Sheringham Nursery School and Children’s Centre

Parent Voice Report
Monday 24th September 2012
October 2012

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1. **About Parent Voice**

Parent Voice consultation enriches any consultation process and complements paper based questionnaires and surveys.

Parent Voice can be used to:
- Review and develop policy in partnership with families
- Work with parents and carers to explore ideas for supporting children’s learning
- Encourage parents and carers to be actively involved in a decision making process
- Engage vulnerable families and targeted groups

Parent Voice consultation supports the requirements of the OFSTED Self Evaluation Form (SEF)

**Sheringham Nursery School and Children’s Centre Consultation Aims:**

- To evaluate provision and report impact on children birth – five years
- To give parents and carers another opportunity to “have a voice” and be shapers of services, not just users
- To measure awareness and usage of the Children’s Centre provision and services
- To support the self-evaluation and inform the self-improvement plan
- To inform future service delivery and commissioning of parent activities and interventions
- To encourage parents and carers to continue to feedback their views and to use the Ofsted Parent View

2. **Introduction to Parent Voice**

The Parental Engagement Team was commissioned in July 2012 by Sheringham Nursery School and Children’s Centre to facilitate a Parent Voice consultation. The consultation was held in order to evaluate the nursery and children’s centre provision and record parent’s views on:

- Services and activities
- Outcomes for children
- Impact on family life.

Information gained through the Parent Voice will be used to inform and shape future services, to highlight local priorities identified by parents and to support staff to develop pathways of support for children and families.
A briefing for all staff took place prior to the consultation to outline the event and give staff the opportunity to raise any questions, concerns and contribute to the process. During the briefing it was decided that in order for the Parent Voice consultation to be an independent process and to ensure that feedback was as accurate and open as possible, Sheringham staff would not take part, unless needed for translation.

During the briefing three groups of parents whose language was not represented amongst staff were identified; Romanian, Somali and Bengali. To ensure all groups of parents could participate, a Bengali speaking member of the Parental Engagement Team was available to facilitate and a Romanian and Somali translator were booked from the Newham Language Shop. Publicity was displayed both inside and outside of the nursery and children’s centre and staff talked to parents face to face to inform them of the Parent Voice event.

In order to maximise the reach of parents, the Parent Voice took place across the whole day and parents were consulted in small groups, on a 1-1 basis and during or after training sessions.

Parents and carers were invited to give their views on the nursery school and children’s centre and the services provided by answering questions posed by the Parental Engagement Team facilitators. All participating parents were given an opportunity to complete an additional tick sheet questionnaire based on the themes of the consultation.

Opportunities to take part in the consultation were offered whilst parents were dropping off/picking up nursery children, waiting outside during nursery transition, taking part in parent and children centre activities and attending adult only training sessions.

The consultation took place between 8.30 -3.45

Parents were informed that the aim of the consultation was to capture information that would inform service development in order to benefit children and families.

Questions for the Parent Voice were designed to allow an informal open discussion with families. All questions and completed questionnaires were anonymous but parents were asked to give the following information:

- Family ethnicity
- Gender of child
- Attendance at nursery or children’s centre
- Where they heard about the children’s centre

* Throughout the report parents refers to all caregivers consulted across the day
3. **Diversity data**

In order for the Parent Voice to be an independent process and to ensure that feedback was as accurate and open as possible, parents were informed that all questionnaires were confidential, and personal identifiable information was not asked for, although in order to monitor diversity of families participating parents were asked the following information:

- Family ethnicity
- Gender of child/ren
- Did they attend nursery or the children’s centre
- Where did they find out about the children’s centre

**Collated diversity data**

Number of families consulted: 57
Mothers: 48
Fathers: 9

![Family Ethnicity](chart.png)
How parents heard about the Children Centre:
- From walking by
- Living locally
- Health visitor
- Friend
- From another children’s centre
- Nursery
- Leaflet
- Council
- GP
- Internet

4. Key questions:

Eight key questions with prompts were asked to participating parents:

1. How welcoming is Sheringham Nursery and Children’s Centre?
2. Which services have you accessed that have made a positive difference to your family life?
3. Getting involved in the children’s centre?
4. Have you accessed any services to support parenting in the CC?
5. Supporting children’s early learning and development - what do you know about the Early Years Foundation Stage? (This question was asked to explore parents knowledge and awareness of EYFS)
6. Additional support for children and families
7. What information about local services is available in the nursery and CC?
8. General comments

Supplementary questions for nursery parents only

9. How confident do you feel about approaching teaching staff?
10. Transition/settling in

For the purpose of the feedback the consultation questions have been fitted into the following four themes.

1. Welcome and Communication
2. Children’s Centre Services
3. Impact of Children’s Centre Services on Families
4. Getting involved in Children’s Centre services

Collated feedback and prompts from the consultation can be found in appendix A
Parent Voice Consultation
Summary findings

Theme 1: Welcome and Communication

- Parents feel welcome at the nursery school and children’s centre – friendly, welcoming and helpful staff being the most cited reasons they felt this way
- Parents felt that the welcome is a whole staff commitment across the whole site from reception to caretaker
- Parents felt that there was always a member of staff to support and help parents
- Parents felt staff value children by knowing all their children’s names
- Home visits by staff rated very highly. Parents stated that this practice helped both them and their children settle in

Theme 2: Children’s Centre Services

When questioned about which services were accessed at the children’s centre, parents were knowledgeable about the majority of activities on offer whether they had attended or not.

When questioned about services to support parenting, all participating parents were aware of the term ‘parenting’ and many had attended the sessions.

- All parents were very clear what parenting was. Facilitator prompts were not needed.
- Parents are accessing the whole range of parenting support offered at the centre
- Parents were very positive about the parenting sessions and described the support they had received and the impact on their children
- Parents felt that the session and course waiting lists were too long and suggested more courses more often to meet the demand
- 29 out of 57 parents were not aware of the term Early Years Foundation Stage, although all understood it’s meaning when explained

Theme 3: Impact of Children’s Centre Services on Families

The majority of parents asked reported that using the children’s centre had made a positive impact on their relationships with their children.

- Parents feel less isolated and build up support networks by attending the centre
- Many parents stated that the children’s centre had been a great support to them, giving them the opportunity to meet other mums and make friends
- Parents feel accessing the centre has a positive impact on their child’s development, learning and social skills
- Parents felt that the centre offered a safe and nurturing environment outside of the home
- Parents said confidence in their own parenting had grown as a result of attending the children’s centre
- Overall parents were happy with the range of activities on offer for families, although many requested additional numbers of courses and reported that waiting lists were very long e.g. Parenting and ESOL

**Theme 4: Getting involved in the Children’s Centre**

Parents value the children’s centre for providing space and opportunities to meet other parents and see it as the place to obtain correct, relevant, and useful information for families.

Parents felt the centre offered an excellent variety of services for children and adults but would like to see the children’s centre develop more links to the wider community

- The majority of parents questioned were aware of the range of ways they could be involved in the children’s centre
- Every parent questioned was knowledgeable about the courses and sessions that are delivered for parents
- Children’s centre termly activity information sent out by staff makes parents feel involved in their child’s learning
- Parents welcomed the opportunity to attend open days/children’s events
- Parents questioned felt that the centre actively encourages parental involvement and this is supported by translators
- Parents who had not attended for a while are telephoned by cc staff to check they are ok and to encourage them back.

**Parents were asked how the centre could encourage more fathers to get involved**

- Dads consulted during the day felt that it was a female environment and apart from ‘settling in’ they did not feel it was their place
- Mothers were extremely keen for dads to be more involved in the centre and suggested weekend and later opening times would be more accessible to dads
- Both mums and dads suggested that all fathers should be made aware of how important it is for fathers to be involved in their child’s learning and development
- Attending mums felt that publicity needs to be actively aimed at dads

Two additional questions were asked to parents of children attending the nursery
How confident do you feel about approaching teaching staff?

