

La Maternelle Out of School Care Questionnaire Outcomes

Do you think our opening times are suitable?

15% Outstanding
71% Very Good
14% Good
0% Satisfactory

Parents Comments

Would the club consider offering even more flexible opening hours 7am (if required parents like myself would be prepared to pay extra).

- I think 6.30pm close is more helpful to allow travel time from work
- Would prefer to have the option of 8am for breakfast club, as it is expensive if you only need childcare from 8am?

Outcomes

- We would consider these options if there was a high demand for care at these times. However at present, this is not the case.
- The demand when making the change was for the earlier start. All of the care we offer is sessional.

Are you happy with the environment in which your children are cared for?

36 % Outstanding
52% Very Good
12% Good
0% Satisfactory

Parents Comments

No comments made

Outcomes

N/A

Do you consider the on-site activities to be suitable both indoors and outdoors?

29% Outstanding
57% Very Good
14% Good
0% Satisfactory

Parents Comments

No comments made

Outcomes

N/A

Are you happy with the communication you receive about La Maternelle and your child both written and verbally.

30% Outstanding
47% Very Good
17% Good
6% Satisfactory

Parents Comments

- It's difficult for the staff to have any real chat about how they have been as they are busy with other children, though we do manage to have a chat sometimes as X is so reluctant to leave!

Outcomes

- We understand how important this communication is. Please do approach staff as they will always excuse themselves from a child they are interacting with or they will ask another member of staff to cover for them.

Are you satisfied with the breakfast provided?

7% Outstanding
45% Very Good
39% Good
9% Satisfactory

Parents Comments

See below with snacks question

Outcomes

See below with snacks question

Are you satisfied with the snacks provided?

3% Outstanding

47% Very Good

25% Good

25% Satisfactory

Parents Comments

- My children complain that they don't get long enough to eat their breakfast at club. Can the times be altered to allow more time for those who are a little slower?
- When have used the holiday club in the past or after school club, have not been overly impressed with the food, children complain of feeling hungry afterwards and they are not children who eat large portions!!
- The only negative comment I have, and I am sorry to have, but I do find the quality of the snacks disappointing.
- Snacks - I have a child who doesn't eat beans and always seems to be beans when he is in! Toast is not enough when he has Gymnastics after club and doesn't then eat until 7.30.
- I haven't been able to mark anything less than satisfactory for meals provided at after school but I have children who must eat more than others as they complain about still being hungry and sharing parts of wraps or cakes. Is there any chance we can improve on the food offered, an perhaps offer hot alternatives that are easy to make like hotdogs, beans, ravioli etc? Thanks.
- I'd love to see more homemade food provided at the club. Other than that the service is fantastic.
- Would like to see an improvement in the afternoon snack in terms of sourcing, quality and variety.

Outcomes

- We have brought breakfast forward now to ensure the children have a longer period of time at the table if so required.
- As quality and portion size of breakfast/snacks was the most highlighted response in terms of parental concern/disappointment we are currently reviewing all of our menus. In one of our clubs we are now trialling greater variety and better quality food at breakfast time and hoping to introduce greater choice for children on a day to day basis in the New Year.
- Our afternoon snacks are being revised again with a view to greater variety, better quality and larger portion sizes for the children.

The following are examples of some of the changes we have made.

Breakfast Club

Porridge as an alternative cereal

Introduction of pancakes, crumpets & 50/50 Kingsmill bread for toast with the option of jam

After School Club

50/50 Kingsmill bread

Wholemeal Pitta breads

Wholemeal Baps

Multigrain Bagels

John West Tuna

Flapjack

Larger fruit yogurts

Reduce salt/sugar baked beans

Malt loaf

Blueberry Muffins

Bowls of green salad & Carrots

Coleslaw

We would be most grateful for suggestions/ideas for breakfast time or afternoon snack from parents/children. Please be aware we have limited facilities i.e microwaves & toasters. In order to progress this quickly i.e. to be in place for the February in all clubs, please contact us by January 20th.

