



Return to nursery parents' questionnaire.

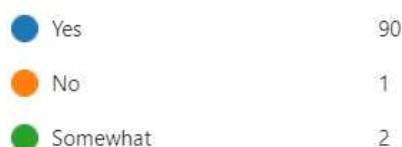
Responses collected 24th July 2020

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Do you feel that your child has settled in well

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What have we done well to ensure that your child settled in well?

The staff team.

Kept us informed at all times.

Updated us when needed.

Made [Child] feel very reassured.

Being kind and have a good understanding of his needs. His development has come on so quickly.

[Key person] has a great relationship with [Child] and that forms a key part of why he is so happy to attend.

Everything, everyone is so friendly and welcoming we had no problems with settling back in.

Key person collecting in the morning.

Many things remaining the same as usual.

Teaching about cleanliness but making it fun!

Everything has been amazing and reassuring

It's been a great experience. The higher staff to children ratio seem to be working really well and having all this attention I believe helped her settling back in quickly. My daughter comes home from nursery and keep talking about her day with a big smile until she goes to sleep (She only talk in words but she's keep saying the staff and children names and the activities she's been doing). Staff seems very happy, warm and loving creating a lovely space for my daughter.

Staff have as always been very welcoming, drop off and pick up have been handled very well

Keeping the same staff working in her room as much as possible. All the fun activities!

I want to say a special thank you to [staff member] who works in the Piglets room. She has been so lovely and welcoming to [Child] every day, and I really feel that [Child] is cared for when I drop her off.

Staff always happy when the greet him

Warm welcoming staff, lots of activities and 'the Montessori way'

Keeping her engaged & entertained so the day goes quickly for her. [Child] is always tired when we pick her up so that shows that she's not been bored!

Lots of personal attention

On the first day [Child] came back to nursery you had a bubble machine going outside which I thought was genius to entice the children in! He also loved the balloons inside. [Child] was really quiet before we went in but by the time I came to pick him up he didn't want to leave so you must have done a good job settling him in on his first day. He's also seemed really happy since going back.

Familiar staff faces

Grouped her with her friends

Kept same staff and kept routine for the children on their return so they slip straight back in where they left off

Friendly welcome, consistency in staff. And clearly he has a lot of fun when there

Provided parents with information, staff have been supportive. Made changes fun for the children (blue team / red team etc)

Staff have been amazing, MMC is being updated daily

Very welcoming and making it feel no different for the children she explaining when things are different

Assignment of the same teacher and familiar friends in the bubble made the difference

Continuity of the process being followed. I think the instructions that have come through have been timely and informative.

Keeping them in a bubble with some friends they used to play with.

Good range of activities to keep them busy.

We were a bit anxious sending [Child] when the nursery opened; however the measures we saw of safe distancing, bubbles and queuing system for pickups and drops reassured us that the nursery is taking the health of the children and staff seriously.

Also, the bubble system and fewer children in a bubble has helped [Child] immensely. He has stories to tell each day on what he has been doing with [Key person] and his other friends. We are really impressed how well the daily updates are sent on the my Montessori app.

Consistent staff, clear rules. Professional and caring approach.

Thanks also for the call on day one of return to reassure, that was very welcome.

[Child 1] and [Child 2] have both been made to feel special and welcome back at nursery. Their key workers in particular have been very attentive to their needs, and have devised fun activities making sure everyone is included. The attention they have received has really helped them to settle back.

Consistent staff

Positive greeting at the door; lots of cuddles (for my son!) and generally just getting back to the usual great routine!

staff are brilliant

Attention to individual children's needs but also [Child] was very happy there before so he looked forward to seeing friends and teachers he missed.

I think the smaller groupings (necessitated by Coronavirus restrictions) have really helped, but ultimately it's down to the wonderful staff – [Staff member 1] and [Staff member 2] in particular - who have really helped [Child] settle. The communication about arrangements for parents and the use of the app have been really clear and helpful too.

Keeping normality as much as possible & not scaring the children with over explanation about COVID, wearing of masks

He likes routine, so welcoming him back has contributed!

A graduation up to Owls helped. She much enjoys the structured day.

Think she enjoys the smaller group.

I'm not really sure as I have no visibility of what happens at nursery or even regular contact with son's key person - but he has been happy and enjoying nursery very much.

[Staff member] is just an amazing teacher and I'm 100% certain that because of [Staff member's] positive manner, [Child] settled well.

Friendly reception at the door. Same teachers. Reassuring towards the children. Friendly and happy staff.

Tried to make sure she was in a bubble with people (teacher and children) who she gets on with. However my child was so desperate to come back to nursery that she could of been put anywhere. She described her first day back as wonderful.

