

## La Maternelle Wistaston Questionnaire Outcomes 2015-2016

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

<b>77% Strongly Agree</b>	<b>23% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't Comment</b>
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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 -**

“Talks about nursery and his nursery friends and says he’s missed it over Summer!”  
 “X has a great set of friends and always talks about her days at nursery and members of staff”  
 “X has really grown in confidence since joining the nursery and always asks what day it is and if she is going to nursery on that day.”  
 “All my children enter La Maternelle with a smile on their face and are always eager to share their happy stories about the day’s events.”  
 “It’s got the feeling of a home from home.”

**Development points -**

Needs to learn to read please - La Maternelle offers children the foundations to learn how to read in a developmentally appropriate manner. This will be communicated at Information evenings that are offered to all parents.

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

<b>87% Strongly Agree</b>	<b>13% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
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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**

“Too many to mention, personal faves: Sunshine Room - Becky, Becca & Lauren. Rainbow Room - Kelly, Kayleigh, Leah, Jodie and Caroline”  
 “All staff are friendly and very welcoming at all times”  
 “All staff in the Sunshine Room are approachable and friendly. Everything say hello at drop off/pick up time etc.”  
 “All members of staff are fantastic and X has a great relationship with all of them”  
 “Staff are always happy to see the children and ensure they are happy when arriving, always asking if there have been any problems etc.”  
 “They are all great. Hard to say just one!”

**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.

<b>77% Strongly Agree</b>	<b>23 % Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
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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**

“The feedback is really good when collecting X good amounts of info of his day is provided in a friendly way”  
 “Hannah and Kayleigh know both my children very well. They know how to cheer them up, what their interests are and how to comfort them when needed.”  
 “X has been lucky with all of his keyworkers but Hannah in particular as his current keyworker has understood him very well. She has nurtured and encouraged X which has helped his confidence grow.”  
 “The staff have always taken a lot of time to get to know X, and us, and are able to give him lots of support and encouragement as a result.”  
 “Wonderful, caring, supportive & helpful staff and environment.”

**Development points - None identified**

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

<b>79% Strongly Agree</b>	<b>21% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
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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**

“X has really developed since being at La Maternelle so he is definitely stimulated by the environment.”  
 “My children always appear happy with all activities that are provided. They particularly enjoy outdoor playtime.”  
 “The environment at La Maternelle has been excellent at all stages and X has learnt so much here. The range of activities at preschool level has been fantastic.”  
 “The environment and opportunity for outdoor play is probably my favorite thing about La Maternelle.”  
 “I’m delighted with your approach to spending time outdoors in all weathers.”  
 “Great they have the space and go out in any weather. X loved the new climbing frame outside.”

**Development Points**

Would like messier play, bring artwork home etc. - We will ensure that any creations are sent home with children. We do value the process rather than the product which therefore limits the number of pieces of actual ‘artwork’ that can be brought home as often it is very open ended & on a larger scale.

### 5. My child’s learning & development is well supported at La Maternelle & I am kept well informed about my child’s development & progress

<b>81% Strongly Agree</b>	<b>19% Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Can't comment</b>
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All parents agreed that their child’s learning & development is well supported at La Maternelle & they are kept well informed about their child’s development & progress. Many parents commented on the regular updates given about their child’s progress through daily feedback, parents evenings and regular Tapestry updates.

**Quotes -**

“It is good to know that my child’s progress is being followed and his learning is supported very well.”  
 “I really like the online learning journal and getting updates and insight into what he’s doing. It shows the staff are always assessing his development and giving him opportunities to learn.” “Absolutely love Tapestry - it is lovely.”  
 “Regular Parents Evening are brilliant. Tapestry also great and staff always available if I have any concerns.”  
 “Communication is excellent, especially the online tapestry diary - we’ve really enjoyed seeing what X has been doing.”  
 “I love the tapestry notifications. Its lovely to see photos and videos of the activities she has been doing.”

**Development points**

Sometimes tapestry notifications are a little slow to come through but this is a minor glitch - We will continue to ensure the system for verification is consistent.

