

La Maternelle Family Childcare - Questionnaire Outcomes 2016-2017

Number of Questionnaires Returned: 95 **Key: X – Child name** **Y – Staff Member Name**

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

Strongly Agree – 79%	Agree – 21%	Disagree	Strongly disagree	Can't Comment
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Once again feedback consistently indicates that all parents agree that their child is happy & enjoys 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! It is important to us that children have such an enjoyable time at La Maternelle & parents are happy that when their child is at La Maternelle they are reassured about the quality of care & the experience that is provided for their children.

Quotes

- The nursery has always gone to great lengths to ensure X is happy and settled, I am **extremely happy** with the care provided
- She loves coming to nursery and seems to **thrive in the setting** with the other children.
- X loves coming to nursery. She has made some lovely friends and talks enthusiastically about them.
- The staff are brilliant with my daughter
- X arrives home **happy and chatty** which is lovely to see.
- All staff work so hard to ensure the children have really happy days.
- She is very settled and is obviously **fond of her carers** and speaks very positively about her time in the setting.
- My one year old loves La Maternelle, I never have to worry about leaving him there for the day, even when he was younger.
- X really enjoys coming to La Maternelle, and walks willingly and happily up to nursery every time.
- X loves it at La Maternelle
- X regularly talks about his friends at nursery, and talks about Cait often. He also refers to the other staff and the **fun he has each day.**
- X has only recently joined the nursery, but she has settled in very well (much faster than I anticipated)
- He has **developed incredibly** since attending La Maternelle.
- X goes in and comes out of nursery **full of smiles!**
- X is extremely settled and looks forward to coming in on her day with you. She **talks non-stop** about it on the way home too. The ladies are lovely
- He gets very excited and runs to the door to try and play outside
- There hasn't been one day where X has not wanted to go to play school. He runs up in the morning always happy.
- She appears happy at drop off and collection and seems to enjoy her day there, always **comes home in a good mood!**
- La Maternelle is a great nursery. X always comes back happy telling me about everything she has done throughout the day and she is **coming on so well.**

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?

Strongly Agree – 86%	Agree – 14%	Disagree	Strongly disagree	Can't comment
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Feedback continues to demonstrate that the La Maternelle values & ethos are consistently communicated through staff interactions & communication with parents. We pride ourselves in the recruitment & training of high quality staff. We endeavor to try to ensure this level of consistency & care is maintained for children & families. We ensure that staff feel valued & are rewarded for this high-quality care that they offer. We have many systems to reward staff, including bonuses, prizes, gifts & pay which reflect 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

- Y is so lovely and has a **great bond** with X and does a really thorough explanation of X's day. All cheerful and welcoming in the mornings
- All staff are **friendly and approachable**. Y particularly stands out as she is always full of energy even at collection time. She's enthusiastic and positive about the activities that have taken place that day.
- Y is such a lovely lady and has a brilliant way with the kids. X is very drawn to her and **loves a good giggle** with her.
- Y is very **nurturing** towards X and always makes sure he's happy and comfortable.
- Y has been amazing with my child, since she came to the home visit, there has been a **special bond**. Recently he was unwell at nursery and seeing the comfort she gave him was reassuring. She has a wonderful bubbly personality and fantastic leadership skills
- Y and Y both have a **perfect balance** of child-focused but also establish rapport with parents too; a **professional** / business-minded approach to the role. It's clear it's a **well-run organisation**.
- Staff are very **welcoming and refreshing**. Always happy to help and assist, professional and confident.
- I always get a detailed account of X's day and everyone is **approachable and supportive** of her development
- Love X's key workers. But in general, all the staff always greet me and are always **full of smiles**. Everyone is so **kind and helpful** it's difficult to point anyone out. All staff have been amazing, Y has been particularly wonderful with X and we will miss her when X moves up to school.

Areas for development - A parent mentioned that it would be nice if the staff with whom they do not regularly communicate with, introduce themselves if they are feeding back or greeting a parent. **We will ensure that any new staff are trained to introduce themselves to parents prior to handing over their child to them to support relationships with staff & parents. Staff will continue to always wear a name badge.**

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

Strongly Agree – 81%

Agree – 16%

Disagree – 1%

Strongly disagree

Can't comment – 2%

98% of 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 it is a priority that children are treated individually & key persons tune into individual needs & interests.

