



La Maternelle Family Childcare Sandbach



Parent Questionnaire 2020.2021

(121 responses from individual families which is 97% response rate)

Blue typed comments – Pre School Room

Purple typed comments – Mini Room

Red typed comments – Rainbow Room

Orange typed comments – Sunshine Room

My child is happy & enjoys their time at La Maternelle

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|----------------|-----|-------|-----|----------|----|-------------------|----|---------------|----|
| Strongly Agree | 88% | Agree | 11% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 1% |
|----------------|-----|-------|-----|----------|----|-------------------|----|---------------|----|

- She has settled really well and from what I can see is really happy there
- X seems to really enjoy nursery and always looks happy on the pictures
- She is always happy to come to nursery
- He loves the team
- She adores you all
- X loves nursery – very happy here
- Always is happy, never cries at drop off and always goes straight inside
- X talks highly of his friends and the staff when I pick him up
- She raves about it
- Always happy when leaving nursery
- X always mimics new games and group times at home with her toys! She enjoys nursery a lot!
- X always speaks fondly of her Key person, Sarah and likes to talk about all the fun things she has done at nursery in the day when she gets home
- He is always excited to come to nursery and see all his friends and the staff
- X looks forward to going to La Maternelle and speaks fondly of what he does at Pre-School
- X always enjoys her time at nursery and is excited to go to nursery
- X loves nursery and always looks forward to coming in
- X is very happy coming to nursery and loves all of the activities
- Excellent staff and activities. X's key worker is superb
- X has struggled with separation but thoroughly enjoys his time once settled
- Struggles to get in happily but always says he has a good day once in.
- X loves his time at La Maternelle
- X has loved his time at La Maternelle and will miss coming
- She always been made to feel welcome when she arrives and is always excited to go back for her next session
- Looks forward to going every day

Areas for Development based on Parent Comments

None noted

I feel the staff are friendly, approachable, welcoming and communicate well.

Are there any individual members of staff that stood out to you

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|----------------|-----|-------|-----|----------|----|-------------------|----|---------------|----|
| Strongly Agree | 83% | Agree | 17% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 0% |
|----------------|-----|-------|-----|----------|----|-------------------|----|---------------|----|

- Staff are wonderful, I can't speak highly enough of how caring they are with X
- Cip has been fantastic!
- All of the ladies in the Sunshine Room are very approachable and I can tell X loves them all
- The EyLog is great – nice to see what X is up to during the day and Rebecca updates us well
- Fliss! Special thanks for working with us with X's sleep habits
- All staff are friendly and professional. They take an interest in my child.
- All team members are always clear with communication and are very helpful
- Friendly, polite, helpful, amazing
- Chloe, Hannah, Jess – all wonderful
- All are very friendly and approachable
- Wonderful staff
- Chloe is very informative at handover; she always knows what X has been doing and is very friendly and approachable
- We have always had a good relationship with Narelle and Jess we cannot fault either and have both been central to X time at La Maternelle, Sarah and Hannah are also great.
- Every staff member I have needed to speak to has been extremely approachable. Narelle has been wonderful.
- They are all great Rebecca, Narelle and Cipriana

- They show such an interest in your child and all communications are positive
- Excellent communication during day on the app and at handover – Sarah is X’s favourite
- I have found Narelle to be fantastic! She is always cheery, and X laughs with her. Sarah is also enthusiastic, having not met others due to COVID it is hard to give feedback
- All the staff are great! Sarah has been particularly helpful with so many things and Narelle is always happy to chat, help and offer advice
- Pre COVID I would have said Strongly Agree however in order to maintain social distancing and safety it is hard, Thank god for EY Log
- Sarah is X best friend; we will miss her a lot when we move to preschool and when we leave to go to reception
- X adores all the staff and is always pleased to see them upon his arrival to nursery. It is very reassuring to watch him react with the staff and know that he feels safe and secure at the setting.
- Caroline is amazing. Very approachable and friendly and keeps us updated with X’s progress
- Caroline and Narelle have been fantastic this year. They are incredibly supportive and provide clear and detailed feedback about X. He has a great relationship with them.
- Obviously, X’s Key worker Julia is fantastic. All the girls are. He loved Becky and Narelle.
- I feel all of the staff get to know the children and what they like. X tells me about everybody who looks after her.
- Love everyone, X is obsessed with Caroline
- Hayley and Julia have both supported X through some difficult times this year. Their help has been amazing. Becky was also really supportive.
- All staff have been amazing with X and helped so much. Becky has helped and supported us so much among with Hayley and Caroline in particular
- We’ve never had any problems with any of the issues above. Caroline for X has been amazing she speaks very highly of her
- Hayley and Caroline always chat enthusiastically about the children’s days.

