

## **ELC Parent Satisfaction Survey (9 December 2020 to 6 January 2021)**

### **Summary**

- 166 respondents from all ASGs – low response from Milne’s (1), highest response from Lossiemouth (35) and Elgin Academy (34).
- Number using or plan to use 1,140 hours = 77%. Not going to use = 13% with 10% undecided.
- Scored on a scale of 1-5 (5 being 100% satisfied) - averages:

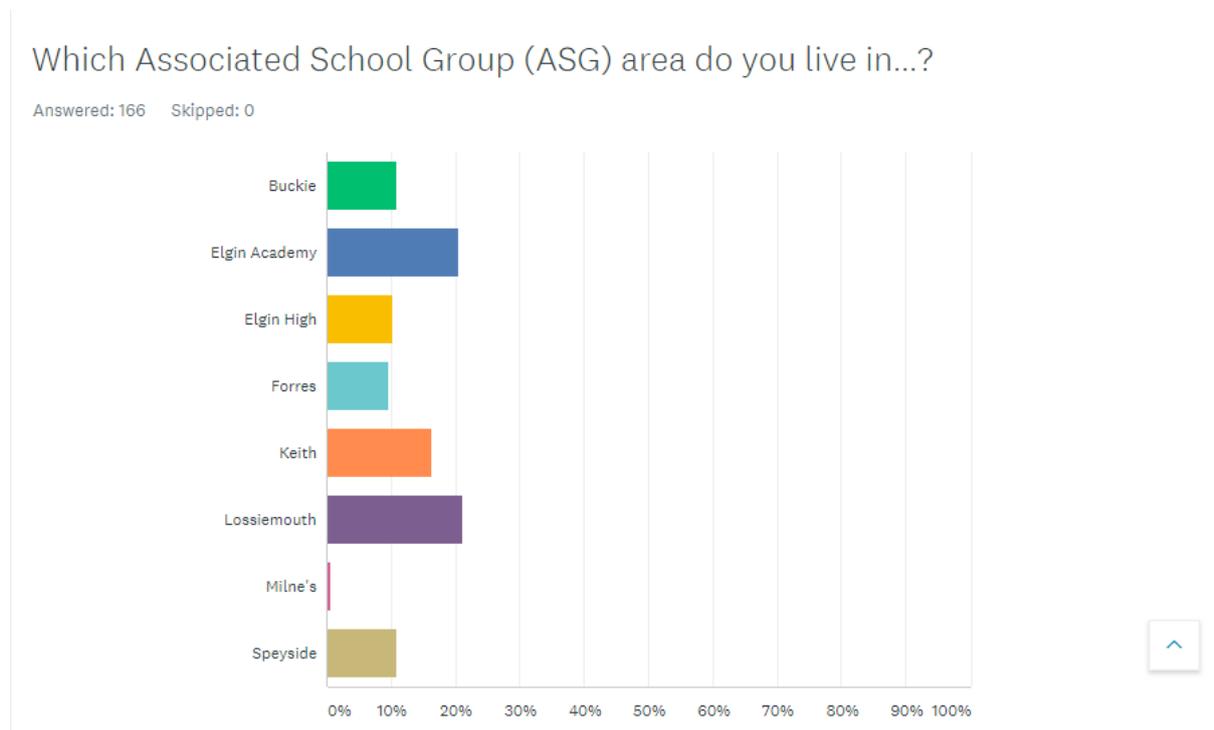
Satisfaction with hours offered: 78%

Satisfaction with outdoor learning opportunities: 85%

Satisfaction with ELC service provided: 83%

### **Full responses and comments**

Q1.

