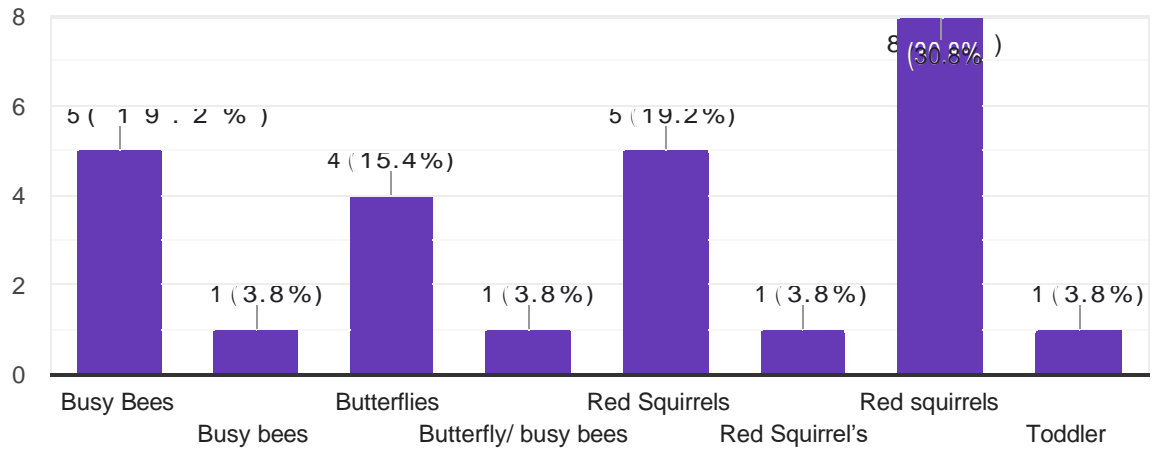


# Little VIPs Parent View Questionnaire

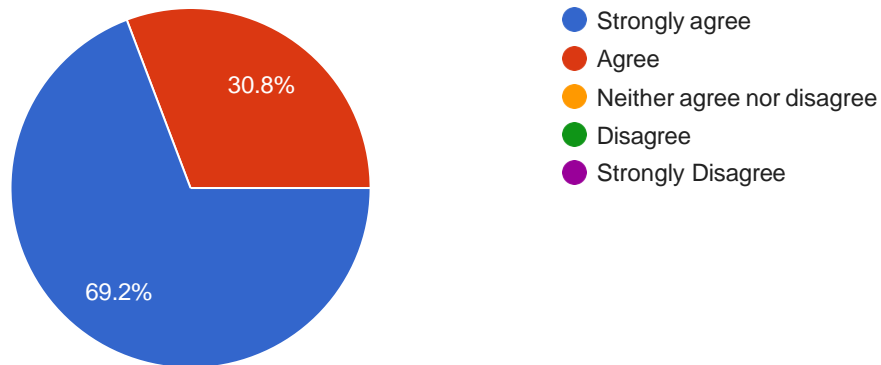
December 2025  
26 responses

## Child's Room

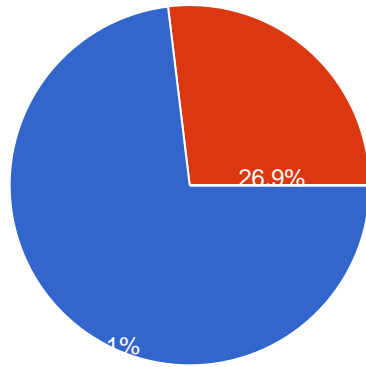


## Quality of education and care

My child is happy at nursery

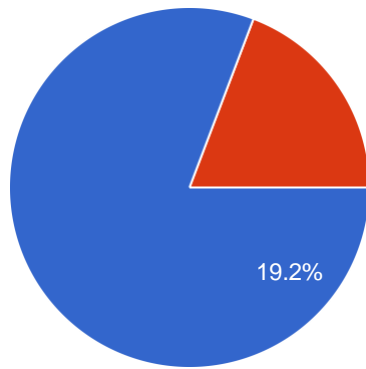


My child feels safe at the nursery



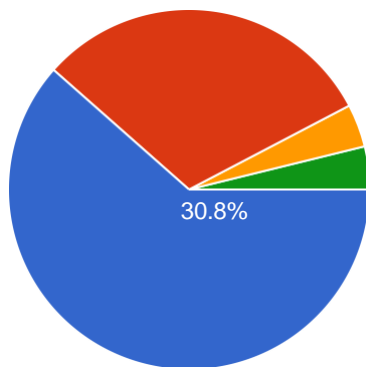