- Parents reported that staff are friendly, approachable, helpful and like family
- Parents feel very confident speaking to staff and feel they can discuss concerns easily
- Parents felt the ‘open’ door approach gives parents the opportunity to deal with any issues/concerns straight away so they did not turn into problems
- Having Bi-lingual staff was a big factor in parents’ confidence

Transition/settling in? What works well?

- Staff treat all children and families individually, offering a flexible approach to settling in, this could be a week or two depending on the child. Parents greatly appreciated this
- Parents feel the partnership between the children’s centre and the nursery is excellent, and this makes the transition process much easier
- Staff ensure 1-1 attention is given to children who find transition difficult, and also for the parents!
- Pre nursery preparation was cited as the most important part of the transition by many parents
Collated Questionnaire Findings:

All participating parents were given an opportunity to complete an additional questionnaire based on the themes of the consultation.

57 questionnaires were completed

1. The Nursery School and Children’s Centre are welcoming:

2. I am happy with the activities on offer for families:

3. The services at the children’s centre have a positive impact on my relationship with my child/ren:

4. I feel informed about other local community services, as well as what’s on in the children’s centre:

5. I feel confident to approach staff when I need to talk to them:

6. I am aware of the opportunities available for adults in the children’s centre:

7. Using the children’s centre has made a positive difference to my family life:
Please tick the box which best describes the way you feel

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<th>No</th>
<th>Not sure</th>
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<tr>
<td>Using the children’s centre has made a positive difference to my family life</td>
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<td>2</td>
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</table>
Appendix B

Thank you for taking the time to complete this questionnaire

Parents Voice

Parent Feedback

Discussion topic: How welcoming is Sheringham Nursery School and Children’s Centre

What works well?

- Really good, extremely friendly
- Staff very friendly, smiley, approachable and helpful
- Staff are always informing parents of workshops, trips, outings
- Very welcoming
- They support both parents and children
- Everyone is friendly-from receptionist to caretaker
- CC staff call parents if they haven’t attended for a while to see if they are ok
- Staff ask about parents and find out what our children are doing, what they like
- When children run around in the reception, staff do not make you feel uncomfortable
- They know all the children’s names
- Very welcoming to all ethnicities
- There is always someone to help and support parents
- They are mothers and they understand other mothers
- They are very good with the children
- The security is very good- makes parents feel at ease
- Kim very friendly
- This is my first time, they are very kind and very respectful
- Home visit before starting
- Baby massage
- Swimming

How could this be improved?

- It can’t
- No, it does everything- I am very happy
- To work together with the school
Discussion topic: Which services have you accessed that have made a positive difference to your family life

Services accessed:
- Parent and Toddler group
- Exercise class
- Picnics/cinema trips
- 1st aid course
- Reading /writing course
- Pre-playgroup
- Job training
- Tea and talk
- Crèche
- Parenting
- Outdoor activities
- Play dough
- Water games
- Sheringham shakers
- Eid party
- Speech and language
- Bin the bottle
- Open days
- Nutrition workshop
- Story sessions

What activities/events would further support your family?

- Trips once a month
- Gymnastics
- Allow older children to come during the holidays-if we have older children it stops us coming
- Football coaching for the children
- More ESOL classes-waiting list exists but need to run more classes
- More afternoon courses
- More afternoon crèche facilities
- Sometimes it gets very busy- have a bigger room
- Workshop on dealing with hyperactive children
- More certificated courses for adults
- Fathers workshops
- Basic English classes to help mums communicate with their children
- There are more than enough workshops
- Childcare training
Getting involved in the Children’s Centre

Do you feel the centre provides opportunities for you to get involved as a parent? How?
- Courses for parents
- Each term they let you know what your child is doing
- Open days/children’s events
- Workshops
- Parent and toddler sessions
- Parents have opportunities to attend training to support children
- All parents can be involved- translators always available
- Asking parents opinions
- Feedback sessions
- I’m new but the staff have explained to me all the sessions that are available
- If I haven’t been for a while- someone will contact me and encourage me to come back- it’s so nice