Quotes

- From very early on, all of the staff say, "hi X" when we arrive, which is lovely as I didn't expect them all to know his name! X's key worker understands X and looks after him so well.
- Always get the impression that X's key person knows exactly what she's done, what she **likes and doesn't like** etc.
- X is positive and X has **settled well** with her.
- X has **bonded** really well with Helene and the other girls which makes me feel happy sending her in each day
- Pre- school transition summary really showed **how well staff know X.**
- Lovely comments every day and staff are excited when progress is made
- It's clear that X knows X very well. She **encourages** her with her eating, potty training and all the activities she is involved in.
- X has been fantastic with my child, he always has a **big smile** on his face when she has looked after him.
- Yes, indeed. They know X well - and her special needs requirements.
- X seems happy. I haven't got to know X's key worker yet as she has recently moved up to the Star room.
- X is always the first person that X talks about when we ask him about nursery. It's lovely that X **thinks so highly of her.**
- X is brilliant with X. She has quickly got to know her and what she likes to do.
- Since X has become his key worker X's relationship with a key worker has been more **stable and secure** than it has been before. He adores Lucy and the other members of staff on the room, X and everyone will always comment on X and his day to me and can tell from handovers and conversations during the day everyone has paid attention to him and supported him during the day particularly with toilet training.
- They have brought various things to my attention with X so I can take him to the doctor
- Some people find X hard to understand but not Y she has helped him so much.
- Y is very close to X and often notices when she **does new things.**
- X has a lovely relationship with Y. When I tell X, we are going to nursery today, she always mentions Y's **name with excitement.**
- X's key worker appears **knowledgeable** and happy to encourage her.
- Y and Y always mention how X is **progressing** in things which to me shows that they know him. They always comment on things he has done and achieved too.
- X has progressed really well here
- Y knows X so well, and again he will miss her so much
- **Exceptional care**
- Y has really helped X to **flourish** - thank you
- Y has really helped X settle in and has helped him to become a more confident person
- We don't worry if X is unwell with his asthma as **we know he's well looked after**

Development points

- One parent communicated that they did not know who their child's Key person was. We have now supported them to understand this. We have reviewed the system for allocating & communicating this as it is imperative that each parent always knows & we are happy with the current systems in place. We will continue to endeavor that every parent knows their child's Key Person at all times.
- A parent commented that their child did not seem to have the same connection with a new Key Person as a previous one, but were still happy with the care. We have met with this parent & discussed this further & fed back to the staff member to support them to take on the feedback from the parent.

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

Strongly Agree – 80%	Agree – 19%	Disagree	Strongly disagree	Can't comment – 1%
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Parents continue to comment on the effective provision both indoors and outdoors, with an 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. It is fantastic therefore, 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. Our ethos is to continue to keep improving & enhancing areas indoors & outdoors further to continue to provide further opportunities for children which are stimulating & challenging to support their learning, development & interests. For example, in the outdoor area we have added a tyre tunnel, new sand pits, climbing wall and periscope for looking over the fence plus lots more!

Quotes

- You have **a fabulous setting**.
- We love the fact that the children spend a lot of time outdoors exploring, **regardless of the weather**. They always seem to have a different activity too, which is great.
- There are always a variety of activities to **suit individual interests**.
- Good range of outdoor play activities. X loved the pirate ship, bubbles, obstacle courses. **I love** how much outdoor time they spend, we are a very outdoors family, and this was one of the reasons we went with La Maternelle
- The free-flow between outside and inside is excellent.
- X has **come on leaps and bounds** since starting this nursery, the outdoor space is especially great.
- They're doing something interesting every day, come up with so many **exciting ideas** and activities.
- My child has fun at la Maternelle indoors and outdoors, safely but without wrapping in cotton wool. I like how he can develop his curiosity and adventures.
- The **independence** and the range of activities in the setting is great.
- X loves his time there both indoor and outdoor equally. I think the outdoor area is great and I like how the children spend time outside **all year round**.
- The displays are always different, there are always different things about for the children to **interact with**.
- X is always keen to see what is out on the tables each day. Seems to enjoy the outdoor play area. I am **always impressed** with the ideas and activities and enjoy reading about them on Tapestry