The Roos staff have made a big effort to settle my baby who has never been to nursery before lockdown so thank you very much.
Been very friendly and welcoming to him. Settling in sessions were made as easy as possible for me as a parent to help him settle.
The seamless transition into the new way of running the nursery has meant both [Child 1] and [Child 2] are happy and engaged. All the staff have been welcoming and pragmatic. The mobile queuing system has also worked well.
I dont know but she comes home happy!
I have to say [Staff member] in Eeyores has really helped settle [Child] in and also the girls inside. They are all so caring and reassuring.
[Child] is happy to be back at nursery amongst familiar faces. For us, the bubbles have been perfect as he has been with his best friends and favourite teachers. He is happy in small groups so the bubbles have worked well but will be equally happy if the room is reunited. From a distance it seems like you are letting the children be children - letting them play together normally with subtle changes that have been implemented to aid safety. [Child] is very happy to be back and able to properly finish his time at Christopher Robin before starting school in September.
The staff have been so fantastic with welcoming our son back into his nursery setting.
In the main nothing has changed it's the same fun place
Staff are always so happy and welcoming. My son is always happy to go to any member of the team at Cranleigh
Made her feel welcome, lots of fun and engaging activities. It is really nice that it is someone she knows who collects her from the car park.
Greeted us in the morning with friendly smiles and reassuring behaviours!
Not sure but [Chid] has settled well. I think the smaller class size has helped making a bond with [Staff member] and always having the same person meeting her at the same place. It has made the transition between us and nursery far faster and smoother for [Child].
Everything
The teachers have all been fabulous and my girls are both so happy and love coming to daycare to see them.
You have treated them like the young people they are who don't completely understand what is going on. Having heard horror stories from friends, I have been really happy with your approach. It's been the right balance between keeping everyone safe and acknowledging they are very young.
Staff were really welcoming
Welcomed [Child] back like he's never been away.
Not too sure as we obviously only interact at the door but [Child] seems very happy and settled. She seems to be happy with [Key person] and the other children in her pod.
You have been friendly and welcoming as always and provided a safe space. The kids have loved getting back into the nursery routine and also seem to enjoy the smaller groups - I think they have been able to get to know their bubbles really well and enjoyed connecting with their key worker and playing together.
Key worker has been fantastic
Settling in session
Safety and hygiene guidelines have been very impressive
Kept to the old routine as much as possible.
Amazing staff. [Staff member] is a excellent room leader and [Staff member] is absolutely fantastic There is always a friendly face to greet [Child] at the door, and everyone has made such an effort to make it as normal as possible. Everyone has been themselves - and that's what we love about nursery.

Good communication. Friendly staff. Excellent drop off/pick up system
Lots of personal attention, particularly with the feeding!
You've been extremely kind and caring. You've kept him entertained and distracted esp when he's been upset in the morning. You also helped us as parents settle in by being informative and keeping us up to date with everything. On [Child's] first day I had called to check on a [Child] a couple of times but even then [Staff member] had rang me herself just to reassure me how [Child] is doing. You don't know how much this meant to us. Thank you!
Qudini app works well for social distancing. Happy that [Child] gets lots of different activities during the day and always comes home in a great mood
Kept here stimulated and in particular [Staff member 1] and [Staff member 2] (her favourites) have made her feel happy
Small groups with children he knew before
Usual friendly attitude; I really think the greeting at the door on a 1:1 basis helps. And likewise opportunity at the end of the day to have 1:1 handover - even if sometimes its a quick chat - outside of the classroom.
The bubbles seemed to work well, socializing with smaller numbers of similar age.
The friendly staff are what's helped [Child] settle back in and being with all his friends, and the routine. [Staff member] in particular is absolutely brilliant and makes the children feel so welcomed and safe.
[Child] has always been happy to go to nursery so he was happy to go back after lockdown.
Sent us information about the new procedures so that we could understand them and discuss them (particularly with our 4 year old). Sent information about the online queuing system in advance so we could set that up. A call from [Manager] before re-opening so that we could ask any questions. Genuine enthusiasm from the staff about re-opening and seeing the kids again. Making the bubbles fun with red / blue teams. Daily calls from [Staff member] (our 1 year old's key person) to let us know how she's doing. Worked with us to do half days to start with, for our 1 year old. A very effective online queuing system - this worked seamlessly from day 1! And just generally - providing a welcoming and caring environment for our children, whilst still having new measures in place. We feel so positive about their return to nursery.
To have the same keyworker coming out to greet [Child], we have had a lady from another group who I did not know two days which did unsettle her. I miss a full handover and feel it is a rush to hand over in the morning and evening as there are other parents waiting
Having the same teachers.
Explaining the bubbles and the situation clearly to the children.
Fun activities, smiling and welcoming at drop off and pick up.
Everything - the girls have been brilliant
You have a lot of activities with our child. He really enjoy stay with you.
Daily activities (such as water play, making play-doh, etc.) and lots of playtime outside has helped to keep her distracted and happy.
The nursery staff are friendly. [Child] has always enjoyed going to nursery and seeing the nursery staff. She didn't require any re-settling measures.
Friendly geeting at the door helping [Child] go in without me, good choice of teachers and friends in his bubble
Reassurance, activities, routine, the cuddles and patience. Overall amazing support from management and staff at the London road nursery. Also not wearing masks was a good idea and i see that masks are scary for the littles ones.
Good mix of friends in [Child's] group and all the activities have kept her entertained.
Staff are great with the chdren, as always.