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

The nursery supports my child's learning and development



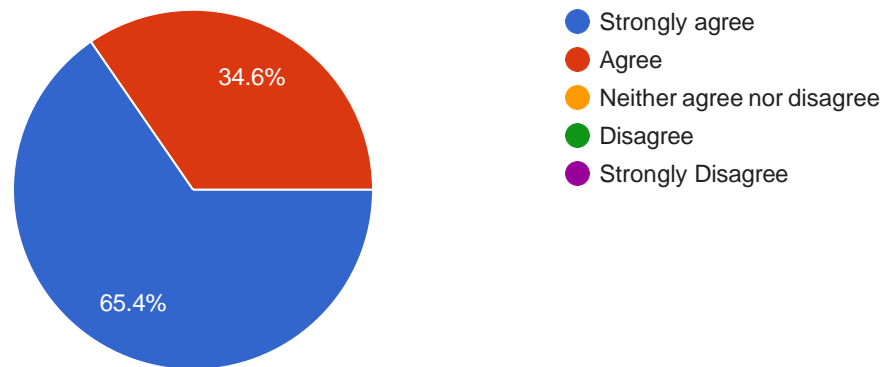
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

I receive useful information about my child's progress



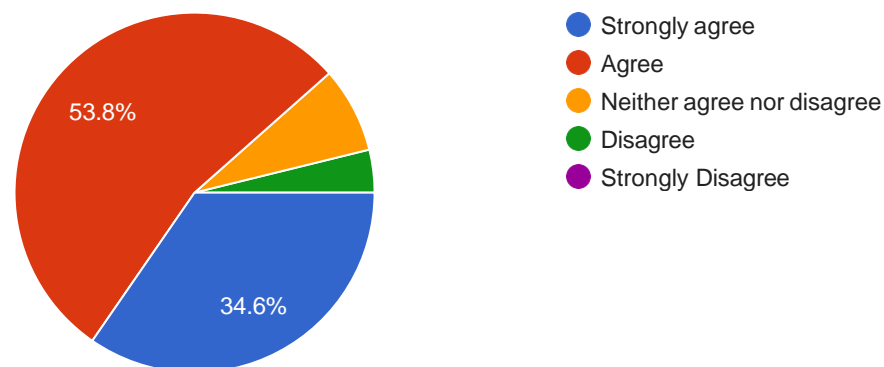
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

