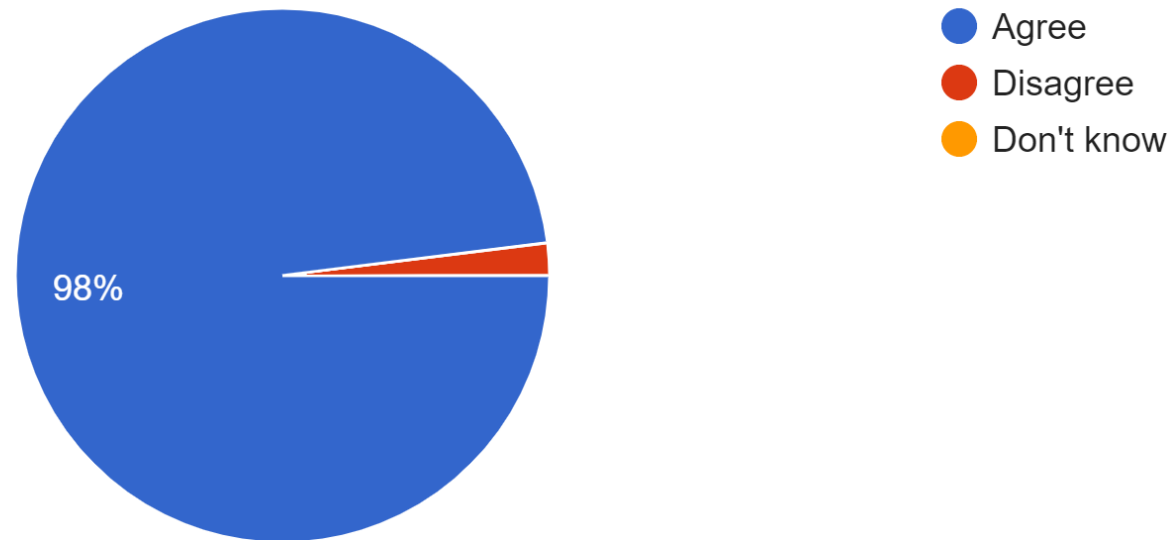
- Variety both inside and outside along with a supportive and caring team to encourage learning through play.
- He doesn't just play with water any more so there must be some pretty good alternatives to draw him away!
- Snowflakes are continually seeking to expand ***'s world as and when he's ready and willing. This is just the way it should be and it's taken at his pace.
- The range of resources here by far outshone any nursery setting we visited in the local area. The range of exploration the children can enjoy is fantastic
- It would be perfect if there's Forest School
- The gardens could be more safe as there is a big water puddle when it rains

Statement 10

The nursery recognises my child as an individual and supports their needs

10. The nursery recognises my child as an individual and supports their needs.

51 responses



Statement 10

The nursery recognises my child as an individual and supports their needs

- Carol and team are fantastic at encouraging ***and speaking to him about things that he loves
- The nursery makes our child feel like a real person and makes us feel like we can just enjoy life with our child
- When *** first began going by himself Mel drew him a picture to help him understand (what will happen at nursery and that Mummy always comes back) and refer to for comfort during those first few weeks and this really helped him.
- We took him through it at home as well.
- This extra care and support really helped *** feel safe and at home.
- We are grateful for this thoughtful touch that made such a difference.
- We are so overwhelmingly appreciative of the way that the team embrace his kooky ways- he is such a funny little character and we would never want this to be 'squished'!
- Absolutely! It's a completely individually tailored environment for him. Wonderful.