You have been communicating with me well and have made necessary adjustments changes to benefit [Child].

Is there anything more that you feel we could do to help your child settle in?

He is a little difficult on drop off due to not being met by key worker but once in he is fine.

With regards to our Safe Operating Procedures, is there anything further that you would like us to consider doing?

none

I think everything has been done that's needed.

No

No I think that everything that can be done has been done and more.

Understandably the bubble sizes need to increase, but keeping contact with others to a minimum for as long as possible.

No everything is great well done

N/A

No

No

None.

Try to stop congregating of parents in the car park area when you're driving in for pickup. Often in middle of approach!

No

As long as temperatures are checked regularly with a low tolerance of sending sick kids (And staff) home and insisting on regular hand washing every hour I'm happy.

No I think you have done everything needed

Possibly more prep for new school starters that are leaving.

No it's been perfect so far

I am comfortable with the current procedures

none that I can think of,

N/A

Nothing really. I think you are checking temperatures on arrival and I guess it would be good if that was done before parents left in case we need to take them back home.

Queuing system is working really well. Very prompt thus far.

Not sure if it's being done already since we haven't seen nursery from inside, it would help further if children wash their hands first thing when they enter the nursery and last thing when they leave to further reinforce the hygiene and avoid any inadvertent spread of the virus.

This is difficult to answer as a parent because we can only assume everything is being applied consistently. The procedures being applied seem as good as it can be given the extraordinary circumstances. I would have suggested a more fixed pattern of days previously to try to adhere to the bubble approach however I recognise this is difficult to achieve and would be near impossible to meet parental needs. The smaller numbers are definitely a positive and the active approach of managing all sickness is very positive too.

Perhaps make it easier to use the app - it's especially tricky when bring in 2 children as it doesn't seem to go back to the first page very easily. Otherwise it's been very easy!

No

keeping the groups small

No

No
No
No, happy
Parking makes me a little nervous as there are more kids and parents standing in the car park at key periods due to collecting kids outside. Concerns it might be worse as more children come back.
No
no
No
No I am happy as it is
No
I don't think it's possible to make it any safer given the context of the site. No complaints.
No you've done a good job
No, I think everything is fine as far as I am aware.
Not especially
No
No, everything seems well run and organised.
Nope
No I feel it's a very safe system you have put in place
No
No
Not that I can think of.
No
No
We really value the smaller groups of children as it reduces risk and has made us feel more confident about sending our children into the nursery setting. I know this isn't possible to continue forever and the logistics are probably a nightmare! but I think it would be valuable to think about how the transition to larger groups is made and whether smaller numbers can be continued for slightly longer.
It would also be helpful for staff (particularly in Tiggers where the children are older and more aware) to think about how they communicate about the virus and germs more generally and the impact this has on the kids. E.g. it can make children anxious to think that touching their face could make them sick, or that everything needs to be super clean before they can touch it etc. Again there is a balance as obviously teaching good hygiene and keeping kids safe is important. But if staff can remain calm and pragmatic when talking about these things then hopefully the kids won't pick up on too much anxiety or concern around germs and cleanliness. This isn't a criticism, just something that was on my mind!
No
To continue ensuring that their hands are wash on arrival and when leaving the nursery. To continue to have a no shoes policy in the classrooms. And this should apply to all parents if they are permitted to enter the classroom in the future.
No
No, just to continue as more kids return
No, I'm happy with it.
Nothing to add they are doing a Great job
No
Not that I can think of.

Consider having an optional meal (Ella's kitchen, Hipp) in case the child does not like the lunch.

No

Nothing else comes to mind.

No - doing a brill job!

I don't think so

Just keeping parents posted with any changes, so that we can digest them, ask any questions and discuss them in advance with our pre-schooler.