The activities are engaging, age appropriate and stimulating

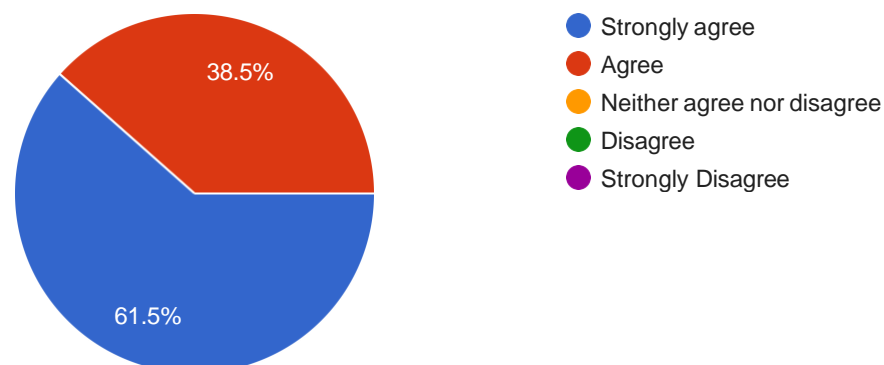


### **Behaviour and Attitudes**

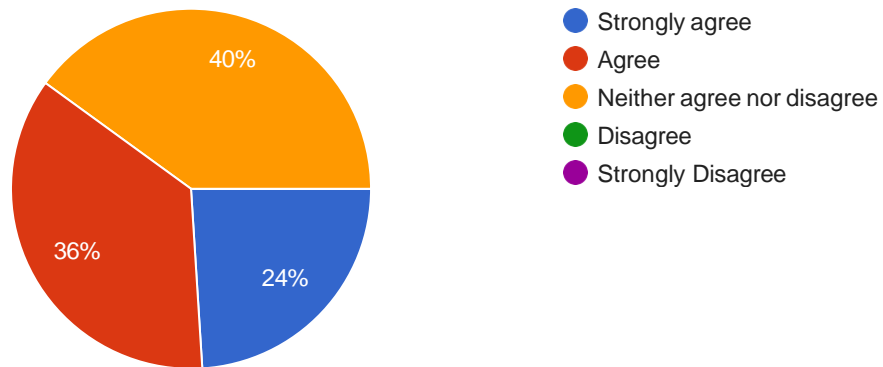
The nursery has high expectations for behaviour



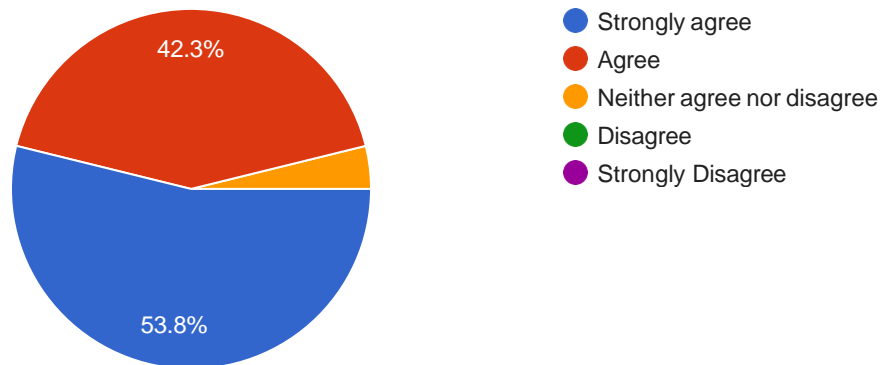
Staff help my child to develop positive relationships with others