Area for development - Possibly some money spent on equipment for the children - As part of our approach we provide children with lots of everyday open-ended resources. **We are continually investing money in being creative ourselves & providing equipment that is interesting & promotes active learning for children. Each room has a generous budget that staff can access daily/weekly to respond to the needs & interests of the children. We have sent out information about this to parents in our newsletter to support their understanding of this.**

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

Strongly Agree – 63%	Agree – 36%	Disagree	Strongly disagree	Can't comment – 1%
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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 -

- I could not ask for better communication, Y always takes the time to go through any concerns and provides **excellent support** for X's development. Feedback has been excellent and communication very good.
- I feel he **learns something new every day**, however sometimes it can be difficult to keep on top of how he's getting on. We did have some parents' evening some months ago with Y which helped tremendously.
- Parents evening are very positive and informative. X has **come on even more** with her speech and language since being at La Maternelle.
- We always get a comment from the staff about how X is progressing in certain areas, and Tapestry is really good for this too.
- Every day we get **lovely feedback** from staff about X and X's progress. Staff are very supportive and will encourage X through her **developmental milestones**.
- The Tapestry updates are great at keeping me up to date on how he is progressing as well as the updates I receive every time I pick him up.
- Love Tapestry and all the info and pictures put up! Great to see my daughter **having fun** on the photos every day.
- Tapestry is always updated with the things X has done, the fact that there are always the age bracket for **the key learning skills** provided on the Tapestry notes are always a good indication of how he is developing.

Development points

Tracking is completed regularly but it would be helpful to receive a copy of this to take away or to be uploaded on to Tapestry. **As an outcome of this all parents will be able to have a copy of tracking prior to a Parents' Evening.**
 More Tapestry Updates - I would like to see more Tapestry updates. **Please see section 6 below.**
 It would be lovely to have a parent meeting to discuss X's current progress, stage of development, interests, social skills etc.
There are set Parents' Evenings throughout the year for parents to attend post tracking children.
 Handovers are always well informed- sometimes the three things he has been doing are repetitive. **We have had mixed feedback about handovers. Many 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 and 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.**

6. Regarding Tapestry – I find the online learning journey & weekly updates useful & informative

Strongly Agree – 68%	Agree – 27%	Disagree – 3%	Strongly disagree	Can't comment – 2%
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95% of 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. Parents commented on how useful the updates were for reassurance & as an insight into their child's time at La Maternelle. They also communicated that they were an invaluable source of information & brought a lot of happiness to parents & extended family members.

We have introduced weekly updates for each development group which have been a great success. Parents have commented how much they enjoy these updates but also helps them understand how to further support their child's development at home & their understanding of the Early Years Foundation Stage.

Quotes-

- We find it useful to see how X is getting on, what she has been learning and how it links to the **EYFS**. It's particularly good for seeing how we could **help/encourage her at home** too.
- I love seeing what X has been up to at nursery. The weekly updates and individual observations are great.
- We both find Tapestry an **invaluable source of information** for both X's progress and also a general update on what they have been doing at nursery.
- I love seeing pictures of X enjoying his time at nursery :)
- Really enjoy seeing what X is up to. A lovely way to keep the **parents involved** and up to date.
- It's so nice to see what X is up to and helps us to ask questions about what he's been doing. X is proud to share what he's been up to
- We love to receive the photo updates, please keep them coming!
- **Settling in session** well documented
- Love love love Tapestry!!!!
- Being a member of the armed forces, to view my child's development and **progress online** is invaluable.
- Love Tapestry it's such a great way of tracking child development.
- The weekly updates are always informative and can give good **ideas for home**. Tapestry is useful, I always add to it for ideas which I know have been taken into account and planned for.
- Tapestry also **provides re-assurance** and is a lovely way for other family members to appreciate what happens at nursery.
- I love reading the updates and seeing everything that has gone on in the week, it's great to see everything X has been involved in and how his skills are developing
- I absolutely love Tapestry and uploading my own photos and videos as well as seeing what X has been doing at nursery
- I think it is a fantastic feature for parents and **a joy to follow!**
- It is good to know what has been happening at Pre-School as X doesn't always say.