The queuing system does not always work.

It's hard to say as we don't see inside!

No

Not at this moment in time

No

I'm not sure if this is already being done, but perhaps hand washing when they arrive and on leaving (including any trips outside) could help to prevent any possible cross contamination?

The only area which concerns us and could be improved is the close contact involved in passing [Child] between us and the nursery staff at drop off and pick up. If the staff member tested positive for covid, track and trace rules would mean we would be off work for 2 weeks and at risk of contracting the virus and vice versa, if one of us tested positive, the nursery staff member would have to be off work for 2 weeks.

2 suggestions- either face coverings for this face to face contact, less than one metre. Or the child could be placed on a mat just inside the entrance, the staff member steps back 2 metres then the parent walks forward to pick her up.

No all is fine

no- all happy

No

No

Don't know

With regards to managing pick-up and drop-offs, do you feel that the Qudini queue management system has had a positive impact, bearing in mind current social distancing guidance?

With regards to managing pick-up and drop-offs, do you feel that the Qudini queue management system has had a positive impact, bearing in mind current social distancing guidance?



What have you liked about it?

i think it has been good to have different drop and pick up points for children.

It's quick and easy and staff are always ready to go.

Child safety is increased

It works really well, it means that everyone is safe and you know how long you need to wait which is never too long

The virtual queuing is excellent to help minimise contact with others.

It's quicker

It's simple fast and efficient. So far only once it didn't work for me.

very quick and easy to use

It's easy to use and we never have to wait long.

Can keep your distance

Less carpark congestion than prior to the system being implemented.

It's efficient and happy to have that although prefer the old way of doing things

You are notified when to approach the entry point. Text messages are helpful

easy to use and makes social distancing easier. At the end of the day it's nice being able to wait in the car instead of having to wait inside for [Child] to finish his dinner

Much smoother

Very helpful, I wouldn't mind if this continued forever!

Easy to use, reduces congestion at the door

Easy to use, my daughter finds it fun to see her place in the queue.

Individual time with key person

It's been so easy and much better than before I love it

it is a well organised queue management system and it avoids parents crowding outside the nursery.

As long as you have data signal it's simple to use, but there have been a few times where this hasn't worked.

The continuity of one person coming out every day helps everyone feel comfortable with the new process. Even though in reality, all in the class will have interaction with [Child]

Very prompt at the moment. Easy to do but would be good if you could store name and numbers so don't have to retype these every time.

The wait times are not long. The app is fairly accurate in terms of setting expectations on wait times.

Completely smooth no issues. Feels comfortable and controlled.

The staff are very responsive and we wait no more than a minute for them to come and collect the kids.

Handing over outside is pleasant. Feels less rushed.

It is easy to use

children gaining more independence and less stressful drop off

More organised pick up/drop off

Pick up is actually easier than previous

It's very easy and straightforward. It also makes drop-off and pick-up much easier for me, not having to go in, since I always have the baby with me.

Efficient and easy to use.

Despite Wood Street Village having minimal internet signal, it's been easy to access and straightforward to use

Ease of use and it's quick response from your team

Simple. Relatively quick.

Very easy to use.

It works. It is easy, and actually much better than going in the building!

It's very convenient and more important ; it does allow the 2m distance to other parents

Faster drop off and pick up. Easier for parents even outside of the current situation. Good communication online and every day
Simple and easy to use
Nice and quick to collect our daughter
I think it is great so there faffing around getting their belongings and it is just drop and collect.
It's worked great at drop off and pick up times without any issues
It's quick and easy
Quick and easy to use
Easy to use. Staff quick to collect/return child.
Just made it easy to wait and keep distance. I guess it'll get more complicated as your numbers go up!
Being able to have a fast less chaotic hand over.
It's an efficient way of remote interaction
When it works (I have issues with reception so it only works about 30% of the time), it makes pick up very quick and efficient.
Effective way of managing the number of people near the nursery.
Works and effective
Seems to work well, would be useful if the messages said which child/room when you have two, but have solved by putting their initials in with my name!
Quick and easy
Simple & clear
It is straightforward and a good tool. A couple of improvements could be made - e.g when dropping of two children it is difficult to work out sometimes which child is being called - a generic text saying "we are ready for you" could apply to either child and sometimes the browser info isn't up to date. If you could include the child's name in the text that would save confusion! Also if there is a way of saving our info such as name and number then we wouldn't need to enter it every time, but that's a minor point!
Quick. Easy. Effective
Quick. However there was only one time when I entered my details and received a confirmation text, however it didn't reach the nursery's iPad.
Time to speak with key worker and waiting outside instead of at entrance and causing blockage for people who wish to leave the nursery.
Works well to ensure social distancing
Quick, easy and efficient
It's easy and quick to use.
No big groups waiting around and less traffic outside the nursery
It works well for the current situation - great at alerting staff and good to know roughly how long we might have to wait
It's easy and makes drop off stress free. Also allows for good handover time.
Very easy to use and much easier way to maintain social distancing
Avoids long waiting times
Easy to use, let's you know your position in the queue, however when there are kids in another room does not queue all rooms in consideration as you may get two sets of parents being called at the same time as there is only the one access point. Pick up can have the same issue.
Very easy to use and have never had to queue
1:1
It has maintained social distancing and has made sure that the parents do not mix
Easy to use! Works really well. Great system.

