

**La Maternelle Sandbach Questionnaire Outcomes March - August 2016**

**1. My child is happy & enjoys their time at La Maternelle**

73% Strongly Agree	27% Agree	Disagree	Strongly disagree	Can't Comment
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All parents responded that their child/children were happy & enjoyed their time at La Maternelle. Many parents commented on how their children are very excited to come to La Maternelle & are often disappointed when it is not a Nursery day!

Quotes -

- Settled really well & enjoys & looks forward to nursery days
- Loves it
- Very happy here
- X still cries when we leave him but he is settling in well and we know as soon as we leave he's fine!
- X absolutely loves coming to nursery!
- She always has a smile on her face when we drop her off.
- X is new to being left with different people so does cry initially but settles fast. When we talk about nursery she is very happy.

Development points – none identified

**2. I feel the staff are friendly, approachable & welcoming. Are there any individual members of staff that stood out to you?**

86% Strongly Agree	14% Agree	Disagree	Strongly disagree	Can't comment
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We feel that the staff team is one of La Maternelles strongest attributes.

We pride ourselves in the recruitment & training of high quality staff & try to ensure this level of consistency & care is maintained at all times for children & families. We value staff greatly & are aware that we need to ensure staff feel valued & rewarded for this high quality care that they offer. Therefore, we have many systems to reward staff. Including bonuses, prizes, presents & pay that reflects their role & the work that they do. We also ensure that we tackle under performance & highlight clearly to staff areas that can be further developed where needed to ensure the best possible outcome for children.

Quotes

- ALICE
- Hayley & Kharis
- We are very pleased with the performance of Alice & happy she will take charge of the Star Room
- All really lovely
- Jess has been absolutely brilliant with X. She has done a brilliant job as keyworker and settling X in to La Maternelle. So thanks Jess!
- All of the staff are outstanding and extremely welcoming.
- X speaks fondly of Hayley and we really appreciate how she helped him to settle in.  
Alice: Is always so friendly and welcoming. She has an excellent rapport with X.  
Hannah and Jess: they've worked hard to help X settle in and we love the way they seem to really care about her. It was lovely to see how excited they were with her recent progression holding herself up.
- Alice has been so supportive through his settling in period. She is so kind and caring and just what X needs.
- Alice, Kharis and Becky have stood out to us and to X.
- Alice is amazing with X and takes time out to make me feel valued when I drop him off. I also love how the cook (sorry don't remember her name) interacts with the children.
- All the staff, without exception, are very friendly and welcoming
- Alice & Becky are making it very easy for myself and X and I feel very confident with them.

Development points - None identified

**3. I feel the staff & my child's key person really know my child as an individual and support him/her well.**

73% Strongly Agree	27% Agree	Disagree	Strongly disagree	Can't comment
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All parents commented they were happy with their child/children's key person and the support they have given children and parents. As part of our ethos this is a priority that children are treated individually & key persons tune into individual needs & interests.

Quotes

- I feel that X has been paired very well with his key worker (Alice). She understands his personality very well.
- Couldn't ask for anyone better than Alice as a key person.

**Development points**

- We are currently unclear who X's named key worker is but all staff have built good relationships with the children.
- All children have an allocated key person & back up key person when they start & we try our very best to ensure all parents & children are clear about who is their key person & have an opportunity to build a relationship with them. This will all be refreshed from September in line with the new development group approach. This is the highest priority to us - that we have an effective key person system as we know this has the biggest impact on quality & outcomes for children.

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

73% Strongly Agree	27% Agree	Disagree	Strongly disagree	Can't comment
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Parent's commented on the effective provision both indoors and out with particular emphasis on the time the children spend in the outdoor area. Spending time outdoors is one of our main aims & forms part of our ethos. Therefore, it is fantastic that this is reflected in the feedback from parents & that they value this approach & see the benefits this has for the children in our care.

Quotes

- The outdoors is particularly important to us
- Facilities are excellent.
- I think it's great that the children are encouraged to play outside in all weather.