I am informed about how the nursery deals with behaviour or any concerns

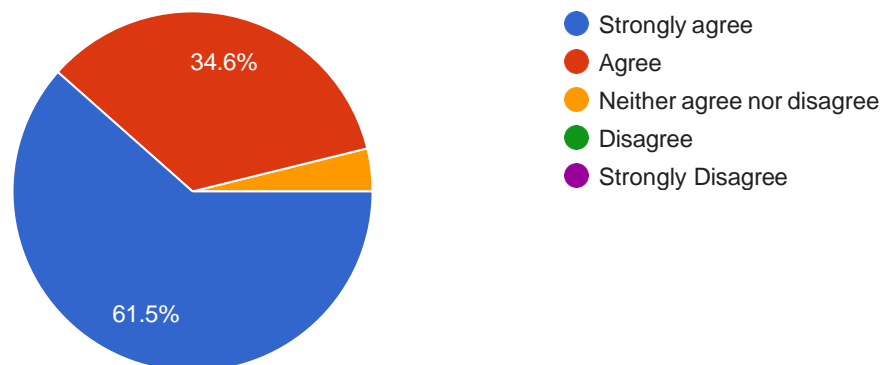


My child is encouraged to be independent and make choices

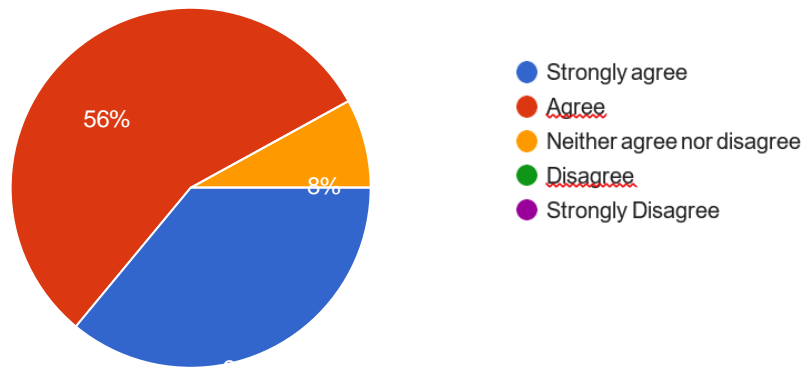


**Personal development**

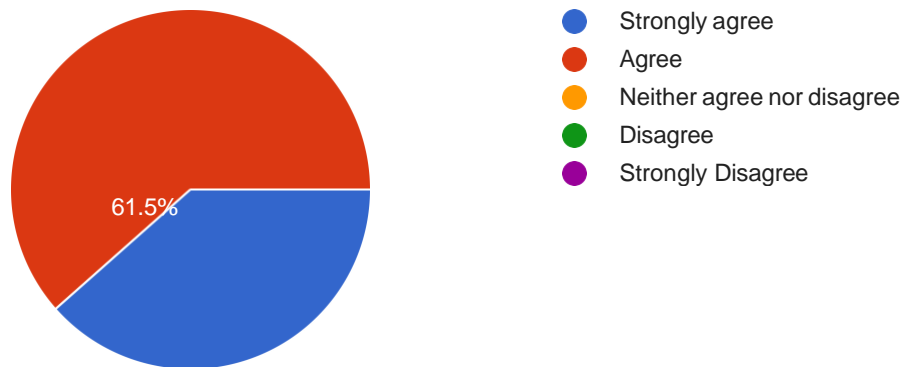
The nursery supports my child's emotional wellbeing



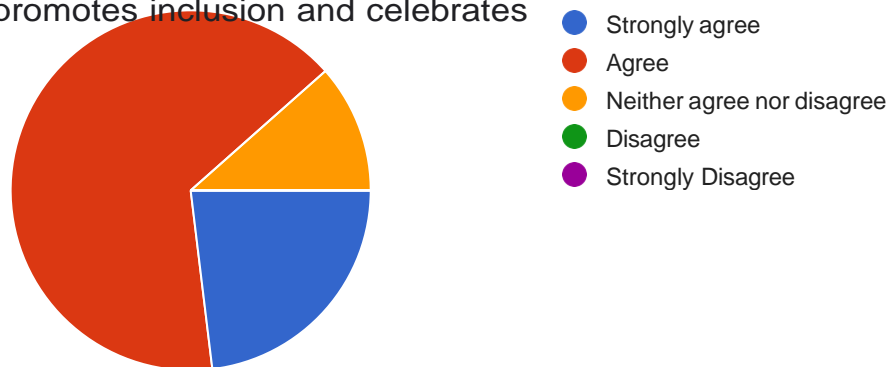
The nursery teaches children about healthy routines (sleep, hygiene and diet)