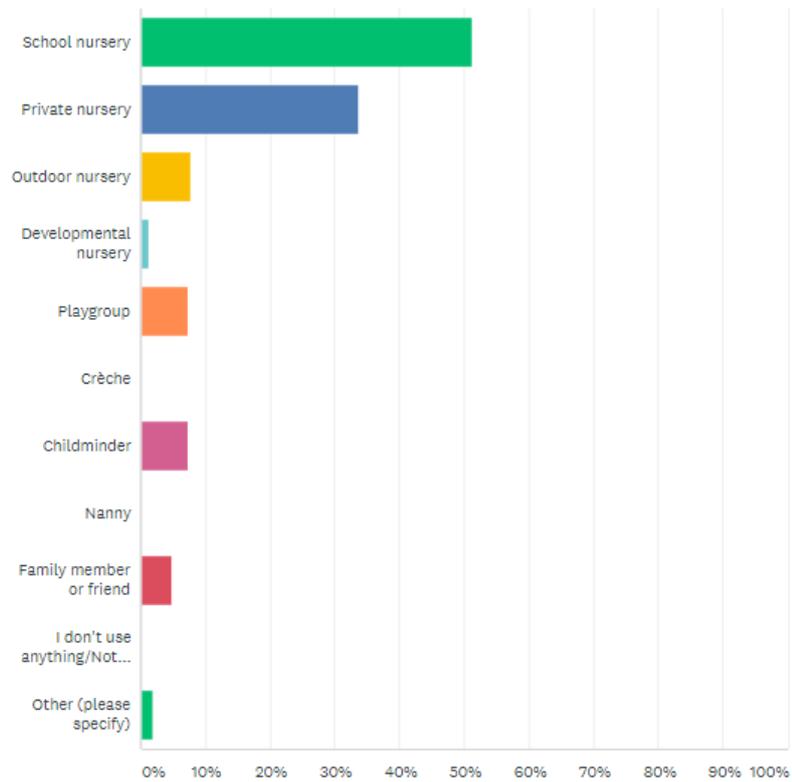


ANSWER CHOICES	RESPONSES	
▼ Buckie	10.84%	18
▼ Elgin Academy	20.48%	34
▼ Elgin High	10.24%	17
▼ Forres	9.64%	16
▼ Keith	16.27%	27
▼ Lossiemouth	21.08%	35
▼ Milne's	0.60%	1
▼ Speyside	10.84%	18
<b>TOTAL</b>		<b>166</b>

Q2.

### What type of ELC provision do you currently use

Answered: 166 Skipped: 0

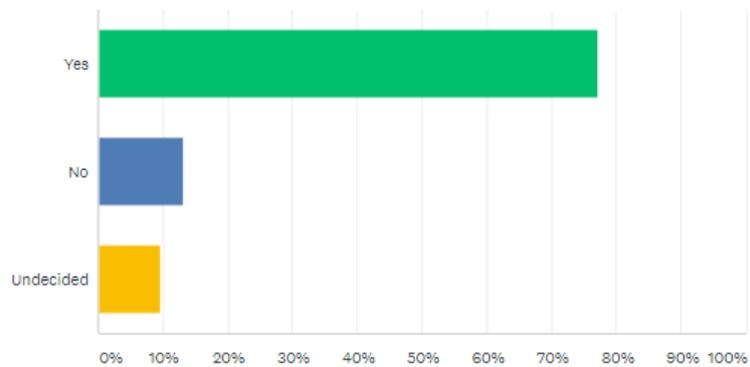


ANSWER CHOICES	RESPONSES	
▼ School nursery	51.20%	85
▼ Private nursery	33.73%	56
▼ Outdoor nursery	7.83%	13
▼ Developmental nursery	1.20%	2
▼ Playgroup	7.23%	12
▼ Crèche	0.00%	0
▼ Childminder	7.23%	12
▼ Nanny	0.00%	0
▼ Family member or friend	4.82%	8
▼ I don't use anything/Not applicable	0.00%	0
▼ Other (please specify)	Responses 1.81%	3
<b>Total Respondents: 166</b>		

Q3.

Are you using or plan to use the increased 1140 hours?