Areas for Development based on Parent Comments

None noted

I feel the staff & my child’s Key Person really know my child as an individual and support them & us as Parents well.

| Strongly Agree | 75% | Agree | 23% | Disagree | 0% | Strongly Disagree | 0% | Can’t Comment | 2% |
|----------------|-----|-------|-----|----------|----|-------------------|----|---------------|----|
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- I feel Cip and Rebecca really understand X’s personality
- Rebecca knows X’s needs and strengths and what needs to be done to support her
- Just swapped, but all good so far and X is very happy
- Natalie is amazing and has a great bond with X
- You know X so well
- Love the app updates
- Staff seem to know X well and are great at fulfilling his needs
- 100%
- Fantastic
- I don’t see much of X’s Keyworker; we see lots of Sarah who is great
- Excellent care and planning when X had his leg in plaster
- Having spoken to various staff members at the door they all seem to know X well. If I ever have any concerns, it is always dealt with professionally
- Sarah has helped X hugely, especially helping him to settle at drop off. It’s taken a long time, but we have got there!
- X adores her key worker; Sarah so much she will often ask if we can bring her home!
- Becky and Caroline know X well and has been supportive in helping him to develop and has supported him through a challenging period with lockdowns and toilet regressions providing support to the family
- Julia liaises with us about progress, achievements and concerns and supports X really well
- There is good communication from Julia about X’s strengths and development areas
- I feel Julia knows X well and a lot of the activities are based around X’s interests
- X loves her key worker
- Julia has been good, especially picking up on X’s hearing
- Caroline has been a great Key Worker, approachable, caring and fair
- X loves all of the staff at La Maternelle. Again, Caroline and Hayley have been fantastic. X adores them both

La Maternelle provides a stimulating & enjoyable environment indoors & outdoors for my child.

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|-----------------------|------------|--------------|------------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|
| Strongly Agree | 82% | Agree | 18% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 0% |
|-----------------------|------------|--------------|------------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|

- A lot more than we could ever do at home!
- The range of activities is brilliant
- X loves all the activities – the photos show the range of activities
- X enjoys being outside
- Great activities every day
- There are lots of fun activities set up and toys that follow any interests that X may have
- Lots to do both inside and out
- Outstanding daily tasks relevant to current season or events
- I love reading on EY Log what the children have done. The learning ideas are great. I especially liked how X holiday role playing would be incorporated into the day.
- Lots of fun activities to promote learning and just love fun!
- X has a wonderful fun and learning both inside and out
- X enjoys outside area and often mentions playing in shed
- X enjoys all aspects of nursery
- I feel there is always a different range of activities going on daily. X goes 3 times a week and has never once been bored

Areas for Development based on Parent Comments

None noted

My child's learning & development is well supported at La Maternelle.

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|-----------------------|------------|--------------|------------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|
| Strongly Agree | 81% | Agree | 16% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 3% |
|-----------------------|------------|--------------|------------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|

- * X's development is clearly visible since she started nursery. This is down to the engaging environment that the staff create
- * Nursery really understands how to help children develop in different ways
- * X learns a lot during his time at nursery and even took his first steps here
- * X's language is coming along immensely
- * X has come along well, he is well supported
- * For his age and room, he is well supported. This will only increase when he moves into Pre-School
- * It's great to see what she learns at nursery
- * X loves story time at home now due to progress at nursery
- * I always think the ideas and vision of teaching is very well thought out. X has come so far since starting in the Star room last Oct.
- * Learning is structured and always fun
- * X has a strong grasp of numbers and letters and the world around him. He is articulate and get good conversation at nursery
- * X has been well supported in his EYFS development. He regularly plays with language – making words rhyme, as a result of what he learns at nursery.
- * We are given regular updates about this
- * Regular updates on how X is progressing. X enjoys group time the most.
- * Always useful to hear about themes so I can ask questions
- * X's struggles have been dealt with brilliantly. So impressed with how much X has come on.
- * X has developed extremely well on the preparation of school
- * Yes, X was referred to the speech and language therapist but was soon discharged as she'd really come on in the time it took to get an appointment. Caroline was happy too.

Areas For Development Based on Parents Comments

Further information on assessment & how development is tracked - We endeavour to ensure through verbal communication & via a child's learning journeys all Parents are familiar with the process. If at any time you would like further information, please contact your Key Person & they would be happy to discuss your child with you in further detail. We will be updating our procedure on tracking & assessing children's development in line with the revised Early Years Foundation Stage & therefore this information will be shared with you.