Staff encourage my child to try new things and be confident

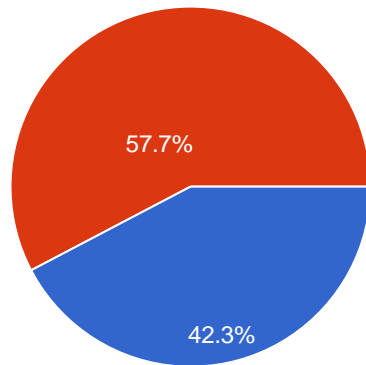


The nursery promotes inclusion and celebrates diversity



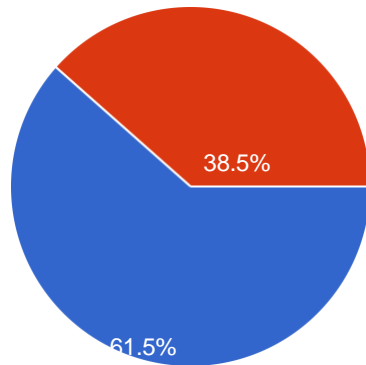
## Leadership and management

The nursery is well lead and managed



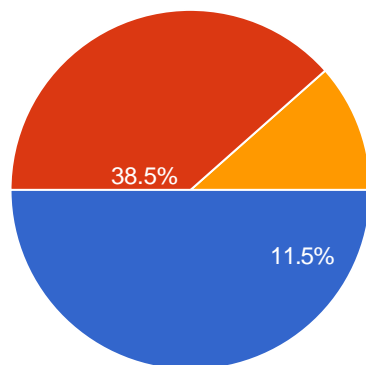
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

I feel comfortable approaching staff with questions or concerns



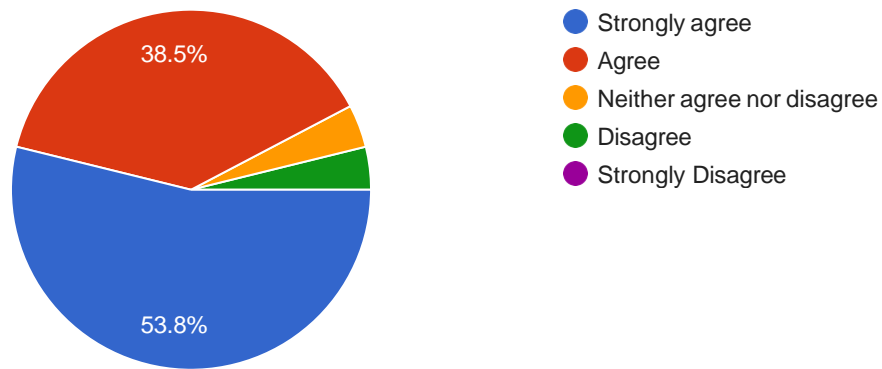
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

Issues raised with the nursery are dealt with effectively



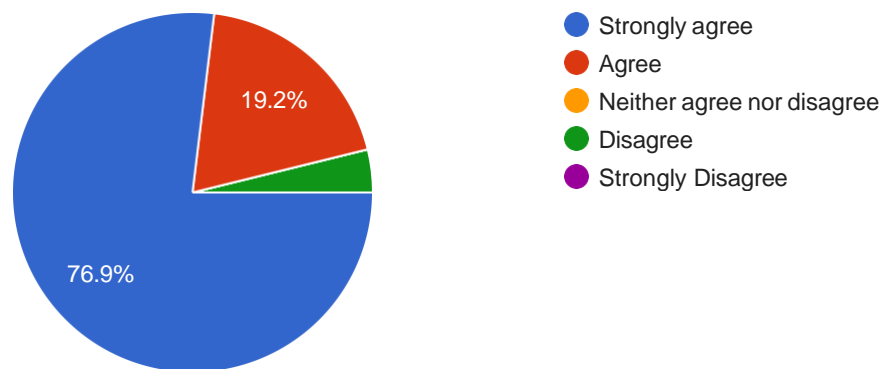
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