when it works it is beneficial

not trying to squeeze into the small entrance, and put shoes on where there is little space :-)

Quick

It is a good procedure

I think it is a good idea to manage how many people are approaching the building. However, an app would be preferable to having to use an internet browser.

Enables social distancing. Efficient.

Easy to use and much better than the usual scrum inside. I would be very happy to always use it!

I guess there was a rush in the mornings before and parents and children would be crowded in the coats area so this works well with social distancing.

Very easy to use

How do you feel we could improve pick-up and drop-off?

We manage perfectly without the app

People get out of their cars and wait by the gate anyway in a line. This however might be more useful when it's raining. It works well for pick up to bring the children out more than drop off. However we do not feel at risk using a socially distanced queue

There should have been an option to answer this question neutrally. So far we have arrived at both drop off and pick up when there have been no other parents around so I find it is a bit of a pain to fill in the app when I know we have been spotted in the car park. I'm sure it is good for managing peak times but I think if you are the only parent there perhaps it would be easier to ring the bell

My daughter's group is currently 2-3 kids, so using the system is somewhat pointless.

It can take a long time to drop off or pick up but this may change when group sizes change.

I really like the system and think it could work really really well if it was fair for all parents. For example Parent enter the room, when they are not even in the car park. I have arrived in the carpark with no other cars and I was 4th in the queue and then I watched the cars arrive and all went in before me. I have been in the queue for 17 minutes when there was only one person in front of me. I have been in queue for 10 minutes when there is no-one in front of me. of me. It feels like it takes a long time to get anyone downstairs.

Have you enjoyed receiving daily feedback on My Montessori Child?

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What have you enjoyed about it?

I am back at work and miss [Child] a lot. The photos and details are the highlight of my day as I get to see them whilst working and it makes me really happy to see him developing so well.

Personal updates are difficult if multiple parents pick up at the same time so the online update fills this gap.

It's nice to be able to look at it together, sometimes before I would miss things to tell my partner this way we both know what [Child] has done that day

It's lovely to see what the children are getting up to throughout the day, but (hopefully) not to an extent where too much time is taken away from focusing on the children.

The picture and having a real insight into what my daughter has been up to during the day. It also helps me to know what to talk about with her after nursery.

lovely to see how [Child] has been doing each day

I love seeing the pictures and having a record in one place telling is how [Child's] day has been. I always look forward to reading it when we get home!

Enjoy seeing what he's been up to

Seeing what the boys get up to.

Great visibility on what [Child] has been up to.

Interested on how [Child] acts when we're not around and feedback on meal preferences, funny stories etc

Gives me a good idea of my child's day

As it's not usually me that picks [Child] up, I tend to miss out on the conversation discussing what he's been doing each day so it's nice to be able to read this online. I also like seeing what he's eaten, so for example if he's had seconds I get a good idea of what foods he likes

Get an insight into why she has been doing - would like it to continue

It's a great way of finding out how my children get on when they are still too young to communicate it themselves

More detail on daytime activities etc

It's actually being updated

It has been updated more regularly and has given me peace of mind

I enjoy reading about my son's daily activities and talk to him about in our bedtime routine.

Well, I would if I could remember our log in details - can you please resend.

It's just nice to know that your child is being looked after and well and how they behave in a different situation.

Good to know what they are doing given the strangeness of life at this time. Also good to know what they are eating. Makes pick up very fast which is good. Recommend you keep doing this.

The daily feedback has been really

There's been loads of photos, and detailed info about their activities each day. I love reading up on what they've been doing because I generally don't collect the kids and so would normally miss out somewhat on that feedback. It's been really wonderful to get an insight into what they're doing!

Pictures are great

Nap updates are useful to plan the evening!

enjoy seeing what my child is doing every day

More detailed information about our son's day including activities, food intake etc. The teachers have always been very good but once you got stuck behind another parent it was impossible to receive a thorough feedback from the day

Being able to discuss day

Knowing more about all the activities they've done and being able to review if I forget, so that I can talk about them with my daughter.