Development Points – None Identified

<b>5. My child's learning &amp; development is well supported at La Maternelle &amp; I am kept well informed about my child's development &amp; progress</b>				
<b>59% Strongly Agree</b>	<b>41% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
<p>All parents agreed that their child's learning &amp; development is well supported at La Maternelle &amp; they are kept well informed about their child's development &amp; progress Many parents commented on the regular updates given about their child's progress through daily feedback, parents evenings and regular Tapestry updates. One parent commented about the consistency of the feedback from all staff. One parent asked for more regular support in understanding typical development for their child as they continue to develop.</p> <p><u>Quotes</u></p> <ul style="list-style-type: none"> <li>• He is excited for the move to the Star Room &amp; we are pleased this is opening up from September</li> <li>• We love receiving the tapestry notifications.</li> <li>• We have a great update from every time we pick X up.</li> <li>• X has instantly come along leaps and bounds.</li> </ul>				
<p><b>Development points</b></p> <ul style="list-style-type: none"> <li>• Sometimes we don't feel we receive the same level of information from all members of staff. We look forward to finding out about his progress at parents evening.</li> <li>• <b>We will continue to ensure that staff are consistently trained to ensure that all feedback is of the same quality &amp; depth.</b></li> <li>• It would be good to understand what milestones she is hitting on a more regular basis.</li> <li>• <b>At each Parent Evening (3 times per year) this will be explained to parents so that they are clear about where individual children are up to &amp; what their next step are in their learning &amp; development. We will also be holding an Information evening in November. We will provide parents with a booklet about what to expect when for each development group.</b></li> </ul>				
<b>6. Regarding Tapestry – I find the online learning journey &amp; weekly updates useful &amp; informative</b>				
<b>68% Strongly Agree</b>	<b>32% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
<p>All parents using the Tapestry app commented positively about the impact it has had on being able to regularly view photographs and updates on what children have been doing at La Maternelle.</p> <p><u>Quotes-</u></p> <ul style="list-style-type: none"> <li>• I love seeing what he has been up to &amp; helps us to support him at home</li> <li>• Need to reactivate my account</li> <li>• As my wife travels sometimes they are an excellent way of cheering them up.</li> <li>• Love the updates</li> <li>• I love the update on tapestry and the opportunity to see X's progress in real time.</li> <li>• Such a great way to inform parents.</li> <li>• I've never had this app with the last nursery, and I love how we can find out what he is doing. Getting the notifications during the day brightens a dull day at work and reassures me that he is ok at nursery.</li> <li>• I sometimes don't get a notification to tell me when something has been uploaded. Although to be fair, I haven't mentioned this yet.</li> <li>• Always enjoy getting notifications to see what X is up to.</li> </ul>				
<p><b>Development points</b></p> <ul style="list-style-type: none"> <li>• We enjoy using the online Tapestry to keep updated with X's activities, progress and development however the updates are not always weekly and I do prompt for these. Understandably the nursery is very busy so we do not mind too much.</li> <li>• <b>We feel the Tapestry system is now well embedded. No matter how busy the Nursery all children should still receive regular observations (a minimum of one per week). This is monitored &amp; tracked by the Management Team to ensure it is implemented effectively &amp; consistently.</b></li> <li>• Would like weekly updates on Tapestry.</li> <li>• <b>Weekly updates for each development groups are now up &amp; running. Parents will receive these weekly.</b></li> </ul>				
<b>7. La Maternelle has good arrangements for children starting nursery, moving between rooms and starting school</b>				
<b>45% Strongly Agree</b>	<b>32% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>23% Can't comment</b>
<p>All parents agreed that La Maternelle has good arrangements for children starting nursery, moving between rooms and starting school Many parents were happy with the transition's that children had made both between rooms within the nursery and also the arrangements for starting school, some parents felt they couldn't comment due to no transition yet taking place for their child.</p> <p><u>Quotes</u></p> <ul style="list-style-type: none"> <li>• Except to say X is moving with his friends</li> <li>• The settling in sessions when nursery opened were good but not experienced moving rooms as preschool room not in use at the moment.</li> </ul>				
<b>Development points- None Identified</b>				
<b>8. My child is supported to lead a healthy lifestyle at La Maternelle</b>				
<b>73% Strongly Agree</b>	<b>27% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
<p>All parents agreed that their child is supported to lead a healthy lifestyle at La Maternelle. Parents commented on the healthy food provided for children and the time spent outdoors. Parents were also grateful for the support offered to their children to try new foods.</p> <p><u>Quotes</u></p> <ul style="list-style-type: none"> <li>• Lots of outdoor play &amp; healthy balance of foods</li> <li>• Lots of exercise, outdoor play and healthy food.</li> <li>• Meals are well thought through. There seems to be a good selection of healthy and nutritious food</li> <li>• The meals that X has seen well balanced and his is always running around outside.</li> </ul>				
<b>Development points- None identified</b>				