### Communication from the nursery is clear and timely

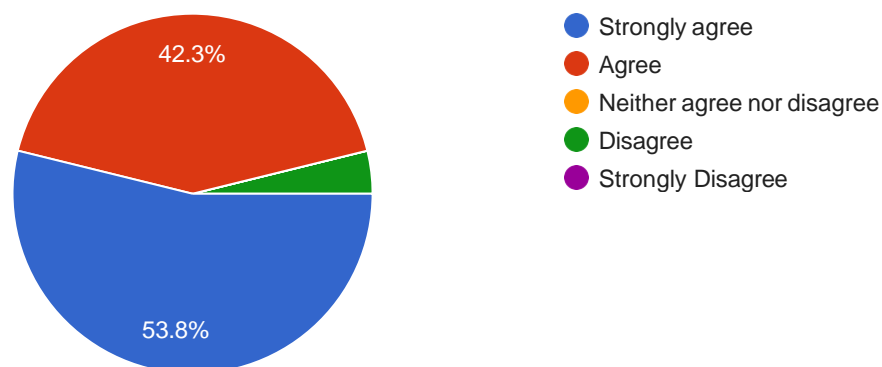


## Safeguarding

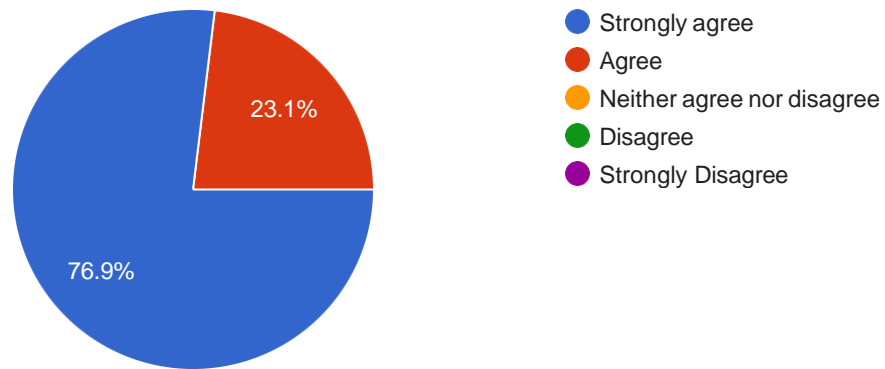
### I believe my child is safe while attending nursery



### I understand who to speak to if I have safeguarding concerns

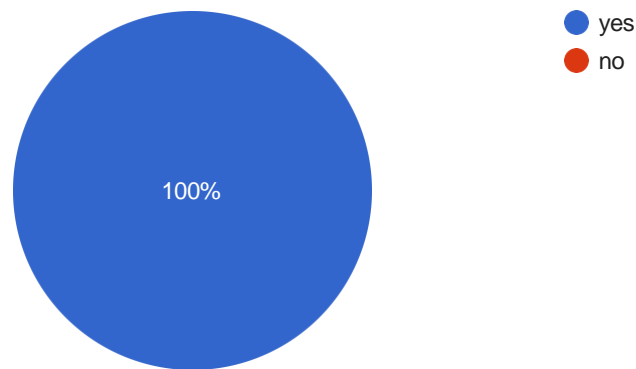


The nursery environment is clean, secure and well maintained

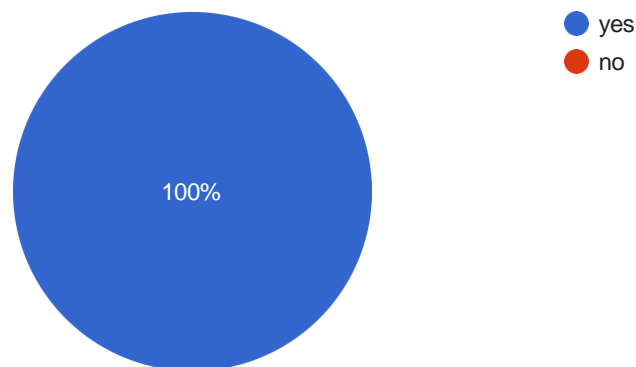


**Overall Satisfaction**

I would recommend the nursery to another parent



Overall, I am satisfied with the quality of care and education my child receives



## What does the nursery do well?

Activities, engaging learning and outdoors is great at the nursery. The food offering is also great. Communication is great.