Answered: 166 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	77.11%	128
▼ No	13.25%	22
▼ Undecided	9.64%	16
<b>TOTAL</b>		<b>166</b>

Q4. If no, what is your reason for this?

time full school week going will use day young hours offer  
 child available nursery full days feel childminder long much need  
 working

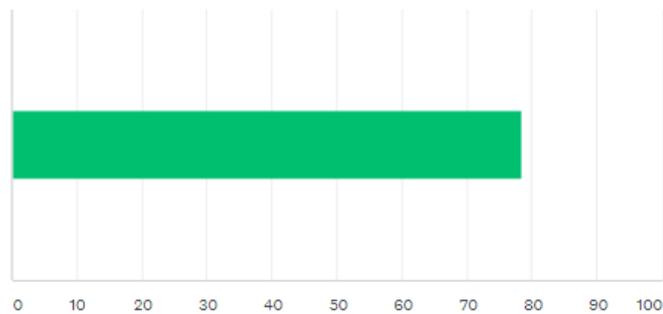


- ❖ Days too long for a young child
- ❖ Don't need it
- ❖ Would use but not offered

Q5.

On a scale of 1-5, how satisfied are you with the ELC hours offered to you by your preferred provider?

Answered: 166 Skipped: 0

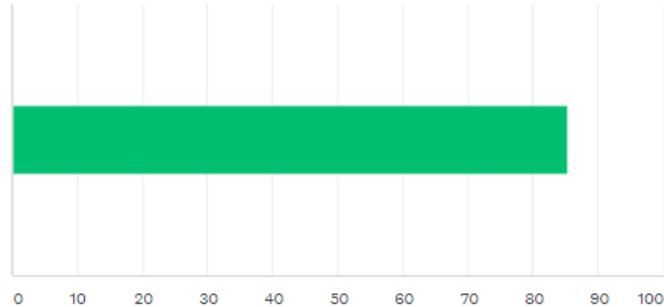


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	78	13,017	166
Total Respondents: 166			

Q6.

On a scale of 1-5, how satisfied are you with the outdoor learning opportunities at your preferred provider?

Answered: 166 Skipped: 0

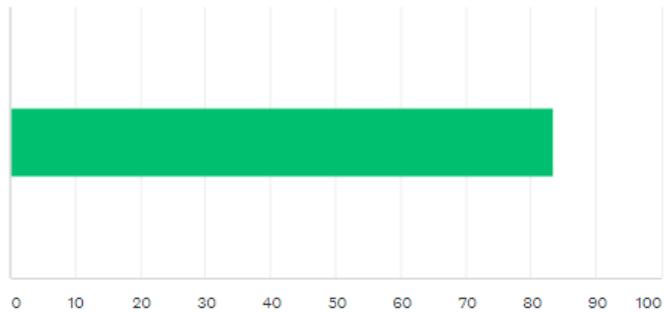


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	85	14,158	166
Total Respondents: 166			

Q7.

On a scale of 1-5, how satisfied are you with the quality of the ELC service you receive from your preferred provider?

Answered: 166 Skipped: 0

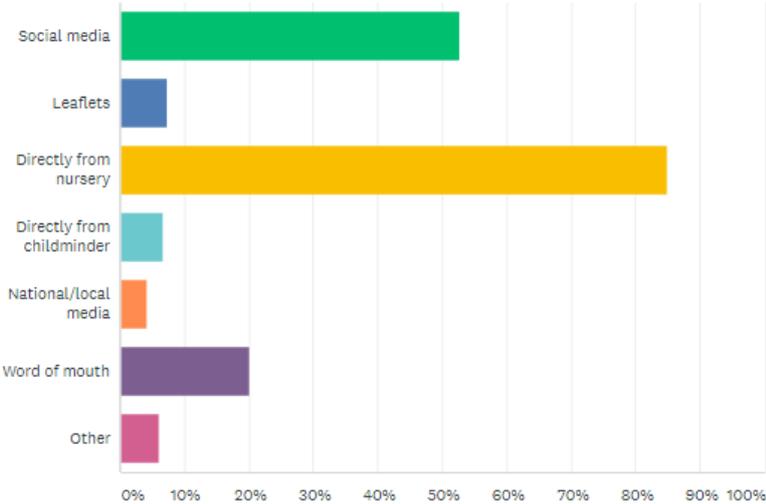


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	83	13,859	166
Total Respondents: 166			

Q8.