Supporting Learning further at home - In order to support learning at home each room has a weekly update that is shared with Parents that details what the children within the room have been learning & experiencing at Nursery in their room & how it is related to the relevant areas of development. This then enables Parents to support, extend & consolidate this at home. We will endeavour to continue to do this & reflect on other ways to support this too.

| Regarding EyLog – I find the online learning journey & weekly updates useful & informative. | | | | | | | | | |
|---|-----|-------|-----|----------|----|-------------------|----|---------------|----|
| Strongly Agree | 83% | Agree | 16% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 1% |
| <ul style="list-style-type: none"> * I LOVE the pictures that are sent through the app. They make my day * I love the pictures and find all the updates and info great * It's brilliant! * Really value this * Like to know what X is doing * It is a great way for us parents to engage with X when we pick them up and will always use the information to have a conversation about their day * Excellent eyLog. Daily pictures and diary entrances * I love Ey Log! It is so useful and great to see all of the photos during the day. I also really enjoy reading children's voice answers!! Great to have food diary and accident forms in one place! * I love Ey Log! It provides wonderful reassurance especially in a time where social contact is limited * Enjoy seeing what he's been up to and helps facilitate conversation about his day (when we are at home) * These are fantastic – it's great to see so much information every day * We love to see what X gets up to! * I love the regular updates * We enjoy talking through any photos uploaded and X likes to explain what she was doing * We love seeing what X is doing * We have absolutely loved having eyLog. Getting pictures and updates is lovely * Absolutely fantastic, much better than Tapestry! Love getting daily updates * Very useful | | | | | | | | | |

Areas For Development Based on Parent Comments

The EYFS reports could be a bit easier to understand
 We have reviewed the assessment procedure in line with the updated Early Years Foundation Stage. Further information will be sent regarding this.

The updated EyLog is much easier to use with 2 children. However, some updates don't come up in the notifications and are easily missed, along with some delays of info sometimes until Monday
 We will refer these issues to the Ey Log technical team, to see if there is any support that we can offer parents with the app's efficiency.

Would appreciate knowing the theme of the week in advance so I can support the same theme/ activities at home
 We publish a weekly update for some of the experiences that we will be doing the following week, however as some planning is done in the shorter term or in the moment, we cannot always communicate all the information beforehand. We will always communicate what your child has experienced via the EyLog & verbally with you.

La Maternelle has good arrangements for children starting nursery, moving between rooms and starting school

| Strongly Agree | 74% | Agree | 17% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 9% |
|--|-----|-------|-----|----------|----|-------------------|----|---------------|----|
| <ul style="list-style-type: none"> * After a year of being at home due to the pandemic I was nervous at how X would respond to nursery, but staff made the transition smooth * I feel that I am aware of what to expect in Pre-School * We have had taster days for when X has started a new room and we were shown around before starting * Moving between rooms, we feel this has been particularly well managed * X is feeling super confident about starting school * Good transition activities provided. Good communication and move-up processes * There is always good communication about transition plans/activities * Even during Covid and no school visits I feel X is prepared enough for school by the changed implemented as group time and eating in a different room. We have found the transition between each room excellent * Appreciate this have been more challenging * I feel over the last few months, X has been very well prepared for the start of school * Always been good. Never had any issues. Very well poised for starting school | | | | | | | | | |

Areas for Development based on Parent Comments

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| None noted | |
|------------|--|

My child is supported to lead a healthy lifestyle at La Maternelle

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|-----------------------|------------|--------------|------------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|
| Strongly Agree | 82% | Agree | 14% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 0% |
|-----------------------|------------|--------------|------------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|

- * The range of food offered is impressive
- * Eats all her balanced meals at nursery
- * The meals seem very healthy and nutritious, providing a wide variety of food
- * Food is very healthy and balanced
- * Loved the teeth cleaning they did
- * X is encouraged to be active – dance, PE activities. Healthy food.
- * The food sounds amazing!
- * Food is good
- * All snacks, meals and refreshments are healthy and tasty
- * X is always on the go

Areas For Development Based Upon Parents Comments

Do you talk about healthy eating in nursery? I like how there is a balanced diet. I would like to know if there is a new menu as I sometimes cannot match it up with a menu that was provided last year?

The new Menus are updated onto the EY Log system and reviewed regularly throughout the year. Menus are run on a 3-weekly basis. Each day the menu is uploaded to each child's EyLog profile.

Would be great to offer children more fresh veg maybe instead of sweet puddings.