Development points

- Very much agree but would love to see a few more pictures added :-)
- I would like to have a journal entry for each day he visits, if it is possible.
- I'd like to see a few more observations.
- Yes, I like getting the updates. Typically, I get more updates about X than X. It would be nice to have more about what the older children are doing e.g. French lesson

Feedback indicates that parents would like to have as many Tapestry updates as possible. It is clear how valuable & enjoyable parents find Tapestry. We will ensure that we add this as a continued development on our evaluation form to ensure that there is consistency in the quality & frequency of updates for parents as we appreciate this is something that parents really value. We have a system where all children should receive at least one observation per week as a minimum.

We endeavor to ensure that there are more than this but also to ensure consistency for all children & make this manageable for staff, not taking away from their time interacting with children. We have agreed a minimum of one per week. We also want to ensure that all observations are of high quality, purposeful & valuable

There will be times where some children will naturally receive more than this, i.e. children who attend for more days, when settling, moving rooms or mastering new skills.

The management team are investing time for staff as part of non-contact with the children – known as Tapestry Time to ensure that this happens but does not take away from the care of the children. We have also invested in more tablets so that all individual practitioners have their own tablet to capture observations & upload them to Tapestry.

In addition to this there is a regular weekly update that all parents receive on Fridays.

Each child also receives a next step observation a minimum of once per month but again pending an individual child could be more frequently. This is a new system we have implemented to ensure parents are always familiar with a child's next step in their learning & development. Parents can also contribute their ideas for these.

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

Strongly Agree – 68%	Agree – 26%	Disagree	Strongly disagree	Can't comment – 6%
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There was excellent feedback on the settling in procedure which we have worked hard to further develop. Feedback about home visits indicates how valuable they are. The transitions between rooms has been an area of focus to ensure it is effective & feedback has been good. We will continue to fine tune this. Many parents were very happy with the transitions that children had made between rooms within the nursery. We had a high level of positive feedback about transitions to school. We have been liaising with a larger number of schools & working hard to ensure all children had a consistent transition & ensuring good developing relationships with schools. Some parents felt they couldn't comment due to no transition yet taking place for their child.

Quotes

Transition into La Maternelle

- Can't fault the process we went through when X started in May this year. **Very thorough** and felt completely at ease leaving her on the first day.
- The **home visit was great** and the two smaller visits to the nursery before he started his full day, very easy process and worked well.
- Yes, indeed. X was accommodated at the nursery despite a January start, whilst extra hours have been allocated to her once they became available. Very accommodating.
- The home visit was particularly helpful as it meant X wasn't being left with total strangers and also that the key worker had watched him play and picked up on the types of things he liked to do. We were very impressed with X's settling period
- X's start at nursery was well handled and she settled in well. I think the home visit was valuable.

Transition between rooms

- Both children have moved between rooms happily. X transition to the Star room has been **well handled**, it helps that you remain flexible in that he was allowed to be dropped off in the Rainbow room sometimes, and later moved to the Star room once he had settled.
- X transitioned really well between the rooms, I had no worries :)
- The process **is well planned** and support was available when a few of the children didn't take to moving well. I found that something simple like moving her peg to outside of the room made all the difference to drop offs as it was less daunting for her. She settled much better due to this.

Transition to School

- The help and information in moving X on to starting school has been **brilliant** as well as keep us informed have been impressed with the amount of planned school visits they have had
- Love the transition bags and handovers between rooms/staff and new school! I feel La Maternelle have done **more than I expected** for transition to school. I was very impressed.

Development point

The transition for X from Sunshine to Rainbow Room will be slightly different - **due to the readjustment of the rooms, there have been some adjustments to the transition. All decisions have been made with the best interests of the children at heart & monitored closely to ensure successful. The transition above has now already happened. The children have transitioned extremely well into their new room & going forward have put a lot of work into ensuring the transitions are extremely well planned & effective for children & parents.**

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

Strongly Agree – 69%	Agree – 25%	Disagree	Strongly disagree	Can't comment – 6%
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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. We are really pleased with the feedback from the questionnaires as we have worked hard on the menus & food offered to children based on prior parental feedback. We have particularly focused on improvements in the tea menu.

Quotes

- The food served at the setting is wonderful and I can't make any complaints about it. It appears that he eats very well at nursery.
- The food available is **well balanced** and there is a lot of active play both indoors and out
- Meals and snacks are **nutritious** and X seems to enjoy her main meals. Just though not sure if X actually eats her snacks.
- I feel reassured X gets enough to drink in the day.
- X talks about the **healthy foods** he's tried during the day and explains clearly how to stay healthy.
- X tries a **variety** of foods at Nursery and eats things she doesn't at home which is really good.
- X really enjoyed Jumping Beans. **Active play** is always encouraged too, which is important.
- X loves the climbing wall and has really grown in confidence with it. Always get lots of **fresh air**, physical activities, social activities etc.