### Where do you receive information about ELC?

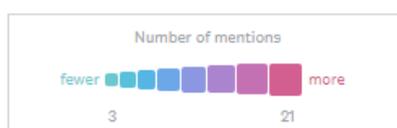
Answered: 165 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Social media	52.73% 87
▼ Leaflets	7.27% 12
▼ Directly from nursery	84.85% 140
▼ Directly from childminder	6.67% 11
▼ National/local media	4.24% 7
▼ Word of mouth	20.00% 33
▼ Other	6.06% 10
<b>Total Respondents: 165</b>	

Q9. What information about ELC would you like to receive/find helpful and what have you found helpful already?

time activities know date work journal child need information  
 provider nursery setting hours good helpful day receive  
 change



- ❖ When and how to register
- ❖ What exact hours are on offer and reasons for difference between settings
- ❖ Info on snack/meals and food diary
- ❖ Online learning journal and photos
- ❖ To be consulted on learning goals

**Q10.** Any other relevant comments about any questions you've answered and your overall satisfaction with your ELC offering and opportunities.

Comment summary. This was a free text box at the end of the survey.

Comment	
<b>Speyside ASG</b>	
1	I would like to know why our group seems to be the very last to receive extended hours and why this has again been paused.
2	It would be good to have more information about reasons for decisions of which hours each setting is providing to children since there's a big difference from setting to setting
3	I wish there was more flexibility on how funded hours can be used to better help working parents. The extended hours were meant to be there to be flexible and support parents to work but they are fixed hours at each setting. Also feel that all year round nurseries should have a term time option so that parents who are only going to have their children in term time can fully use their hours rather than hours being lost over the holidays.
4	Would like to know what they do during the week at nursery don't get told much
5	I think the service provided at Aberlour Primary School Nursery is fantastic. My child absolutely loves going, the staff have been very welcoming, nurturing and professional
6	Information about the funded hours, how it works, splitting hours across nurseries, all in good time before when we have to apply for the first Time
7	I have tried contacting the Moray Council with regards the roll put of 1140 hours but have not received a reply as yet. All other providers I know of are managing the full hours so I cannot understand why Moray Council can't make it so for all, as was the aim for 2020
8	my 4 year old is missing out on full time hours due to covid but enjoys the time he is there
<b>Elgin Academy ASG</b>	
9	The timing of sessions for funding make it less flexible for working parents or increase cost of wrap around care
10	I love how I'm quickly told about my child's day at the end of every session. If they didn't eat their lunch. There isn't anything else I would want different. I just want to say Seafeld Nursery is brilliant. Miss main and all the ladies are absolutely amazing at their job
11	Our nursery and its staff have gone above and beyond more than normal and been absolutely amazing
12	A closed Facebook page for parents only is a great way of sharing photos & activities the children have been doing.