Statement 10

The nursery recognises my child as an individual and supports their needs

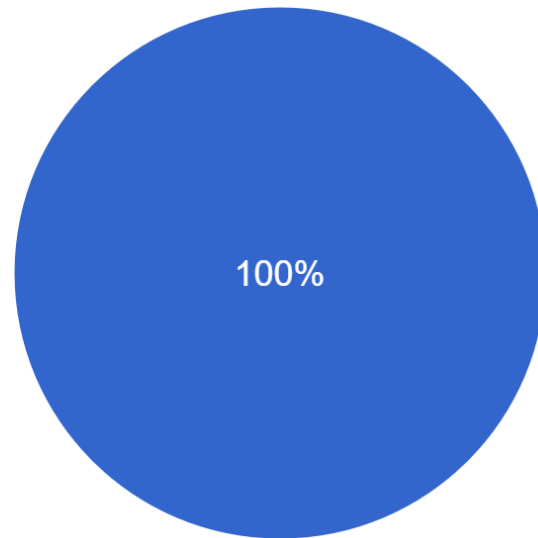
- I really cannot praise Michelle and the other teaching staff for supporting my child in an individual way. We have had ongoing conversations about the way they and I can help my child in areas that he struggles, which I have always been so impressed with
- I have two boys and they are treated as individual with different needs

Statement 11

I would recommend this nursery to another family

11. I would recommend this nursery to another family.

51 responses



● Yes
● No

Statement 11

I would recommend this nursery to another family

- Definitely. Staff are very friendly and cheerful. There is a very relaxed and welcoming vibe and playgrounds always sound happy
- This is unrelated to ***'s learning - just my personal thoughts but I really think you should change the name of the Snowflakes group with the modern connotations around it.
- I hope we will come back with ***'s sister/brother :)
- Thank you to absolutely everyone from New Bridge Nursery School. My little princess is doing so well since she started . *** is using the potty most of the time , she knows numbers now, she is singing and recognising letters .
- I am the proudest mummy thanks to your amazing team!!!!
- We like how the teachers talk to children and parents there is a great level of respect and understanding. Teachers always give children and parents time. It's a very good way of teaching. Untouchable
- For sure, we recommend at any opportunity.
- We do... all the time!

Statement 11

I would recommend this nursery to another family

- Obviously - best Autism provision existing (probably!)
- *** has absolutely loved her time at new bridge, thank you to all the staff for making it so special for her!
- We are moving 15 minutes away from the area but we are still hoping to send our youngest child to this nursery if we can make it work as I think it will give her the very best educational start, the same that my son has received. I would suggest this nursery to any friends looking for a wonderful nursery for their child
- Thank you for all your endeavours! I'm so grateful to have my daughter in your nursery.
- Have you ever consider applying non-violence communication in the nursery? In the school I taught we communicated in that way and it's so amazing
- to everyone
- I will have another baby at the end of the year and soon he's ready he will be at this nursery .
- Very happy with my daughter improvements. She has grown in confidence and maturity. Thank you to the staffs for their hard work and commitment.
- Definitely, ***a has an older brother if I would have known at that time about this nursery I would have sent him. Very good nursery, staff. I had very good experience from the very first day I went to visit till date. It's sad now *** is leaving as she will be joining school.

Statement 11

I would recommend this nursery to another family

- Would recommend this nursery to any family! Friendly staff, lots of activities, variety of outdoor and indoor play, encouraging of learning
- Yes, indeed. This is the best nursery I have ever seen.
- *** is very happy at nursery. He has made good friends and learned a lot. Staff are competent and affectionate. Thank you for all you do, it really makes a difference.
- Definitely if there is any parent who would like to get references I am happy to provide
- Most definitely I will recommend New Bridge to whoever I knew around me.

Analysis

- 81 surveys went out to parents and 51 were returned (62%)
- Of those the possible 510 responses to statements 507 agreed with these.
- Statement 3: 1 person said they did not know whether the nursery promotes good behaviour.
- Statement 5: 78.4% felt that concerns were dealt with properly with 21.6 % stating that this was not relevant
- Statements 6 and 7: 19.6% of parents stated their child had Special educational needs. 100% agreed that the nursery has appropriately high expectations for my child
- Statement 8: My child does well at nursery. 1 person stated they didn't know, with the following comment: [How to define well? We might have different definitions](#)
- 1 person disagreed with statement 10: The nursery recognises my child as an individual and supports their needs but left no comment

Suggested Actions

- To continue to develop positive relationships with parents
- Introduce stay and play sessions for current children, younger siblings and families
- During parent inductions and workshops we will discuss how we promote good behaviour and support children as individuals
- Next year to consider sending out the survey in a variety of formats to reach more families