Makes things fun & enjoyable, use their outdoor space well

Learning on an individual basis depending on the child's ability and development compared to others. The room is wonderful and has a lovely, homely feel.

I am not sure how you do it but my child is so happy here and would come every day if he could!

I like the clean environment. But most of all the staff. A place is always shaped by a staff, the people who works there. I am very grateful for the love and positivity towards our baby from the people you guys.

Outdoor play was a big selling point for the nursery when we were looking at different ones. Iona loves being outside at nursery and I believe it's really good for their development.

Lots of activities. Outside time as much as possible. A daily diary of what the children have been doing that day.

Feels very homely; staff very welcoming and know the children well. Feel happy dropping her off knowing she will enjoy her day. The time spent outside is a lot more than other nurseries which is what attracted us; the outside play spaces are fantastic. We really liked the cosy feel of the rooms too.

Staff genuinely care about my child and it shows.

Cares for the children and provides a good space to do so. They know the children well and their likes and dislikes.

Nursery has supported my daughter well in her speech development and encouraged her to progress in this area where she is slightly delayed. This has been recognised and not left behind.

Lovely approachable staff. Keeps parents updated on child's day. Child is always so happy when dropped off and at collection time. Lots of fun activities for the children to enjoy throughout the day.

The nursery is a welcoming environment which promotes a safe space for children. The practitioners have a great relationship with the children and know each child's personality and interests. They recognise when a child is emotional or not feeling themselves and keep parents

informed if they have any concerns. They do a variety of activities each week and encourage both independence and playing as a group. The children spend a lot of time outside which is fantastic and it's great to see the recently upgraded outdoor spaces. My little boy loves his "friends days" which is such a relief to know how much he enjoys being at Little VIPs.

## **Communication with parents**

### Activities

### Routines

I have said this so many times to the staff as each time I collect my daughter at the end of the day I am always impressed by how clean, organised and calm the environment is.

The staff are so lovely and experts in their fields, this really shows in the way they conduct themselves with the parents and more importantly the children, especially if they are upset and in need of some reassurance/comfort.

Lovely, friendly staff; lovely setting and garden; lovely range of activities.

Lots of great activities. Plenty of outdoor time to play and explore. Great staff. Encourages and supports the children.

## Is there anything the nursery could improve?

I do sometimes find that there can be inconsistencies across different working teams, management to nursery staff and different staff in the same room. I generally don't find this an issue but it's more a comment.

**Action:** We do recognise that, at times, there can be inconsistencies across different teams, including between management and nursery staff, or between staff working within the same room. We apologise if this has been noticeable.

To help minimise this, we hold regular team meetings and work hard to ensure all staff are working from the same information. As many team members work four-day weeks, we also use communication books in each room to pass on important updates and ensure continuity of care.

More recently, we switched off private messaging to ensure that any information you send can be seen by all relevant staff members. This helps us make sure information is shared consistently and acted upon appropriately.

Communication. Eg. Our child has had four key people but we have only been informed once by the nursery about who they were and when these changes have taken place. Also could do with an updated info booklet detailing any additional things children need as they progress through the nursery, what ages room moves are likely to take place and so on.

**Action:** We apologise that this has not always been communicated as clearly or consistently as it should have been.

Due to staff movement and the arrival of new team members, there have at times been changes to children's key persons. We fully recognise that these changes are important to families and should always be communicated promptly.

To improve this, we have now introduced a new system using the Family app. Through Family, parents will be informed of any key person changes and given the opportunity to discuss these if needed. While this may not always involve a face-to-face conversation, it does ensure that all families are formally notified and kept informed.

We also acknowledge your feedback regarding nursery information as children progress. We are currently reviewing and updating our information booklet so that it clearly outlines what children may need at different stages, as well as providing guidance on likely room moves and age ranges.

Suggestion for school house entrance - get large pigeon hole style shelving on/under the benches so each child can have a suitable place to leave their gear.