Everything! My husband and I log on excitedly each evening to have a little glimpse into his day. The day summary is useful but we absolutely love the photo updates and the accompanying comments. It's also really helpful to learn what and how much he's eaten each day, and it's enabled us to be more adventurous with food choices as home. Prior to his return to nursery, his eating had become really picky!

Whilst it can't/won't replace the traditional chats with key workers, it's helped us be more at ease that [Child 1] and [Child 2] has settled straight back in after such a long time away from their friends and key workers

Detailed.

Useful to know how much sleep and food she has eaten for the evenings. Really enjoy seeing what she gets up to and she also enjoys looking at the pictures.

I love seeing more regular updates / photos about what my son has been doing. It makes a huge difference in feeling connected to the nursery, and also in allowing me to talk to my son about what he did that day.

It's a bit hard not being able to talk to her teacher (just because we were so used to get all the infos when pick up), so really enjoy reading about it. And seeing the pics ;)

Seeing what my child is doing daily with a picture. Lots of information!

I like to see the pictures of my children

Hearing about his day and seeing photos

See the photos of our kids every day has been excellent.

It is much more informative than before.

It's nice to see what the children have been doing

It's great to see daily updates as beforehand I found it wasn't updated frequently. A couple of times i've noticed that a few days have been missed so we are unsure what our child has eaten/nap times etc. It would also be handy to know how good he has been at going to the toilet on his own as usually the staff inform me about this but have noticed it's not on the page. Most days his pants are wet but not sure if he's wet himself or he's had issues not pulling them down properly for the toilet.

It's wonderful to see what [Child] gets up to and how well he is behaving etc

Nice to see the pictures and comments about how my child's day has been

Photos and updates on her day.

I feel more has been put on the web page which then has been added to the report

Regular updates on my sweet sweet boy :-)

I love being given a daily snapshot that I can absorb when I have a minute of calm and it gives me the chance to look through past photos and activity details.

Always lovely to hear what [Child] has been up to and see what they have been doing.

Nice when there is a sentence on what they've done and useful to know how they've eaten/slept Even though I haven't been able to have a verbal catch up about my son's day I can see it all on MMS with photos

Photos

I love seeing the pictures of them playing at nursery and being able to talk to them about it at the end of the day. It's so valuable to have an insight into their day and have more directed conversations.

It easy to access

I look forward to it daily. Much more detailed and more photos than previously. But I don't know who to believe, as sometimes I ask [Child] how she enjoyed a particular activity or if she ate e.g. banana and she said she didn't do either! She could have just forgot, not sure!

The detail

Great to see the information on her day, food, sleep etc and see lots of pics

Very interactive and detailed

So nice to see what he gets up to, especially as he's moved into a new room that I haven't seen yet!

Love the fact it is now updated daily and the daily photos. Hope this keeps up!

It's always good to know what [Child] has been up to as she isn't always forthcoming with info!

Photos are a delight. The food and nap notes help us to plan food and evening sleep - very useful!

I love to get the updates quicker though. They usually come in closer to the end of the day.

Lovely to see what they have been up to and achieved

Love seeing photos of [Child] getting lots of interaction and different activities from home

A bit of an overview of there day and seeing them in one or two activities (photos). Good to know what they've eaten in the day. Works great.

Photos, detail of what he has been up to, food that he has eaten

The photos and little comments about daily activities; how he's eaten etc. Would prefer this way of a handover even after the measures are relaxed...

It is nice because the information is recorded, sometimes at pick up it's hard to listen to the staff when there are lots of kids and your own child wanting to leave. This way I can read it later on and retain the info better

Can see nap times (sometimes forget when told verbally) and food eaten.

I would prefer if it was on an App as have to keep logging into the website. this makes it harder while at work. would love more photos!

seeing what they are doing daily

Seeing what he has been doing throughout the day.

The Day Note. We love the reports of our child progress.

We love to see photos through the day and to know what our daughter has been doing. I also like to see how she has slept and eaten, so that I can manage bedtime accordingly.

We like seeing what she's been doing during the day and especially like the photos accompanied by the descriptions.

Good detail and saves hanging around waiting for a moment to speak to teacher

I love seeing the pictures of the activities and garden play. I love seeing her smiling and having fun!

Good to see what [Child] is up to.

Finally using it and seeing lots of pictures about what they have been up to.

How can we improve it?

I didn't know it existed I need to check it out

I haven't looked yet... Completely forgot. Will have a look

Appropriate to the circumstances ; and therefore nothing to improve however a report like that does not replace the individual feedback.