What other activities /opportunities would you like to develop the training needs of parents?
- Childcare training
- First aid training
- Family support
- Dental check ups
- Speech therapy
- More ESOL classes
- ICT classes- different levels
- Literacy and Maths for parents
- Sewing classes- teaching skills that can be used at home or for home working
- Cake making
- Job support
- More parenting sessions more often
- PPI course

We would like to encourage more fathers to use the centre. Have you any suggestions for us?
- Football
- Workshops for Dads ( DIY)
- Dads activities with children
- I.T sessions
- More workshops at weekends for Dads
- Sports activities
- A family day so Dads can be introduced to the CC by mum
- Open on Saturdays
- Publicise the Children’s Centre more- many people think it is just a Nursery
- Dads induction session - they can come and meet other dads, it will encourage them to come
- Publicise dads and children only sessions - tell dads of the value of play and the impact of being involved
- Start a dads group and publicise more - dads need to know it will not be an all-female environment
- Put pressure on dads - tell them how important it is for their child's development for them to be involved
- Competitions - dads and children with other dads and children
- Workshops for unemployed dads
- Walking group
- Approach dads directly - face to face
- Invite dads to ESOL classes
- Healthy snacks workshop for dads

Discussion topic: Have you accessed any services to support parenting in the Children’s Centre? (Triple P, behaviour, toilet, sleep sessions)

What worked well?
- Triple P
- Behaviour workshop
- Toilet workshop
- Triple P drop in
- Sleep workshop
- Fussy eating
- Giving up the bottle session

What other support would you like available?
- All sessions are in the morning which means I cannot access them, could some afternoon sessions be organised?
- The sessions need to be run more often, there is a very long waiting list
- A wider range of parenting services (how to set up activities at home)
- Support child’s independence by allowing them to be in an activity without parent for about an hour
- A meeting to inform us what is available and how it can help us
- Courses and family support are enough for me
- Open access - offer a drop in session once in a while for parents
- Waiting lists are too long
- For activities to be publicised more in the community to ensure wider access
- Speech therapy
Discussion topic: Supporting children’s early learning and development

What do you know about the Early Years Foundation Stage?

(EYFS not known by 29 parents)

Do you feel the services offered at the centre help you to support your child’s learning and development?

- Singing sessions
- Story time
- Parenting
- Definitely, there are so many different sessions which support us
- Yes, staff modelling for parents
- Yes, games with numbers for maths, phonics and letters, through songs and we have a sheet to take home
- Childrens development is very good at Sheringham
- They support speech and language development
- Socialising and making friends
- Reading and writing
- Sessions to understand how children learn
- Children learning to be independent
- Parents evening
- Yes, plenty of activities to stimulate the children differently
- Parent and toddler activities get children ready for Nursery
- Settling in- got lots of help

What activities/ events would further support parents?

- More ESOL classes-very long waiting list
- First aid
- More fathers classes
- Mums chat group
- Computer classes
- More of the above
- Afternoon classes
- Drawing, painting and dancing activities
- More support for parents to understand children’s bad behaviour
- More alphabet sessions
- Sessions for autistic and disabled children
- Mixing with others, community
- Speaking English
- Gymnastics

Discussion topic: Additional support for children and families

What opportunities are available?