9. La Maternelle is well led & managed				
77% Strongly Agree	23% Agree	Disagree	Strongly disagree	Can't comment
All parents agreed that La Maternelle is well led & managed.				
<b>Quotes</b>				
<ul style="list-style-type: none"> <li>• Becky is amazing really helpful, nothing is too much trouble</li> <li>• Becky is fantastic at running the setting, helping X and myself to settle into nursery easily.</li> <li>• There are always plenty of staff in rooms. Becky is always helpful and available for any questions.</li> </ul>				
<b>Development points</b>				
I have a few problems with invoices.				
<b>We apologise for any difficulties with invoices. We work hard to ensure an efficient system for parents &amp; this should now be resolved.</b>				
I also think that there should be a more information about what we should supply with our child as I only found out at 5 weeks into X being in nursery that we had to supply Sudocrem, this is not a problem it just would be better to maybe have a bag checklist when a Child starts nursery.				
<b>All parents receive a Welcome Pack when starting La Maternelle which contains a list of what to bring.</b>				
10. Overall, I am happy with the care and support my child gets at La Maternelle				
91% Strongly Agree	9% Agree	Disagree	Strongly disagree	Can't comment
All parents are happy with the care & support their child gets at La Maternelle.				
<b>Quotes</b>				
<ul style="list-style-type: none"> <li>• I cannot sing Jess's praises enough. It's clear to see she cares hugely for all of the children in her care and X is lucky to have her as her Key Worker.</li> <li>• We feel happy that both of our children are safe at nursery.</li> </ul>				
<b>Development points - None Identified</b>				
11. I would recommend La Maternelle to another parent or carer				
100% Strongly Agree	Agree	Disagree	Strongly disagree	Can't comment
All parents agreed that they would recommend La Maternelle to another parent or career.				
Many parents commented on how they had already recommended La Maternelle to others and would continue to do so.				
<b>Quotes –</b>				
<ul style="list-style-type: none"> <li>• I already have!</li> </ul>				
<b>Development points - None identified</b>				
Tell us something that you particularly like about La Maternelle.....				
Thank you so very much for all the lovely positive comments that were received about La Maternelle.				
<ul style="list-style-type: none"> <li>• It is very clean</li> <li>• All staff very welcoming</li> <li>• I love the range of play &amp; equipment available to the children</li> <li>• The setting &amp; all the staff</li> <li>• The staff</li> <li>• X has developed so much since starting we as parents are over the moon!</li> <li>• Clean, happy, organised environment for children</li> <li>• You can tell the staff really care about the children</li> <li>• I love Tapestry and the fact that you know what your child is doing when they are at Nursery. It gives me a great deal of peace of mind and it's really enjoyable to see.</li> <li>• Staff, homely setting, tapestry</li> <li>• Lots of time out of outdoors</li> <li>• Well fed!</li> <li>• Staff and facilities</li> <li>• The structure of the day and focus on education through play is just what we wanted in a nursery. The tapestry updates are great and give us confidence in X's progress.</li> <li>• Love the outdoor area</li> <li>• X is learning new things and is interacting with other children and making friends and this makes me smile</li> <li>• I love the layout and all the lovely enrichment the children get to play with. She always comes home having done something new.</li> <li>• Becky is always there to greet on arrival and available to answer any questions or queries.</li> <li>• The keyworker makes herself available for the handover and asks about X health and wellbeing. Jess is always professional, polite and friendly.</li> <li>• Feedback from the day is always reassuring and interesting to know what X has been doing.</li> <li>• We like the slips which tell us what he has eaten, how many sleeps he has had, activities he has been involved in etc. It helps maintain the routine from the transition to going back home.</li> <li>• X has a nutritionally varied diet and he has progressed well with weaning since starting the nursery.</li> <li>• We have noticed that nursery has had a particular positive impact in many areas of X development including his physical and social skills.</li> <li>• I love the setting, loads of room and the outdoor area is amazing. The staff have made R feel welcome and he seems to really enjoy himself and that is the main thing for me.</li> <li>• The staff are very friendly and take on board any comments or feedback I give immediately.</li> <li>• How caring the staff are, how safe it is</li> <li>• The setting is clean and spacious. Variety of baby led play available and sensory toys.</li> </ul>				