Are you satisfied with the holiday club arrangements?
19% Outstanding 44% Very Good 28% Good 9% Satisfactory
Parents Comments
<ul style="list-style-type: none"> • It would be useful to know holiday club opening dates / locations / timetables a little more in advance (as unfortunately I need to plan so far in advance due to work). • I think you need to look at all the children's wants and needs when it comes to holiday club and where it is run from. Also the cost of the trips are very expensive compared with other providers whom have invested in their own club mini buses, is this not something you might consider? • I also couldn't believe there were only 4 spaces for half day sessions in holiday club when they were taken up my children were told they could attend all day and not half day, seems a bit of money making exercise as staff were obviously in. • Hope that holiday clubs will return to Pear Tree location.
Outcomes
<ul style="list-style-type: none"> • It would not be feasible for us to invest in a minibus as we do not use one at all during term time and it would therefore be used very rarely. • The holiday dates are all on our website for the academic year. However these are subject to change as we work in partnership with our schools. We are endeavouring to ensure that all details of our holiday clubs are published more in advance. • This is a policy we have in the holiday club and throughout the nursery setting as priority is given to full day care. • This will be reviewed in the New Year based on availability of location and numbers of children.
Would you like to see an organised parents evening for better communication between staff and parents?
Yes 39% No 61%
Parents Comments
Parents evening not good for single parents!! but and organised parents event would be good.
Outcomes
A parent's evening will be arranged in the New Year. We will also take the opportunity to share the Learning Journeys for all the reception children who are still under the EYFS curriculum.
Additional comments with outcomes
<ul style="list-style-type: none"> • It would be helpful to explain reasons for some changes rather than just saying "hope you understand our reasons" • Most service companies have a balanced approach to customer surveys offering a range of responses for the customer to rate performance. Have we not missed off anything lower than "satisfactory"?
Outcomes
<ul style="list-style-type: none"> • We understand why a parent brought this to our attention and will in future always give our reasons. • We understand why a parent brought this to our attention. However, the questionnaire is used to highlight how we can improve the quality of the setting, thus ensuring that we are continually monitoring and developing our practice through listening to and acting on any comments/suggestions parents make. We have a Concerns & Complaints policy which is displayed in the club. We feel that anything less than satisfactory would be a concern and would therefore expect and prefer parents to raise their concern/complaint immediately rather than wait for a questionnaire.
Additional Positive Comments made by parents
<ul style="list-style-type: none"> • Peter has been very good at finding extra sessions for me when needed as my job can be unpredictable sometimes. • X is very happy in club and overall I am pleased with the breakfast and after club service La Maternelle provide at SBL. • X and X have used the out of school care infrequently but La Maternelle has always been very accommodating and extremely helpful at covering sessions when we needed it. The girls always see breakfast club/after school

club as a real treat!!

- Staff are great with the children particularly Peter, Louise and Jenny, they always come home happy.
- Fantastic staff, X enjoys attending club.....Thank you!
- I am delighted with the care X has received since starting reception.
- The quality of the staff and the relationships they build with the children is fantastic.
- I am very pleased with your club and my daughters X and X are very happy to come.
- A very well planned & organised club, that after 11 years of family attendance we have never had any issues with.
- All staff are excellent and provide a great service. We are very happy with both breakfast and after school clubs. Having onsite club is very convenient.
- Always been extremely pleased with the care provided. Thank you
- As my son gets older, it is harder for the club to meet his needs as you have to cater for a range of ages. However, I particularly value the outdoor activities that club tempts children into - excellent that they get some fresh air and exercise - thank you
- The only problem I have with the club is getting my son to leave!! That says it all for me! Thank you for the great service you provide.
- I feel that the staff at Wybunbury before and after school club are warm and welcoming. My children love going to La Maternelle - and the staff are central to this. They go out of their way to incorporate activities into the sessions that my children have asked to do whilst there and always have great ideas for activities - so thank-you.
- My son only attends the holiday club. And I feel this is excellent and I tell everyone about it.
- I find the holiday club is good value for money, I know he enjoys going and I have peace of mind knowing he is been cared for well and that he's well looked after, which is what any parent wants initially!
- Flexibility is very good to, as sometimes my commitment change and moving a session is never a problem.
- Clare and Emma are absolutely fantastic and know and understand each child and have an excellent rapport with them.
- I believe Angela is an extremely nice and professional lady, she is always very pleasant, very organised and very approachable.
- The staff at Pear Tree school are lovely. My children adore going to the club. It's a very friendly and relaxed environment for them.
- My son just loves to be outside – many thanks especially to Will for encouraging and promoting so much outdoor play!
- I love the male influence in the club – thank you very much we couldn't manage without you!
- Very pleasant and helpful staff. The kids tend to want to stay despite being tired. Very good communication. Facilities are extensive and varied. Excellent job, keep up the good work!
- The kids love holiday club – everyone is so friendly at La Maternelle. No worries in leaving all 3 children in La Maternelle care.
- X loves coming to holiday club. The activities are fantastic and interesting and the staff are amazing!
- Great service – couldn't live without you – thank you!