**Action:** This is an area we have also been actively looking at and working to develop. We agree that it is important to make the space both practical and well organised, while also ensuring it feels warm and welcoming for children and families.

We are currently exploring the best way to utilise this area more effectively, and your feedback has been very helpful in supporting this process. Please do look out for upcoming changes, as improvements to this space are planned.

Have an easier system in which we pay. Having to pay for food through a separate system to the nursery fees is time consuming and then having to email the nursery to let them know when you've paid. Under the previous management we didn't have to do this.

**Action:** We understand that having to pay for meals through a separate system can be time-consuming, especially as this was not the case under previous management. Unfortunately, as the school already has a dinner payment system in place, this is not something we are currently able to change. However, we do recognise the inconvenience and will continue to look for ways to make the process as smooth and straightforward as possible within the existing system.

Maybe collaborate with parents on behaviour more so we have a sense of continuity.

**Action:** We agree that working closely with parents and carers around behaviour is important to ensure continuity between home and nursery. We recently shared a behaviour section in our newsletter to help inform families of our approach, and we are currently developing a new behaviour policy. This is under review and will be shared with parents and carers shortly.

Suggestions of activities to support the child in learning progress at home where they may lack.

**Action:** We already support this by sharing the *Chat, Play, Share* guidance from the council with families. In addition, we will be looking into developing an ideas page on our website and sharing more activity suggestions through Family to further support children's learning at home where needed. Please also feel free to raise any concerns or questions with your child's key person at any time, as they will be able to discuss your child's progress and share ideas to support learning at home.

When the children move to the different rooms it feels like quite a quick transition. I understand they have a phased period for the child to ease them into the new setting but it seemed to be very sudden as a parent leaving my child with a new group of practitioners. Only a minor observation and I fully trust that the staff know the best way for the transition.

**Action:** We understand that room transitions can feel like a big and sometimes quick change for parents. These moves are carefully planned and involve ongoing discussion between staff members and management, with close observation of each child's development and readiness. We will only ever encourage a room move when we feel the child is ready.

We have also reintroduced notifying families of upcoming room moves via Family to ensure parents are given notice, the opportunity to discuss any concerns, and time to meet the new team. We are a very flexible team, and staff often work across rooms and spend time together outdoors, which means children are familiar with most practitioners regardless of which room they are in.

More consistent feedback about progress and milestones achieved.

**Action:** We understand the importance of consistent feedback about your child's progress and milestones. We have reviewed and updated our assessment and progress procedures to improve this. In December, you received the first of our new progress reports, which will now form one of three reports each year. In April, we plan to hold parent meetings either in person or via phone, and in August you will receive the third progress update as a written report.

It would be good to have the breakdown of lesson plan for the month so we can see ahead of time what will be covered.

**Action:** We already share an overview of the nursery curriculum on our website, which highlights the theme for each month. In our newsletter, we provide a theme update with some of the upcoming activities, and in the daily diaries we share what the children have been doing. We are often guided by the children's ideas and interests, which means activities can change, so we are unable to provide a more detailed monthly lesson plan than we currently do.

Nap time could be a little earlier; other children could come to meet and greet at the door for reluctant new children.

**Action:** In the baby room, naps are scheduled according to when each child needs them. In the main school house, we have adjusted the sleep time and lunch to slightly earlier to better suit the children, and this is already working well. Your idea of having other children help with a meet-and-greet for new or reluctant children is lovely, and we will discuss as a team how this could be implemented.

Personal observations are lovely to receive - I know it can be time consuming but a little more frequently would be nice as we don't always see the little pockets of progress.

**Action:** We are glad to hear those personal observations are appreciated. In September, we introduced a new process to ensure all children receive more observations over each two-week period. There have been some initial teething issues, but this process will become more consistent moving forward and will be monitored and checked by management to ensure it happens regularly.

Progress updates - think we've only had 1 in 3 years.

**Action:** As mentioned previously, there will now be three set periods throughout the year during which parents will receive progress reports and updates.