Not your fault, wife doesn't remember the details and didn't tell me this existed! Ha

Because it is group feedback rather than individual like it used to be. Appreciate staff are stretched though

Didn't know you were doing it so I haven't been looking at it!

I did not realise it was there

Is there anything more that you feel we could do to enhance feedback for your child, bearing in mind current government guidance regarding social distancing and handovers?
none
No
No
No we feel that it's all been done really well in the current situation.
No.
No everything is great everyone doing so well
Perhaps the gradual increase of the number of children in each class. I'm slightly worried that on 20th July and 1st September the class will be suddenly be full of upset children and that will impact on my daughter.
N/A
I'd always like to see more pictures and observations
No
No feel we get enough verbal and on my Montessori child website
No
No I think you are doing an outstanding job. The kids could gel their hands with sanitizer on entrance and on leaving by the door if they don't already...
No all good from us
N/a
Virtual Parents evenings!
No
I won't mind more pictures to be loaded to My Montessori Child.
No. The short debrief on collection plus the information on mymontessori is adequate.
Nothing I can think of.
No. The feedback is quite detailed and helpful.
No.
No
No, the staff are amazing and through in their feedback on MMC
No, thank you. If there is anything else I need discussing I would cal the nursery and either management or the room leader is very helpful
No - very happy
It must be a lot of work to enter personalised feedback. It is nice to see what the class as a whole has been up to, and I'm sure all the children often have similar reactions to an activity. I would be fine to read mostly what the class activities have been, and then occasionally anything more specific only if the teacher has a particular comment, but it wouldn't have to be every day.
We'd love an opportunity to have a more extended chat with his key workers at some point, perhaps in a parents' evening setting or something equivalent.
Nothing more - The team at Wood Street Village have been professional as ever, the guidance from Christopher Robin has been clear and quick. The arrangement on fees was as quick as it could have been & was increadibly helpful.
No
No
It might be nice to speak to his key person once a week or even once very two weeks.
no I'm happy with how it is
No
No I think the staff are doing a great job as always

The more photos and info the better. Knowing what he has eaten for tea before pick up is useful so I know if he needs more food before bed
No
I don't think so
I think it is fine as it is.
I'm always keen to get feedback! My Montessori is ok but it requires the parent to remember to log in. In an ideal world we would get push notifications if there have been updates made
No I think you are doing a fab job
No
Not really.
If I'd known you were doing that I'd have checked it. Not sure how I missed that info, I guess [Staff member 1] or [Staff member 2] could have directed me to it and asked if I was finding it useful.
No
No
No, it's all been great and I really enjoy the my Montessori updates.
No.
Make sure my Montessori child is completed every day
No
No I think this part of the day is done really well and the info on My Montessori really helps with this.
No
No
Perhaps, more info on [Child's] strengths/weekness and development
Would be good to have access to what he is eating every day. I like that it currently states how much he is eating, but would like to know the menu as well.
Keep up the great work and thank you for your hard work x
No, everyone's doing what they can and we know if there's a problem as, whilst handovers may be brief, there's always time to mention any problems.
Not that I can think of.
Answer above.
No
Nothing comes to mind.
No
I think [Child] is doing great and what you have done has been fantastic.
I can't think of anything else.
I know it would be very time consuming but a menu from each day would be nice to see – [Child] always says she has had pasta and the feedback does not always have what she has eaten or a monthly one sent out so we can see at home.
Our daughter is on a special menu, so it would be good to be able to see this - at the moment we can only see the main menu or halal on the site.
Perhaps update the section on suggestions to enhance the child's development at home. He had one suggestion at the start to read to her which seemed quite a basic suggestion and there haven't been any more suggestions.
I'm happy with how it is now- it is working well.
No
No
Sensing us reports home as we are unable to attend parent meetings. Maybe a zoom call with key teacher to have some quality time to ask questions and get more detailed feedback.