13	ELC offering is very good very happy
14	I am very satisfied with VIP. They are doing a brilliant job in difficult times. I am also very grateful to the Scottish government for the extended hours.
15	I like to know what my daughter is doing at nursery and to see photos of her. I would like more specific information like has she eaten or been to the toilet, but the lack of contact with staff at pick up due to covid makes this difficult. I would prefer my daughter to spend less time outside when the weather is awful as she has come home soaked to her skin (with full waterproofs and wellies on) a few times now, it puts me off letting her go if its raining.
16	Being informed I good time that liberty kids nursery was changing to an outdoor one before it happened, as too late to find other providers. Risk assessment for outdoor area off of Wards roads and Cold weather policy. management seem unwilling to acknowledge problems caused to parents having to fork out extra money on cleaning and replacing clothing used in outdoor muddy area. Lack of Covid precautions evident when collecting kids who have dirty hands.
17	Not satisfied with my ELC at all. Been told to leave because they didn't want to deal with my concerns and complaints. They changed nursery direction from inside to outdoor with no consultation with parents. I've spend £500+ more on new clothing for both kids. My kids are cold and wet in the cold weather. There is no where to warm up. They are not following vivid guidelines, with hands not being washed etc. They have no where to eat there food, they are sat on floor balancing their food. My kids have had no end of physical health problems because of their outdoors. The nursery have done nothing but patronise parents instead of listen to them. They are neglecting the kids starting school ready for school. Lack of accident forms, lack of common sense all round. Keeping a deposit even though they are funded. 95p per snack per child is ridiculous when the get one cracker with soft cheese on. The list goes on and on
18	I would like my daughter to have more opportunities for outdoor activities. She is in childcare from 8.30am to 5.30pm and there are some days where she does not go outside at all. Issues with staffing, or visits by other professionals or children to the provision mean they don't go outside. The poor weather does not help either. In winter I would like my daughter to spend at least an hour outside a day (it doesn't have to be all at once) unless there is an extreme weather event. I have also not had any information about her funded place, I know she has one, but there is only a few weeks before she starts and I have had no information about which room she is going to be in, settling in sessions, or even which door to drop her off at.
19	I have used a private nursery and school nursery with my child. She had a very poor experience at the private nursery and I was being asked to collect her every day I put her there, in the end I removed her after being told they would get back to me with a plan to support her and hearing nothing more. She has had a really positive experience this year and loves attending the school nursery. She does have ASN and I feel there needs to be more information given to parents of children with ASN about the support available in private / school settings because, although there shouldn't be, there is a significant difference.
<b>Elgin High School ASG</b>	
20	I think there seems to be a shortage of places leading to nurseries putting children's needs second.
21	Meal options very limited
22	I found that information was not offered you had to search online yourself to find hours and they differed at each practice. I planned/ changed my hours at work to maximise the free hours after paying for childcare since my son was 10 months old, to then find out other mothers were getting the free allocation of hours offset against any hours they child was in. Meaning I did not need to change my working pattern. Once I got the hours I'd requested which was daily sessions on offer for a funded place they have been unable to change any day to a longer day due to being at full capacity so not very flexible at all.
<b>Lossiemouth ASG</b>	
23	All information based on by the nursery has been beneficial and helpful. I am a childminder myself so always up to date with current information and guidelines anyway. I feel that the nursery aren't explaining that although they are only providing the 600 hours at the moment the children are entitled to 1140 if they could have them provided elsewhere. Also don't understand what the children cannot be taken on outings such as the park, beach or forest area yet other nurseries and schools are?
24	Communication is clear and available in many accessible forms.
25	We have found it very helpful the communication given via dojo from St Gerardines nursery. The teachers keep us up to date with indoor and outdoor activities, how their learning is progressing and also how happy the children are via videos and pictures. All information is shared there. The teachers in the nursery at St Gerardines are absolutely brilliant! We could not wish for better role models for our boy. He talks very highly about every teacher and I know this is because they go above and beyond to make their learning enjoyable and the nursery a friendly, caring place to be. A perfect place to start my boys learning journey
26	Love the use of Dojo for passing information back and forward. Wish there were more nurseries locally offering the full 1140 funded hours.
27	I'm fortunate our provider offers sessions with fit in with the working day, but many do not and I imagine this is very difficult for working parents.