**La Maternelle might be even better if...**

**Potential areas for development identified by parents & responses.**

- nothing.....very happy with everything
- We could be given some artwork that has been done in the week
- **We do not provide children with prescriptive art activities where we have a desired end product to take home. We will look into how we can incorporate more art & craft activities into the everyday experiences of children in line with our ethos & how we can ensure children have the opportunity to bring things home from nursery where possible.**
- We would like to receive more information about exactly what our children have been doing during the day event. E.g. focused activities.
- **We will ensure that this information is covered on the Information Board & on individual children's daily sheets. We have also implemented a weekly update on Tapestry for each development group.**
- Maybe introduce themes to tie in with events that are happening i.e. Wimbledon, Olympics, Royal events.
- **We will continue to ensure these events are added to our Long Term Plan**
- Garden/nature activities
- **We will be developing a more natural aspect to the Outdoor Area. We have already started to grow plants & vegetables & will continue to develop this.**
- If they did the 9-12/12-3 funded sessions it would be amazing!
- **We are not able to offer these sessions at the moment but will bear this in mind when reviewing the sessions in the future.**
- Keep Tapestry updated
- **We will ensure that the Tapestry system is as efficient & consistent as possible**

**Any Further Comments -**

- Very happy overall with the progress & everything in general!
- Thank you, Thank you and Thank you!
- Thank you for all your hard work making our children safe and happy.
- Thank you to Becky who has been really supportive and engaging during X's settling in period and of course to Alice. I hope the comments above demonstrate how happy we are with Alice, she's a real credit to your organisation.
- We would like to thank the staff for their hard work and dedication to our boy, particularly Jess and Amy in the sunshine room.
- X loves nursery and is particularly fond of Alice.

**We are continually enthusiastic & proactive to ensure that we continue to develop La Maternelle.**

**Therefore, we use this information from parents alongside information from the views of the children, staff & management team to feed into our 'Self Evaluation' & then set targets to continue to develop the setting & practices over the next academic year.**

**At present see below some of our priorities for development during this academic year (2016.2017)**

**The full setting development plan & self-evaluation can be found in the entrance hall.**

- To implement weekly updates of what the children have experienced & how this is linked to learning & development for each development group via Tapestry
- To incorporate ideas of how to support children at home via the weekly update.
- To offer French & Dance sessions in the Star Room.
- Aim for 100% staff to have first aid training. Millie's Mark accreditation.
- Based on Communication Friendly Spaces training, develop transition into nursery.
- Create Child friendly Room Info Booklets to support transition
- Key person biography provided for parents
- Adjustments to progress checks in line with changes to Health Visitor checks at 2 years old.
- Buddy system for new staff
- Further develop the outdoor area & provide a more natural area for children to explore.
- Further embed the key person system & development group system within the setting.
- Carry out Information evenings for parents to ensure they are familiar with all aspects of the nursery – EYFS, routines, Learning & development, Tapestry & how to support children further at home.