Is there anything else that you feel we could do to enhance yours and your child's experience of Christopher Robin Day Nurseries?
none
Be able to extend days for those now entitled to the 15 hrs.
No
Allow us to have [Child] attend during school holidays. It makes no sense to me that despite being willing to pay the full amount for the school holiday periods that we are point blank refused this unless we drop the funded hours in term time.
Just keep doing what your doing. [Child] absolutely loves going to Nursery and we are hoping to add an extra day from September as we feel that is development has grown so much.
No.
No
Thank you for everyone in Tiggers room for creating such a fun environment for my child every single day !
N/A
No - we are very happy
No
Queue app is a little patchy due to area signal - is WiFi possible?
Keep up the daily updates
No we think you are fantastic! My children love their time at nursery.
All good
N/a - my daughter is very happy at Wood Street & will be sad to go when she starts school in September.
No
Trips to the park when the weather is better.
We're potty training and he's been doing brilliantly the last few months with very few misses at home and none on the rare occasion where we have been out (uses the potty when in sea, paddling pool, park, walks, friends' gardens etc). However, since returning to nursery (and it has only been two weeks to be fair) he has had several misses on Thursdays - going through 4 changes of clothes Thursday just gone. I find it odd that this doesn't happen on Wednesdays. Is the class busier on Thursdays, meaning that he's not being asked regularly enough? his cues are very clear, and even when he resists the first two asks, on the third he will sit on the potty to 'try'.
It concerns me that his cues may be being missed if he's not being asked regularly enough and could set us back on the progress he's been making. Perhaps it's something we can discuss with the team next week.
No. I think you have coped fantastically well in the circumstances and i'm pleased we decided that [Child] should return.
Nothing I can think of. I think [Child] is very happy and you are all doing a great job so thank you very much.
NA
Giving the circumstances (and aside from speed of correspondence and some administrative challenges), I feel that the nursery as a whole and in particular at Wood Street have coped very well with a really difficult situation. [Child] has come out of nursery each day happy, bubbly and tired out! She will be sad to leave.
No, we're really happy!
No

keep the small groups as my child is thriving, appreciate the staff and all their hard work and commitment
Not at this stage
No - very happy
We have been very happy with the reopening process.
No. We were a little nervous about sending [Child] back (due to the national Coronavirus situation) but we're so pleased we did. Thank you so much to all the staff who look after him so well.
Nothing - They love it & we're very sad that July is the last month our 2 will be have it as their nursery
No
No
I've been impressed with how you have handled things. I know it hasn't been easy, so a huge thank you from us. Our kids are enjoying nursery more now than ever! A particular thank you to [Staff member] whom my son absolutely adores.
no
No
As above, everyone is working really hard so thank you. We are really pleased that you are open again.
Social events when they are possible. And trips out of the nursery for him to have a change of scene
Everything has been excellent. Very professional organisation which makes us feel confident that our children are safe and happy.
Again no
No
I would like to see a little more focus on academic readiness for school. [Child] has made incredible progress with numbers and letters through lockdown and I would like to see that focus continued and progressed in nursery (even if it is just a few minutes each day)
No [Child] has always loved going, the staff are wonderful.
No
Not really. She misses playing with some of friends who are in the other mini bubble, but understand this will change soon anyway.
No thank you!
In this current time no but I do miss the art work !
No
For me, the only thing I'm still a bit stumped about is the non-attendance while on prescription medication. I completely understand the need to minimise risk of contagion but think it should be as it was before, as some conditions may need medication and not be contagious or may no longer be contagious a day or so after the start of antibiotics. I also have family and friends who work in other local daycare settings - none of whom have the same requirement.
[Child] has loved being back and really enjoys nursery. The team have done a great job, especially in relation to settling her back in again. The only real small thing was I know [Child] was a bit sad she wasn't in the same bubble as all of her friends, but I appreciate these teams would have been difficult to work out and indeed they will be ending shortly.
No - they both love it! Thanks for making it easy to leave them :-)
No
Nothing to add, we really appreciate everything you are doing. Thank you!
No

To keep encouraging them to drink water and to clean hands. Thank you CR for doing a great job during this time!

No

Gaining an extra day so to better prepare him for when he starts school next year.

No we are happy thank you!

They are already amazing!

Overall we are very happy with the nursery and all the staff.

Not relevant to Covid but I would like to see a revised menu with less sugary desserts and more meat free meals as standard. This would be great for children's health in the important early years when habits are formed, as well as beneficial for the environment - very important with the climate emergency.

More outside play!

No, you've all been amazing!

No, she's soooo much happier since she's returned.

No

No

No, I can't think of anything else.

No apart from the above. The staff are all lovely, friendly and really approachable.

More time outside - going for walks daily.

No.

Nothing else. [Child] really enjoys nursery and we are very happy with it. The team at Cranleigh are great. Thank you.

No i think you have all done an amazing job and you should be very proud. These times are not easy but the children seem very happy. One thing that you did before CO-VID was the themed days such as pancake day, and trying new foods like Indian or Chinese which i thought was wonderful, so hopefully you can do these again soon.

No

Just keep doing what you're doing - we think you're all amazing and we were so happy when you reopened. [Child] missed her teachers and friends so much when the nursery shut, so to be able to come back and see everyone has been really good. We appreciate all of the extra lengths that everyone's going to. Thank you!