28	Options for hours at nursery were very poor this year I wanted my daughter to goto school nursery 5 half days but this was no longer an option and 5 full days is far too much for a child of nursery age.
<b>Buckie ASG</b>	
29	We often find out things very last minute. Would be nice to get a bit more warning.
30	The extra half an hour at my child's nursery does not benefit much children that has to start in the afternoon and the time change means my child can't take part in after school activities as now out of nursery at 4.30pm. The food menu that's also offered for the afternoon children was not suitable for light tea, the lunch menu offered was much more better. There seems to be such a difference for the morning class and afternoon class. Afternoon children will be outside playing in the dark with the change of time which I bet a lot of children won't like.
31	Kept up to date with nursery hours - when the full hours can be given and why other nurseries in other areas have full hours.
32	I wish there was more flexibility on how funded hours can be used to better help working parents. The extended hours were meant to be there to be flexible and support parents to work but they are fixed hours at each setting. Also feel that all year round nurseries should have a term time option so that parents who are only going to have their children in term time can fully use their hours rather than hours being lost over the holidays.
33	When my child first started we got a phone call to say how they were settling in, we don't get any information about what they are doing on a daily/weekly basis. I asked about his development journal and was told they are working on getting the iPad up and running. An online journal would be brilliant but even a paper journal would be good as I could track my sons development and see what he doesn't while in the nursery. The communication is really lacking, I understand with covid that the teachers aren't going to be able to talk to parents about what every child has done for the day but to never be told anything is very frustrating. I feel like when you question about anything covid is used as an excuse and as I said that I understand there are restrictions but these haven't changed from when my child first started at the nursery and when you hear other nursery's are offering full time hours and online journals it makes you question why they can do it but the nursery I'm using can't.
34	would be nice to see a learning plan or insight to what the children will be doing within the nursery for there hours.
35	Not enough support, correspondence, communication for children with any sort of mental disability
36	The school nursery needs to receive more support for challenging children. As a parent of a "difficult" child i can see that the nursery is struggling. More funding is definitely needed for pupil support at least
37	I think it's unfair that not all nurseries offer learning logs etc to see photos/updates on how my child is getting on. Some Buckie nurseries keep parents so in the loop with updates etc and we get barely anything.
38	Would like some feedback as to what the children have been doing such as learning journal. We used to get an a 3 sheet of paper with photographs each week but now we get nothing
39	My youngest is in his last year at nursery, I feel a leaflet with all information about hours, time, lunches etc for each district would have been handy. Felt like I had to find out all the information on my own by calling the 3 local nurseries before making a decision about my sons nursery was very time consuming. Even a Facebook page with all the different nursery's telling us times, days etc would have been useful.
<b>Keith ASG</b>	
40	I have found the communication very poor and due to the circumstances of not being able to have visits to the nursery or stay and play that there should be more information given to the parents.
41	I've found the regular newsletters and calendar dates very helpful
42	Rothiemay Playgroup is amazing, great learning environment, outdoors focus with weekly Forest Skills session, my daughter loves it!
43	Learning journals are very helpful
44	I think there should be much more information about ELC in Moray. If you dont know about it you can't find it. It's pitiful. I found out from another mum about my current provider. There should be information provided by health visitors as with weaning etc. It was stressful finding a care provider when I had to return to work after maternity leave. No support or information provided at an already stressful time. As for outdoor learning my current provider is operating in a bubble group system. As two groups operate outside exclusively my sons group is only inside. I understand this in the current climate but feel that more woodland/outdoor nursery opportunities would be extremely beneficial.
<b>Milne's ASG</b>	
	No comments
<b>Forres ASG</b>	
45	Holiday provision is generally poor and I have to use a number of settings to cover those settings that only open during school term. Working parents do not have annual leave to cover the number of closures, occasional holidays and long summer holidays and other periods that care is closed and puts huge strain on parents in trying to cover this for EL and school age children. We don't have family to assist with this.

46	More communication from nursery to parents/care givers about childrens' activities undertaken during sessions. Progress with friendships, learning and participation would be helpful. A couple of photos on a facebook page isn't really providing feedback on child development in a nursery setting.
47	Rainbow is the best nursery in Forres by far.
48	I use Noah's ark and they are a very supportive and nurturing environment for my son. They worked so hard to get everything open after the lockdown and I was impressed that they managed to arrange the bubbles in nursery so that they could still offer the hours they would have done without covid.
49	I would like to receive a food diary
50	I feel the ourdoor learning is great, but in the dead of winter having 2-4 year old outside for hours on end is a bit ridiculous. Many times I've picked my child up in while it's been pouring rain and they have them outside,
51	The council website is good. I'm just so grateful to have such a choice of nurseries and that my son can be outdoors, it's really special! Earthtime are fantastic, I just wish there would be some Forest school transition into classroom Settings so he has a more gentle move into big school when it comes.
52	I'd like to hear more about outdoor activities for nursery aged children.