6. Regarding Tapestry – I find the online learning journey & weekly updates useful & informative				
75% Strongly Agree	16% Agree	Disagree	Strongly disagree	9% Can't comment
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.				
<b>Quotes-</b>				
"I think tapestry is a great tool and it's great to see the weekly updates. It is also easy to update what we have been doing at home"				
"Yes - it is nice to be kept up to date with what the children have been doing."				
"I find these helpful as I go through them with X about what she has done in the week."				
"The Learning Journey and weekly updates are great. I probably don't access it quite as often as I should!"				
"Great idea, we would be lost without Tapestry. Also great to look back on their journey."				
"A great way to keep in touch with what X was learning and doing within preschool."				
<b>Development points</b>				
<ul style="list-style-type: none"> <li>The tapestry site could be a little more swish other than that it's an ok tool to catch up on my child's day at La Maternelle.</li> <li><b>We are unable to change the features of the system. We do however send any feedback to the company &amp; have sought this parent's ideas about how this could be further improved further. Tapestry is always reviewing the system &amp; making alterations.</b></li> <li>I haven't got my login details anymore.</li> <li>I have not got one. I would like to have one please.</li> <li><b>We will ensure all parents are supported to ensure they have up to date log in details &amp; an account for all individual children.</b></li> </ul>				
7. La Maternelle has good arrangements for children starting nursery, moving between rooms and starting school				
66% Strongly Agree	15% Agree	2% Disagree	Strongly disagree	17% Can't comment
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.				
<b>Quotes</b>				
"X's starting nursery & transitioning to Rainbow Room was faultless (despite Mummy's worries) (thanks to Kelly, Kayleigh & Becca)"				
"We really liked the home visit. This really helped the transition for both X and us."				
"The way X had transitioned into nursery went well as I was worried. I am now looking forward to her next chapter at the nursery."				
"Fantastic support with the transition to school"				
"The staff at La Maternelle have been very supportive when it came to X moving to Primary school regarding his low blood sugars to inform the Reception teaching staff."				
<b>Development points</b>				
<ul style="list-style-type: none"> <li>Would have liked the "photo book" before B started. We've just received it now with the Sept starters but he started in April.</li> <li><b>The 'Child Friendly Welcome Pack' was developed for the start of the new academic year in order to enhance the settling in for children. We appreciate this is really useful &amp; will be available for all new starters as soon as they start the setting.</b></li> <li>Not keen on the taster days as my child is settled and it means I have to find alternative child care on those days. Not easy when I cannot take time off as a teacher and I have no family to help.</li> <li><b>We feel the Stay &amp; Play session for the Star Room children is essential to introduce children &amp; parents to their new key person &amp; to the setting/environment. It is also important for children who have previously attended in the room after the Summer break to settle them back into the room &amp; meet any new children.</b></li> </ul>				
8. My child is supported to lead a healthy lifestyle at La Maternelle				
63% Strongly Agree	25% Agree	2% Disagree	Strongly disagree	10% Can't comment
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.				
<b>Quotes</b>				
"I is always telling me about healthy food, exercise and how to look after herself, most of which has been learnt at La Maternelle."				
"There is a good array of food at meal times and they also make exceptions for X when it is wraps as he does not like this."				
"X is a fussy eater but I know La Maternelle have tried to help him try new foods. Still trying at home!"				
<b>Development points</b>				
<ul style="list-style-type: none"> <li>From what is put on his forms I feel like the lunches provided can be better with better options if my child refuses</li> <li><b>We will endeavor to continue to ensure that children are offered a suitable alternative if they do not like something. We do try to encourage a child to try different foods before just offering alternatives as sometimes it can take a few occasions of trying. We will ensure that a child has always eaten sufficiently at each meal time based on their individual needs.</b></li> </ul>				
9. La Maternelle is well led & managed				
72% Strongly Agree	19% Agree	Disagree	Strongly disagree	9% Can't comment
All parents agreed that La Maternelle is well led & managed.				
<b>Quotes</b>				
"All staff know the children and management are friendly and approachable."				
"Excellent team."				
"Sian is great!"				
"Very well organised"				
"They are all dedicated, professional and clearly want the best for the children"				
"Very high standards"				
<b>Development points -None identified</b>				
10. Overall, I am happy with the care and support my child gets at La Maternelle				
76% Strongly Agree	15% Agree	Disagree	Strongly disagree	9% Can't comment
All parents are happy with the care & support their child gets at La Maternelle.				
<b>Quotes</b>				
"We are very happy with every aspect of the nursery experience and are pleased this is the nursery he attends."				
"We are very happy with the nursery environment, the staff and all aspects of the nursery setting."				
"Wonderful team that have supported X with very high standards. Thank you!!"				
<b>Development points - None identified</b>				

## 11. I would recommend La Maternelle to another parent or carer

78% Strongly Agree

12% Agree

Disagree

Strongly disagree

10% Can't comment

All parents agreed that they would recommend La Maternelle to another parent or carer.