The puddings are planned to ensure a good dietary balance & reduced sugar content.

I feel that La Maternelle has dealt with the COVID situation well

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|-----------------------|------------|--------------|-----------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|
| Strongly Agree | 89% | Agree | 9% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 2% |
|-----------------------|------------|--------------|-----------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|

- * A clear and professional approach
- * Amazing staff
- * Done incredibly well!
- * As a healthcare professional I have been very happy with the policies
- * We only one incident that we know of I think you have all done an incredible job
- * Considering their restrictions, the nursery has done well
- * Fab!
- * I like the hand gel on the door and keeping parents out, it seems to have been well managed
- * With the pandemic and the fire at the nursery you have all gone above and beyond
- * Amazingly well in difficult circumstances. I have always felt it's been a safe environment for X especially when we couldn't go anywhere else to mix with children his own age. And supported after when he became a bit more reserved during lockdown.
- * Whilst it was a shame the setting could not support Key worker parents like ourselves in the first lockdown, we have been pleased with everything else since.
- * Safe, sensible and appropriate
- * There has always been strong and simple communication about COVID protocols
- * Very happy with all measures implemented. Never felt at risk or that X was at risk.
- * When you re-opened you were excellent. We found your complete closure to be very difficult as two key workers especially as schools remained open.
- * It's been a challenge for all but really done a good job
- * We have always felt La Maternelle has been safe and clean. Absolutely fantastic

Areas for Development based on Parent Comments

None noted

Overall, I am happy with the care and support my child gets at La Maternelle

| | | | | | | | | | |
|-----------------------|------------|--------------|-----------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|
| Strongly Agree | 97% | Agree | 3% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 0% |
|-----------------------|------------|--------------|-----------|-----------------|-----------|--------------------------|-----------|----------------------|-----------|

- We really could not ask for more X and X love it!
- A variety of activities are done. Comments made to manager via email are always dealt with very well
- Caroline has supported X's love of number amazingly! X is very happy and will be very sad to leave
- X has developed so much thanks to everyone at nursery. Superb. Very happy with staff at Sandbach setting – thank you
- I never feel worried about X when he is in the care of La Maternelle staff. I feel he is very well looked after.

Areas for Development based on Parent Comments

None noted

| I would recommend La Maternelle to another parent or carer | | | | | | | | | |
|---|-----|-------|----|----------|--|-------------------|----|---------------|----|
| Strongly Agree | 95% | Agree | 4% | Disagree | 0% | Strongly Disagree | 0% | Can't Comment | 1% |
| <ul style="list-style-type: none"> * I regularly recommend La Maternelle to friends and family * Always recommend! * I do regularly! * Always do! The only place I'd consider! * Definitely! * I would and have! * We always recommend | | | | | <ul style="list-style-type: none"> * And to Ofsted! * 100% * Definitely! (have done already) * We really do * I recommend La Maternelle to all my parent friends/people asking for recommendations * If anyone ever asks me what nursery I would recommend I'm always the first to say La Maternelle | | | | |
| Tell us something that you particularly like about La Maternelle | | | | | | | | | |
| <ul style="list-style-type: none"> * The staff! They're wonderful in every way! * The staff * X does a range of different things that she wouldn't do at home e.g., ice, sand, water tray * The staff are so friendly * The staff * Personal support, professional, very caring * Friendly staff – trust to look after X * The friendly staff and stimulating environment * Kind and friendly staff * Staff * Photos each day. Variety of activities on offer * Children are very happy, and staff are fabulous * Variation of activities and the genuine care shown by all staff * I feel X is safe, well looked after and is learning loads * All staff are amazing, go above and beyond to provide a safe and fun environment for X * Staff and play * The ethos, that is so child centered * The staff, the setting – spacious * The staff and environment * Communication between staff and efficiency of any queries I need help with * Staff are fantastic * X has settled really well; the nursery is clean and well kept * Love Sarah * The staff members * Ey Log, the teaching ideas, group time and routine * Your organisation appears to be very cohesive from top to bottom. With the fire and then COVID and re settling back in Sandbach, the nursery has remained as good as we had first perceived it to be * I love the atmosphere at La Maternelle. Staff and management are approachable and friendly. Children learn in a fun way and are encouraged to be confident, independent and individual. * People I observe, one member of staff was dancing and really enjoying it with the children (when no one was watching) * | | | | | <ul style="list-style-type: none"> * Your staff are a credit to you. It is so wonderful to see the bonds they form with your child and to almost know your child is content and happy at nursery. It is like a second home for X. * I like the carers are always kind to children yet setting boundaries in a happy environment. They always pay attention to children and support their needs. * Your best asset is your staff. They are amazing, Caroline understands X as an individual and works well with him knowing his strengths and weaknesses. * Friendly and personable * The fact that my son feels valued, and he is treated as an individual. The support and care given to him and us is his development. * Friendly staff, great environment, good communication, individualised support * The setting, the staff, the way X has been looked after * The academic part of it * All staff very friendly and have supported us over the past few years. I know X is sad to be leaving but La Maternelle has given her the confidence to thrive at school * The staff are excellent * It's close. X really loves being here * The staff * Keyworkers take time to understand individuals * The way issues are dealt with promptly and the children are treated as part of the family * Just the way you've made X welcome from day 1 and X loves every minute at nursery. * Really good communication. X also has a great bond with his carer. * Friendly handovers. Use of eyLog. X loves his time at nursery. * How approachable the staff are * Promote social development really well. I have seen huge improvements in X's social skills * I like how the children are able to enjoy indoor and outdoor play at their own pace. I like the eyLog and the relationships staff have with the children * The staff have always been fantastic, we have never had any issues with La Maternelle. I as a parent will miss dropping X off here every day from September | | | | |