Development points

Menu is great overall but could perhaps have more healthy dessert options sometimes.

We have adjusted the dessert menu. There is still a variety of desserts & meals are nutritionally balanced & enjoyable for children.

It would be helpful if the menus were online so I could tell X was he was going to eat at nursery as I feel that this does cause him some anxiety.

Menus are displayed on all information boards. We will look how this could be sent out digitally.

Some of the teas don't seem very filling- I always give X another tea at home which he always eats. But X is fussy so wouldn't know what else to suggest for tea. But since the last time we were asked this, tea has improved so we are happy with this.

In addition to tea we also offer children a later snack if they are still in attendance with us to prevent children being hungry. We do however communicate upon entry to parents that's some children may require more food or an additional snack before bedtime at home. We have worked hard to improve tea time menus and received some positive feedback about them.

9. La Maternelle is well led & managed				
Strongly Agree – 71%	Agree – 27%	Disagree	Strongly disagree	Can't comment – 2%
<p>Parents agreed that La Maternelle is well led & managed.</p> <p>The La Maternelle Senior Management team consists of Claire, Vicki, Peter, Will, Sian, Becky, Kadie & Ella.</p> <p>As a team we ensure effective leadership of the setting & are all committed to delivering high quality practice. We endeavor that there is always one or more members of the Senior Management supernumerary, supporting the day to day running of the Nursery & we are always looking to further develop the setting. Each member of the Senior Management Team has clearly defined roles & responsibilities but share the same vision for the ongoing development of the setting.</p> <ul style="list-style-type: none"> We always feel that the management are fully involved in the setting and are striving to improve wherever possible. I love La Maternelle, such a well-run friendly nursery I can't imagine that his care would be so good if the management wasn't great, although it is more behind the scenes Y is a lovely lady and always offers good advice to me about any issues we are having with X and his settling etc. Any requests/ emails are responded to quickly Manager is always helpful and available for questions. she knows the children really well Any questions I have are always responded to in a very prompt manner, communication is great. Yes, very. Everyone is well-trained and extremely competent at their assigned role. Management have been very supportive with the glitches we had for a few months around vouchers and payment. I always get a prompt response from management Y is often present at drop off and pick up, and it always available for any questions. We have been very happy with the management and leadership I have no concerns; the setting is great and the staff are lovely 				

Development points
One parent commented on the visibility of Senior Management at drop off times & occasions such as Story & Rhyme Times.
 At least one if not two members of Senior Management team are always available at all drop off times & collection times. There is also a minimum of one member of the Senior Management team at all long-term events.

10. Overall, I am happy with the care and support my child gets at La Maternelle				
Strongly Agree – 82%	Agree – 18%	Disagree	Strongly disagree	Can't comment

<p>100% of all parents are happy with the care & support their child gets at La Maternelle.</p> <p>Quotes</p> <ul style="list-style-type: none"> I think the nursery is absolutely wonderful and I wouldn't have X be cared for anywhere else. Kennedy is a fantastic carer for X and I am so grateful for her hard work Very happy with the care X receives. Grateful for the odd phone call if there has been an incident or if she is unwell. All aspects of her development are fully supported by the staff. On the whole, the girls seem to be very committed and you can tell they enjoy working with the children. X's care needs are always met and knowing she's safe and being well looked after is very reassuring. We have been delighted with the progress our children have made at La Maternelle Be sad to leave. Yes, very. It's just a shame that X's difficulties prevent her from maximizing all learning and play activities on offer at the nursery. Yes X is very very happy here As a parent separating from being staff, absolutely- he is always well looked after. Really nice environment and friendly feel to the nursery. Very happy and would recommend to everyone I think the PE days are useful 				
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Development points - None Identified

11. I would recommend La Maternelle to another parent or carer				
Strongly Agree – 81%	Agree – 19%	Disagree	Strongly disagree	Can't comment –