Many parents commented on how they had already recommended La Maternelle to others and would continue to do so.

### Quotes -

"Wouldn't hesitate to recommend - best parenting decision made to date!"

"I always speak very highly of the nursery to friends and family who are always impressed by the things I tell them. e.g. home visit, online learning journal, spending all day outside."

"I recommend La Maternelle to all my friends, I have been very happy with the care given to X since she started at 10 months old."

Development points - None identified

**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.**

- The staff - all of the girls are fantastic and are a credit to the setting.
  - It really does have a welcoming atmosphere and all the children seem very happy
  - Friendly staff & welcoming environment.
  - The environment both indoors and outdoors. The range of activities.
  - Too many list! I am very pleased with the staff, communication and play!
  - X has settled in so well and is very happy in the Sunshine Room, she is very happy to be dropped off in the mornings!
  - Outside play area, warm staff and environment
  - The friendliness of the staff and the updates.
  - Everything!!
  - Variety of activities. Very quickly all staff knew X's name. Very friendly approachable staff, nice outdoor space.
  - How the staff are always so welcoming even to my older children, they know their names too!
  - Varied activities for the children and a nice environment
  - That every member of staff knows the children's names
  - The staff are friendly and experienced. Nothing is ever too much trouble and I know Eva is in safe hands and will have an exciting day every day she attends.
  - Location, friendly staff, great atmosphere
  - That A feels comfortable here and looks forward to coming, it makes me happy that La Maternelle has formed that great bond here.
  - Interaction with parents - you feel involved
  - I find La Maternelle has been an excellent choice of Pre-School. O loves coming and loves the members of staff in the Star Room, he has made a lovely friendship group, which for me is great to know he's settled.
  - The staff are all very friendly and very helpful
  - Staff - friendly and approachable, Communication, Nursery and school interaction, Tapestry, Activities with children - making things for home
  - The friendliness of the staff. The facilities
  - Friendly staff, supportive of J, the great start they provide preparing J for school.
  - The open access to outside space.
  - Caring staff, nice environment, excellent activities, children always enjoy coming.
  - I like how the nursery have a great outdoor area.
  - Very friendly, even to siblings who haven't started here yet.
  - Friendly staff. Home from home care & support
  - The focus on being outdoors, the lovely staff who I feel know my child well and provide the care and attention he needs
  - Caring staff, environment and breakfast station.
  - I like the homely feel of the setting, the good use of the outdoor space. All the staff are always cheery and always say hello even if they don't know you.
  - I like how all members of staff know our son and his needs.
  - The amount of outdoor play and encouragement of skills such as crafts, painting etc.
  - The staff - they are all dedicated, professional and clearly want the best for the children
  - Your staff are all excellent and they form great relationships with all the children.
  - The staff is great, they're very friendly and you give you a warm welcome.
  - We like the stimulating and organised rainbow room. All staff are extremely friendly in the rainbow room and give my children 100% care and attention.
- We enjoyed the preschool sports day and Christmas concert which involved all the families.
- The amount of outdoor space is fantastic; this is something that a lot of other nurseries don't have. The activities planned are interesting and engaging for the children and the tapestry updates are great.
  - Warm, friendly, inviting.
  - The time the children spend outdoors. We know our son loves being outside and is great for his health and wellbeing.
  - Friendly team, engaging activities, array of food
  - Home from home -caring, supportive and lovely setting.
  - High levels of confidence -when it came to X's condition (low blood sugars).
  - How cheerful the staff are they are never miserable and are always smiling
  - Please to hear about the French and Dance lessons for when he is older. This will be a great addition to the offering from the nursery and the experience for the kids.
  - From going to view another Pre-School nothing compares to La Maternelle, it really is the best.

### • Other Comments

- Thank you for looking after X and X and for being flexible on some dates to suit our work commitments.
- It's not very often we take advantage of this but when we need to drop X in early the cup of tea and snack is a lovely touch. Thank you
- Thank you so much for giving X an excellent preschool start.
- He has been very happy over the past 2 years.
- Thank you to the staff for their confidence with X when it came to checking his blood sugars and giving him his afternoon medication. As a mother with a child who has a rare medical condition- they have made my anxiety levels become less.
- We will miss you all. Many thanks. 😊❤️
- X seems to have had a good year, thank you to all staff for their support.