- Swimming for children
- Centre is great 9/10
- Book start
• Home visits
• Health visitors
• Exercise classes
• I am not sure
• Family support is great
• English class
• Child-minders network
• Housing advice
• Benefit advice
• Translating services
• Multi-lingual staff

What could be improved? What would you like to see?
• Children learning English in the children’s centre
• Afternoon parent and toddler sessions
• More ESOL and childcare courses- waiting list too long
• Careers officer to discuss different opportunities and different jobs
• Would like more activities/workshops with crèche facilities
• Courses to help parents into work
• Volunteering opportunities for parents
• More support for parents to deal with children’s behaviour
• Literacy classes for parents( not ESOL)
• To allow children in crèche to use the outside area
• More access opportunities for working parents( evenings, weekends)
• More publicity

Discussion topic: Where did you hear about the Children’s Centre?
• From walking by
• I live locally
• Health visitor
• Friend
• From another children’s centre
• Nursery
• Leaflet
• Council
• GP
• internet

What information about local services is available in the Nursery and CC?
• Info about swimming pools, local library and play groups
• Stuff on calendar about other services
• Dental services
• Health visitors
• Info about other children’s centres
• Health services
• Events in local areas
• Not enough
During the Olympics info was wider and more available
Not sure, I’m a new parent
Leaflets by the reception area but do not discuss anything
Community centre
Primary school

Discussion topic: Nursery parents only

How confident do you feel about approaching teaching staff?
- Very, they are friendly
- It’s ok, they are very nice
- Very approachable- all of them
- I’m confident to talk to staff, my son is happy so am I
- Very confident- staff nice and friendly
- Confident, language is not a barrier because there is translation available
- Just met them but the staff seem very approachable
- Very kind- my son knows the system already (badge)- he settled really quickly
- The staff talk to the parents and the children,, they ask parents about the children, this makes you feel comfortable
- Very confident- we are like friends
- Staff speak most languages, this makes parents feel confident to talk to them
- Staff are always extremely helpful
- Staff give 1-1 sessions regarding children- this makes parents feel confident to talk about any problems
- Parents can speak to the staff when they want to- they are very approachable

What would make it easier?
- To be able to speak English
- Keep having the same polite and friendly attitude
- No, can talk to them about anything

Nursery parent only
Transition/settling in

What works well?
- Transition was excellent, my child is happy with teachers
- The staff are trying to improve independence, the nursery helps children settle into school
- Attending the crèche and pre nursery. It has helped her settle into nursery
- Mrs Rice reassured me. I needed more support then my child
- Teachers go slowly- they don’t rush you out, they go at the children's pace
- I know I can talk to anyone here
- Regular updates from staff to let me know how she’s doing while I’m waiting in reception
● It was very good. Staff were very flexible and allowed me to stay 2 ½ weeks longer to settle her in
● Staff give 1-1 attention to children who have difficulty settling
● The pre-nursery preparation was very good, gave children confidence and made them enthusiastic about starting nursery
● Found the transition from CC to nursery very easy
● CC staff prepared children for nursery
● Settling in period (staff ask questions about child)
● 1-1 with Head teacher to find out about school
● Someone looked after my baby while I was settling in my child
● I have twins so I looked after 1 child and the staff looked after the other

What additional support or information would have helped?
● More information about the children centre and the nursery in the wider community
● I think they have everything, I am very satisfied
● None

General Comments
● London Borough of Newham is a wonderful place to live, as I am a single mother
● More frequent trips to zoos and farms and support for parents who cannot pay
● The first aid course supported parents and children. It was great
● More ESOL classes for parents
● More opportunities for working parents
● The continuous use of water, throughout the year, no matter the temperature. Children can very easily catch cold
● I don’t really want my child to play in the rain, he has not been well but I didn’t want to keep him off school, but wanted him kept inside, he is coughing even more now
● I would like the children to wear a uniform (even if it was only a sweatshirt) it’s too expensive to keep replacing ruined clothes
● Visits to local parks and leisure centres
● More varied activities for children
● More varied toys
● Maybe a trampoline
● Everybody is happy here, without the crèche I couldn’t do the things I do
● Lots of activities
● The open days for prospective parents are great
● Parents enjoy coming to this CC, it gives them an opportunity to spend quality time with their children
● My child’s first language is Polish but he now speaks very good English
● Lots of activities for children during the holidays
● Keep on doing what you are doing, the service here is extremely helpful
● The CC makes parents confident as well as the children. We make new friends