<p>All parents agreed that they would recommend La Maternelle to another parent or career. Thank you for your continued support. Many parents commented on how they had already recommended La Maternelle to others and would continue to do so.</p>						
100%!<\/td> <td style="text-align: center; vertical-align: middle;">I have and will continue to!</td> <td style="text-align: center; vertical-align: middle;">Already have!</td> <td style="text-align: center; vertical-align: middle;">Always have done!</td> <td style="text-align: center; vertical-align: middle;">I recommend it to all</td> <td style="text-align: center; vertical-align: middle;">Yes, I would.</td> <td rowspan="2"> <p>Quotes</p> <p>We have a younger child who we will be bringing here for sure I think it's a great place for children to be cared for from a young age.</p> <p>I have recommended La Maternelle to friends and colleagues.</p> <p>I have already recommended the nursery to someone whose grandchild was enrolled subsequently at La Maternelle</p> <p>I have recommended the nursery to many friends, many of which now attend!</p> </td> 	I have and will continue to!	Already have!	Always have done!	I recommend it to all	Yes, I would.	<p>Quotes</p> <p>We have a younger child who we will be bringing here for sure I think it's a great place for children to be cared for from a young age.</p> <p>I have recommended La Maternelle to friends and colleagues.</p> <p>I have already recommended the nursery to someone whose grandchild was enrolled subsequently at La Maternelle</p> <p>I have recommended the nursery to many friends, many of which now attend!</p>
	I regularly speak highly of the nursery	Definitely.	We will be sending our next baby!	I think it is a fabulous place	We will continue to, such a lovely nursery!	

Tell us something that you particularly like about La Maternelle

Leadership & Management

- All of this has come from the thought, care and forward planning of good management who want to include parents in their child's journey!
- The **culture of La Maternelle**
- The **professionalism** of the staff, it's clear the management team are doing a superb job.
- It's organised.

Staff

- Staff are brilliant!
- X loves coming to nursery, the staff are helpful and supportive and really take an interest. **Happy smiley attitudes of all staff.**
- The fact that the staff in the Sunshine Room know X well.
- I love all the staff at La Maternelle they are all very warm and welcoming
- **Friendly, welcoming** environment and staff. My daughter settled straight away.
- The amazing attitude the nursery workers have.
- The kind and friendly staff
- All staff know name
- The attitude of staff, never feeling rushed and happy smiling faces!
- Every staff member knows X's name and say goodbye to him when he leaves, very friendly and **caring environment.**
- Whenever we have dropped off or picked up at nursery, other practitioners who aren't from X's room have said hi to him by name!
- The staff as X loves them and they are all she talks about at home.
- The staff welcomed X so well and she started as she was a bit nervous to be left on her own. She is now fine when I drop her off and very comfortable there.
- All staff have always been very friendly and extremely **supportive** when it comes to X's development journey
- The staff are so caring and clearly **love helping the children learn**
- How caring all the staff are and how they have greeted both myself and my children with a smile at each session, makes for a happy environment!
- The staff and communication, environment and everything
- I am happy with the care and attention X receives from all involved looking after her.
- She is very happy when I drop her off in the morning and pick her up in the evening.

Environment

- Lovely friendly environment
- I love how welcoming and friendly the nursery is, you're always greeted with a smile and it just feels like a great place to be
- I like how the setting always looks **clean and well kept.**
- The facilities are great and there is a lot of access to outside space.
- X loves the outside play area. lovely environment for the children.
- The **homely feel** and the small key groups.
- Lovely rooms and outdoor area. Clean and well cared for environment
- Welcoming, **personal feel**, lots of space,
- Choice of being in or out anytime suits my daughter very well
- The setting in general, use of the rooms and outdoor area and **array of activities** the children do, particularly messy play!
- The atmosphere is amazing. It's always very friendly, clean and welcoming
- The rooms are always clean with lots of toys and it's a very friendly environment.
- I love the outdoor environments, the staff and, the variety of **food on offer is also exceptional.**
- The homely feel it has, very welcoming atmosphere

Learning & development

- I like the way the children are encouraged to **become independent**, but they are also very well supported. It's nice to see lots of different types of play and stimulation - mental and physical.
- There is a **strong sense of independence.** Although there is clear structure to the day I get the impression this is managed in such a way the child are free to navigate activities and have a level independence
- How I feel my daughter is not just a number but they **know her personality & likes/dislikes.**
- All the staff are friendly, engaging and approachable. When initially starting I was particularly **impressed with having a home visit** as I think this is essential in building a good rapport with both child and parents.
- Varied activities and a focus on enhancing X's development in all areas
- I like X's key person and feel very comfortable leaving him with her. He has **come on so much since starting**, and I'm happy with all the help he has been given to help with talking, potty training etc.
- I like La Maternelle because X knows who his key worker is and is happy when he sees her makes me feel more **relaxed to leave him there.**
- Liaison with school. The daily updates on the child when they are collected, the tapestry log of photographs from the day activities, the end of year book that we have recently been given for the child's last year.
- I like how the staff are always **encouraging the children** to further their development and how they have different areas to focus on each week.

