

### Why did you choose SSNS?

They have an inclusive approach and clearly care about the children.

Close to home and the staff were so lovely when I met them the first time.

Location, hours, hot meals & a general good feel about the nursery.

I had been following the Facebook page and loved the ethos. I loved that every child was nurtured and encouraged in a way that meets their individual needs.

Great location and really invested staff.

Because we liked your ethos, your location and that kids of all ages mixed together.

I trust the adults and know they do what is best for children.

Because it's local and my wife chose it.

It seemed like a very friendly fun environment.

The people and the setting gave me a good feeling. I felt like my child would be nurtured and looked after well.

I chose SSNS because I like the personal feel of the nursery. The staff are very accommodating and welcoming. The location is also perfect and I like the outdoor activities.

When I went to view the setting it was lovely with a brilliant atmosphere from staff.

The first impressions from the staff, their expertise, friendliness, flexibility and the ethos of what they were developing with SS made us want to send our child there.

Staff seemed lovely and were able to meet both my sons' special need.

Super friendly staff, great ethos and a clean, fun environment.

We were recommended SSNS by a friend as it was local and they couldn't praise it more.

### What do we do well?

You really think about the individual and what they need. You see the good in each child and make them feel welcome. It's clear the kids have a lot of fun too.

Always keep me updated with the progress of xxxxxx.

Engage with the children and encourage their development through play.

Get to know each child so well.

Provide interesting and varied activities while supporting the kids to find what they enjoy.

Teaching resilience, communication and friendship. Communication with parents is very good. It feels like we are all part of a community.

## Parent Survey Responses Feb 2021

Everything; put the children's wellbeing first, encouraging development through play, helping children develop their communication and social skills. There is continual progression, I like how SSNS staff learn and incorporate new techniques in learning and development as well.

Engage with the parents and xxx. The child development is great as well.

Communication, pricing, and variety for the children.

Child led learning, safeguarding, individual attention.

They go above and beyond to meet the needs of the children and generally care about what is in their best interest so that children thrive.

Everything, I can't fault them in the slightest.

Respond to each child as an individual, encourage each person at their own pace, create a happy environment where children learn through play.

They are very understanding about each child's needs, they allow the children to express themselves through play and give help and encouragement when needed.

Everyone is so kind and calm, they take care of my daughters so well and give so many opportunities for them to learn new skills.

It feels like a really friendly and helpful nursery. I know all the staff and they are all very easy and welcoming to talk to. They allow me great flexibility and really work with me to give the best experience for my daughter.

### **What could we improve?**

Nothing I can think of!

Nothing.

My child dislikes the mixed fruit salad offered for pudding... I cannot think of anything else!

I can't think of anything.

Can't think of anything.

Not much! Really struggling to think.

Purely from a selfish point, I enjoy the photographic and video feedback, seeing my child enjoying themselves and learning is great feedback.

Can't really think of anything.

No response.

Parent communication.

More observations on the Family app however they have been short staffed and this is being improved.

Nothing.

More details in what my child has done throughout the day.

Nothing I can think of.

Communication about how my child has been throughout the day and what my child has played with.

Maybe the option for children to do some activities like phonics, number and science projects just to help them prepare for school.

### Anything else you'd like to share with us?

Thank you for providing such excellent care for both our boys. They absolutely love coming to your nursery and I can see how they have both grown as individuals with your support. Couldn't ask for more!

xxxxxx's confidence has grown since being with shooting stars, I am very impressed with everything shooting stars do.

Nothing other than a big thank you for looking after all the children in the current conditions. You have all been amazing.

Thankyou for being best.

It's really great to feel so confident in the care you're providing. It's been so helpful to our family over the past year. Thank you.

Just thank you for taking such good care of xxxx. She loves being a Shooting Star.

You are doing amazing, we can't thank you enough for the great work you do and for improving our children's lives. Thank you.

Nope

Absolutely delighted I chose shooting stars, my daughter loves it and is so happy there!

You're doing a great job and I look forward to seeing how the nursery grows and develops.

You're an amazing nursery, couldn't ask for anything more and I am very happy with the service you provide.

SS has been an absolute godsend, every single member of staff there are polite and go above and beyond with their little stars. Throughout the pandemic they have coped and put safety measures in place. I cannot thank them enough, my daughter is always coming home with a smile on her face and that is down to every single member there. You guys are one in a million 100% would choose you over and over.

Really pleased we chose SS, we have a happy child who is growing in confidence each week, thank you.

My boys love going to SS, I am grateful for all you do for them and me.

A huge thank you.

## Parent Survey Responses Feb 2021

We are very pleased with SS and very thankful for all the help and flexibility they have given us. They have made the last year and lockdown so much easier to handle. I love that my daughter loves it here.