La Maternelle might be even better, if...

More pics on eyLog

In order to ensure a high-quality experience for children at La Maternelle our ethos is that the priority will always be on the Practitioners engagement with the children above everything else. This has also been highlighted as a key reason for the Early Years Foundation Stage reforms. Practitioners are trained to never break an interaction with a child to take a photograph/video in order to maximise children's learning & to not miss any key opportunities for this. The negative of this is that it can impact on the amount of information/photos/videos we are able to share with Parents via the app. As Parents, we do understand the value to you of receiving this information, therefore, try to ensure we are striking a good balance meeting the needs of the Parents also but not at the detriment of the child's experience.

We work hard to reduce the amount of administration Practitioners need to do throughout the day to ensure their focus is on the children at all times. The expectation is to ensure all children have one magic moment throughout the day and all basic care information is recorded as necessary for individual children.

We could get rid of COVID restrictions and come inside!

We agree that COVID has had an impacted on our procedures & we hope to review this impact & make an adjustments as & when we can

Softer outdoor matting/ground covering rather than concrete

The concrete areas outside have recently been removed and been replaced by soft Playground flooring.

We were kept up to date with staff changes. Sometimes a name appears on Ey Log and I do not know who the people are.

We have worked hard to ensure children & families are well informed & introduced to any new staff. Staff retention is good & we try to ensure consistency of staffing. This has been challenging with COVID on occasions however we endeavour to ensure if a change affects you or your child you will be notified.

Im not sure how many settling sessions the children have before starting nursery now. If still two hours, then four, I feel perhaps a third settling session would be beneficial.

We will continue to review our settling in procedure & be flexible to the individual needs of children.

Dad says he looks forward to the re-opening of the breakfast station

The breakfast hut returned

The breakfast station has now been reopened! Enjoy!

Could offer additional experiences to children like finding out about different occupations

We will be reintroducing visitors into the setting. If you can help or know anyone who would like to come into share their knowledge/interests then please let us know!

Can't think of anything other than yoga, French and dance returning

Dance & Yoga have now returned within the Pre School.

It's perfect!

They had external trips but difficult with Covid

We plan to restart our annual trips from December. WE are already looking forward to taking the Pre School children on their Christmas Trip.

The parking was better at 5pm

We will continue to monitor the parking & endeavour to ensure this is organised as well as possible for the Parents. We apologise that at busy times this may be more difficult.

Any further comments

- * A huge thank you to Cip and Rebecca. They've been so caring, helpful and knowledgeable in helping X to start nursery. We really appreciate all of your hard work. Also, a huge thank you to Narelle for always going out of her way to be friendly, supportive and helpful
- * Thanks for all you are doing
- * Keep up the good work
- * Thankyou! Please may X have Sarah as her Key person when the time comes!!
- * A big thank you to all "La Maternelle" team. X was so happy during the years spent at this nursery, his second home. We can't thank you enough!
- * X has had an amazing foundation built ready to start school
- * Thank you to all the staff. X will miss you all so much
- * Keep up the good work!!
- * Thank you we will miss you
- * Thank you to everybody for all your support and care over the last 2 years at nursery. We will miss you all
- * Thank you to everyone at La Maternelle and thank you so much to Caroline especially for preparing X for starting school. I know how much she will miss you and all the staff in the Star Room.
- * We love you!