Extras

- I love the **Breakfast bar!**
- I like the parent's breakfast station and the **extra mile they go** when they do special weeks, like the sheep and birds they had in for nursery rhyme week.
- The additional extras such as **French lessons/ dance lessons** are great and it would be good to see more of these introduced.
- X loved being star of the week how they incorporated her favourite things into that week
- The fact that external providers are used for dance/French/music etc.

Food & Drink

- The food at lunch time always **sounds delicious** too! I like that staff record the amount of food that X has eaten at each meal. We find this really useful as it helps to judge whether or not to give extra milk before bed (mostly not as he seems to be eating all of his meals at La Maternelle!
- A **healthy menu**, range of food and amount of snacks offered

La Maternelle might be even better if...

I can't fault La Maternelle and always recommend it to friends looking for a good nursery.	Can't think of anything. Nothing to recommend!	Nothing keep doing it the way are.
Thank you for taking such good care of my son x	I cannot think of anything, I think the place is great :)	I don't think it could be!

Suggestions

- I would love to have a tapestry observation for every visit.
- Few more updates on Tapestry, although I'd rather time be spent during the day with the children rather than uploading photos and comments. Great if this can be done outside of contact times.
- They were more prompt with the Tapestry and upload things a lot quicker.

Please see outcomes in section 5 & 6 that document how we are working towards enhancing the number of Tapestry updates.

- Desserts were slightly healthier on occasion.

We have adjusted the dessert menu based on parent feedback.

- Low lighting maybe, plants to give it even more of a homely feel.

We have added the use of plants into our development plan to enhance the environment further.

- Takeaway coffee available until 9am!

We will consider this to see if it is logistically possible & communicate any adjustments.

- Not sure if it is possible, but if the weekly menu could be posted online (noting that it can change) would be useful when it comes to planning meals for my child when they come home from nursery, so they continue to have a variety.

Menus are displayed on all information boards. We will look how this could be sent out digitally or added to the website. If you would like a copy of the menu please ask your child's Key Person

- I can't remember when the last time we spoke to Y about X's progress, but it would be nice to have that again soon. I found it so helpful in what we should be teaching X. With him being our only child, sometimes it feels like we aren't stimulating him enough at home as he has no-one else to connect with when we are at home

Regular Parents' evenings are planned into the Long-Term plan. This has been e mailed to all parents & can be found on our website

http://www.lamaternelle.co.uk/images/uploads/La_Maternelle_Calender_2017_-_2018.pdf

If at any time you would like to have a discussion with your child's Key Person then please get in touch. Weekly Tapestry updates & individual observations all give ideas of ideas to support children's learning at home too if you would like any further ideas.

- It would be good if French/a language could be offered on a Thursday/Friday when X is in, for kiddies that may not be in for the early part of the week. But that's probably a big ask when it's already provided!
- Foreign language focus

As you say we already offer a Fun French session with Madame Sharpe on set days. We are not able to adjust the day now.

- It opened at 7-7:15am?!
- Can switch days now and again if a work shift changes or due to another unforeseen circumstance.
- There was a little more flexibility with sessions re, offer swaps within same week

The demand for a 7.15 start is not sufficient to adjust our opening hours. We will continue to monitor this.

We are not able to offer swaps & in a way that we could be fair to all parents, which is important to us. We will always endeavor to offer extra sessions if parents require any extras.

- An option for summer club for the term time rooms especially over 6wks hols. Obviously paid arrangements but feel the break is too long away from the setting for youngsters to maintain familiarity with coming to the settling.
- We've found the change from non-funded to funded days quite noticeable.