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

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

- Sometimes wonder if food might be a little more weather appropriate - quite often when really hot roast dinners are served & X (who is a v fussy eater anyway) won't eat. By the same token I appreciate babies & toddlers are highly unlikely to have a salad!
- **We try hard to plan meals that we feel will be popular & eaten well by the children.**
- **We tend to have more salad type meals at tea time. Roast dinners are one of the favourites & previous feedback has indicated parents like their child to have a roast dinner regularly.**
- **We do review the meals termly so that they reflect seasonal produce. We will take this into considerations during our next planning meeting with the school cook who develops the lunch menu with us.**
- Meals weren't so repetitive.
- **When planning the menus with the school chef we do try to ensure there is a good variety of balanced meals. However, on Wednesdays the school chef always cooks a roast dinner, but does offer a different meat choice each week over a three week period. We will discuss this with the school cook at the next review to see if we can make any further positive changes.**
- Could you consider offering a sweet option for pudding for only lunch or tea and not both and perhaps offer fruit or yoghurt instead?
- **We will consider this point when reviewing the menus for lunch & tea. We try to ensure a balance of nutrition across the meal.**
- More space for outdoor play.
- Wished the outdoor playground would be bigger. The fields and little forest are great.
- There was more space! It would be great if the children in the sunshine room had a bit more space both inside and outside to explore!
- **We have had very mixed feedback with regard to space as we have received lots of positive comments about the space along with other comments about wishing for more space.**
- **We would love more space for the children & are always looking at creating opportunities for extra space where possible & extending our provision. We will consider this & look for opportunities to extend where possible.**
- More school focus, don't let my child choose all the time, install rules and insist she follows. More formalised setting needed to give X the boundaries she needs.
- **Active learning through play is at the heart of how children are supported at La Maternelle. We aim to support children to develop a love of learning & provide experiences that are appropriate to their stage of development tuning into children's interests & development needs.**
- **All children are involved in creating rules at Nursery that are age appropriate & we have a positive behaviour management system that supports children to understand their boundaries.**
- **Parents are welcomed to an information evening that supports & communicates this in October. This is also explained & emphasised to all parents on show rounds & visits.**
- Only one negative comment I do not like the toilets being near the entrance.
- **Unfortunately, we cannot move the toilets, however we will ensure that regular checks for cleanliness continue.**
- Flexibility of sessions - more half days
- More access to half days
- **We do offer half days however there is a high demand for these spaces & can only be offered when there are spaces.**
- Holiday from nursery -? 2 weeks off not charged
- **Unfortunately, we are unable to offer this facility to parents.**
- Flexibility on days without losing your place and potentially opening earlier at 715
- **We try to be as flexible as possible however due to the high demand for spaces & certain days being full we are not able to offer this flexibility for all parents.**
- **At present there is not the demand for enough parents who wish to drop children off from 7.15am.**
- Parking  
**Unfortunately, we are unable to adjust the use of the carpark at present.**
- No ideas! the only issues we ever have is keeping track of hats/gloves etc. but not sure how that can be improved on.
- **This is an ongoing difficulty & something we are always trying to improve. We will be trialing a bag tag system to help support to identify children's bags & belongings.**
- More craft activities?
- **We will look into how we can incorporate more craft activities into the everyday experiences of children in line with our ethos. We do not provide children with prescriptive activities where we have a desired end product but can look at offering more open ended craft activities.**
- Hand overs could be more informative of what's happened during the day rather than key points as it seems repetitive.
- **We have had mixed feedback about handovers. A large number of parents have communicated this as a strength. We have recently adjusted the daily sheet to focus more on the experience children have at nursery rather than recalling more factual information such as food, sleep to make them more personal. We will continue to review this & ensure all staff are trained to give feedback in the same manner to ensure consistency.**

**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 offer French & Dance sessions in the Day Nursery for the Mini & Pre School Children.
- To offer a daily 'Forest Time' session for Pre School Children.
- 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.
- To continue to review the lunch & tea menus to ensure as much variety as possible.
- Adjustments to progress checks in line with changes to Health Visitor checks at 2 years old.
- Buddy system for new staff.
- Look at opportunities for expanding the outdoor play space for children where possible.