We endeavor to ensure that there is no difference in the funded/non-funded sessions. Funding can be used towards the payment of all sessions offered for 3 & 4-year-old children. Parents are given the option to register for the different types of sessions to suit their needs, term time only or all year around. We do not offer a separate holiday club but care continues throughout the year for children for parents who register children for all year-round care.

We have adjusted systems to ensure there is no difference. For example, all children now can have a hot meal at lunch time which was one of the main differences requested by parents.

- I would like it if the nursery started to do professional photographs. It's nice to have a picture to keep of their time at nursery and at other nurseries they do this.
- I would love if you offered a "school photo" every year or so where a photographer came in and took individual photos of the children.

We have previously invited in photographers, however did not receive great deal of interest from parents to buy the photographs. We will consider this again & communicate any arrangements.

- Introduction or email to say what staff are in the room when the child moves

We already have a welcome booklet for each room which includes all staff details. We will ensure all parents receive this.

- I would prefer it if parents were able to enter the nursery themselves with key fobs or finger prints. Sometimes we are left waiting for quite a while whilst someone answers the door, especially after a morning session.

We have explored a finger print system. However, having considered both options we much prefer that parents are greeted by a member of staff/Key person each time they enter the setting. We believe this fits in with our ethos to ensure a friendly, homely environment. The security of the setting is strong without a finger print system. It is a priority that no parents are left waiting, and we regularly monitor this system. We will continue to do so.

- The children could learn about the wider world from a younger age. Farm visit or bus journey for example, even though these are things we do at home it would also be nice to see how these are promoted and developed with peers.

We will look at organising a trip for the Pre-School children this year.

- I think it would be useful for a section on the daily report to talk about things like 'more nappy cream needed'.

There is a section at the bottom for notes that we can use. We are looking to transfer the daily sheets to Tapestry so will ensure that this is included.

- I would be grateful for an information session helping me to begin to help X with phonics and reading, as I am aware this has changed in the manner it is taught so I don't feel confident starting this without guidance.

We have a Parent Information evening in October where phonics will be covered.

Any further comments

- Thank you for doing a brilliant job. Couldn't be happier with the setting and the staff. Found it hard to think of any constructive criticism!
- Thank you giving our children such a happy and safe nursery experience
- Overall, I'm happy if X is happy and she is!
- La Maternelle is Fantastic
- Thank you for all you do for him
- I'm so happy I enrolled my daughter with La Maternelle. I heard about the nursery through a friend and although this nursery is much further than another we have visited, I am reassured, that my daughter is safe, looked after and cared for every single time.
- A fantastic nursery in every aspect! A big thank you to all the staff that have made it a caring and safe environment!
- I'd like to thank all staff with making an effort to support X with her toilet training. We understand it's been a little tricky based on the facilities available and the age that she has done it at but we've really had to follow her lead and go with it when she was ready. We know the staff have really been on board with us with this and it reflects in the fact that she has had minimal accidents during her nursery day.
- I just want to say I think you are all fantastic and I think X loves being here and enjoys himself immensely. thank you :)
- Very happy with La Maternelle and staff
- On the whole, very happy with setting and after almost 8 years, will be sad to leave!
- Thank you so much for all you have done for X - she really has loved her time at nursery and will be sad to say Goodbye!
- A big thank you for your hard work looking after our boy. He has loved his time here.
- X and us will be sad when he leaves but looking forward to his next journey at school

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 (2017.2018)

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

- To adjust the dessert menu & continue to develop the Nursery menus
- To introduce a Pre-School trip.
- Gain & retain Millie's Mark & ensure all staff 100% first aid trained
- To liaise & organize further visits to the community e.g. Old peoples home visits, contributing to a local food bank.
- To increase the number of Tapestry updates whilst maintaining the quality of these. To invest in more tablets so that all individual practitioners have their own tablet to capture observations & upload them to Tapestry.
- Transferring the child's daily sheet to Tapestry.
- Theme days for the parent's breakfast station to include different treats, e.g. French croissants.
- Look at adding menus to the website.
- To provide parents with a copy of a child's tracking prior to a Parents' Evening.
- To liaise further with local school to enhance the transition for children, for example meeting to discuss expectations for progress upon entry.
- To look at developing further the use of open ended authentic resources & loose parts within the setting.
- Further involvement in meal times for children e.g. washing up, self-selection & serving.
- Adding more natural plants to the environment.
- Create an online booking system for events such as Parents Evenings, Information Evenings.