

# Fusion Parent Survey

## Feedback- Summer 2017

**Thank you** to everyone who took the time to complete our Parent Survey. We have had some lovely comments and great suggestions. It really makes all our hard work, enthusiasm and time worthwhile. It is hard to please everyone, but on a whole, we have lots of happy parents and happy children.

THANK YOU FOR YOUR TIME.

"Thanks for being such a great community support network. We really value everything you do."

### What was the most important things for you when choosing childcare?

- Providing a variety of activities and differentiating school and after school club.
- Friendly hours for working parents and reputation
- Practicality, onsite, convenience
- Quality of care provided
- Personal Recommendations
- Safe environment where child would be happy
- Value for money, safety and happiness of the children

94% of parents felt that Fusion has encouraged their child/ren to be independent and responsible and 94% feel Fusion has allowed their child/ren to develop socially and gain new experiences/skill.

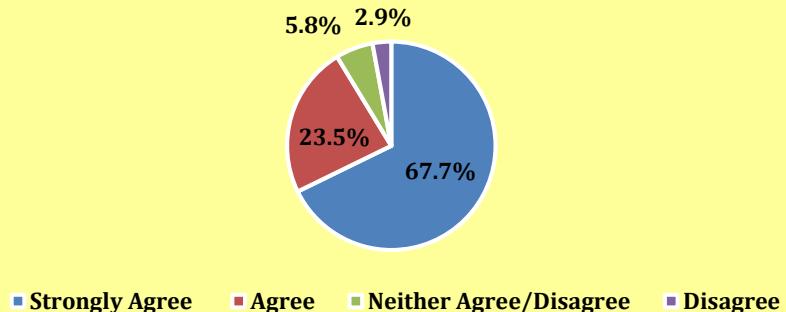
97% of parents feel that Fusion offers a wide range of age appropriate play opportunities and activities

94% of parents feel that Fusion has provided opportunities for their child/ren to make friends with different aged children whilst the remaining 5.8% neither agree/disagree. We are really proud of the integration between years at Fusion and love seeing friendships form and develop across year groups.

### What do you think is the best thing about Fusion?

- "Staff who run it, everything, from food, to amazing staff, to topics and themes, fresh ideas and activities. Best in class"
- "Caring Environment with loads of activity options, the play spaces".
- "The staff, the level of care and the contact, The staff play with the children, are engaged with them I trust the staff and my kids love it".
- "Always very welcoming and supportive".
- "The staff and how they go above and beyond to care for my children".

### My child/ren is/are happy to attend Fusion



"Thank you for providing a lovely after school environment which is not like school and just what the children need."

"Just want to say a massive Thank you for all the effort you have put into 'X' over the past year. He has come out of his shell and his confidence is through the roof (a bit too much) but thanks to the Fusion Team."

94% of parents Agree or Strongly Agree that the quality of service is value for money. 1 person strongly disagrees- we hope that you come to speak to us about this.

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### What do you think about Fusion's Newsletters?:

"Informative, great, helpful to keep me up to date, easy to read, It's great as it's brief and communicates the latest news."

### What do you think of Fusion's Website?:

"Useful, clear, easy to navigate, fantastic, very engaging and again very professional". Surprisingly 26.7% of parents said they have never been on it or don't go on it, but how do you get your registration pack?!

### What do you think of Fusion's Facebook Page?:

"Like the updates and photos of day/ events, good - like to know what children have been doing, great and whoever runs it deserves a medal,

"Really good and would happily see more posts of the children, great, love seeing pictures before I collect to see what 'X' has been doing so I can talk to him about it."

One parent said "good but would like to see more variety of children featured", which we will be working on. We have to take into account who has social media consent and who wants to have a photo taken of themselves.

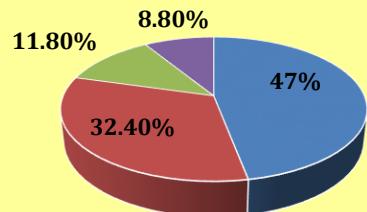
"Thank you for your fab service"

"Thank you-You are excellent and our kids love it".

**100%** of parents support Fusion's Behaviour Policy and feel they work in partnership with us, which is fab. Thank you for your support.

**97.1%** of parents are familiar with Fusion's Policies and Procedures. 1 parent /family strong disagree- we would just like to take this opportunity to remind all parents/families that you have signed 'Fusion's Partnerships and Parental Agreement' in your Families' Registration Pack.

The menu's offered by Fusion are nutritionally varied and are a substantial snack



**94%** of parents said that they either Agree or Strongly Agree that Fusion's opening and closing times suit our family.

1 person strongly disagrees.

One parent suggested opening Breakfast Club at 7:30. This is something that comes up every year, but unfortunately there is just not enough demand. We would open earlier if the demand is there.

### What parents think about Fusion staff:

"Fun, Professional, Approachable, Fantastic, Enthusiastic, Always smiling, all seems to be happy to be there and loved by children, Superb, Lovely, Wonderful, Outstanding, Engaged, Excellent, couldn't be better! Thank you. You really care about the children, trustworthy, patient, every staff member gives individual attention to every child".

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Dislikes/Suggestions	
Suggestions from parents	Response from Fusion
Have a Holiday Club	This has been achieved and with the excellent feedback we have received and reflecting on how successful it went, we will hopefully be running again next year and potentially for longer if this is viable with the school.
Have a half term club	Unfortunately, the school already has a half term club.
"My only niggle would be the pick up is a tiny bit chaotic because the signing in/out table is so close to the bags and coats and at 5:15pm it can get a little busy."	If you have any suggestions, please tell us, we know how busy pick up can be, especially because the toilets are close to the parent's table too. We used to have the parents table in the dining room, but felt that it was having a negative impact on children and their play spaces, so upon advice from County we placed the table near the doors. We sadly do not have anywhere else for the bags to be positioned, ideally we would have an 'IN' and an 'OUT' door for parents, but this is not possible, so we have to make the best of our environment and available space.
"The Registration Process to be made easier" "Having to re-book each year- the process is painful"	We know what an absolute pain it is for you, it is also a real pain for us to, but unfortunately a requirement of Ofsted. We already shortened it this year, but if you have any suggestions, please let us know
Digital Sign out	This is a great suggestion, but would it really solve the problem of waiting to sign your child/re out. We will look into some systems.
More food, bigger portions, rotate meals, eat too early, a range of different milks available.	We already serve double the school's portions and children usually have seconds and even thirds, what great appetites these children have! The staff usually eat at Fusion too, so the portions are a good size. We would just like to remind you again that although we provide a bigger/hot meal to other After School Clubs which is a substantial snack, it should not be used as children's only dinner. We have taken on board previous comments about children who only come one day a week and were having the same food. We implemented 3 weekly menus in the Summer term that linked to both the Infant and Junior School menus, so that children who only come one day a week, will get a variety each week. For example, Week 1 they will have fajitas, Week 2, they will have fishcakes and Week 3 they will have spaghetti bolognese.  With regards to when we eat, this is out of our control as we have to ensure that everyone is fed by 5:15pm.  A range of milks such as almond milk etc is not possible as we are a Nut Free Environment. Soya and rice milk is an option though.
Breakfast Club food	Please let us know any suggestions you have. Omelettes, homemade pancakes and scrambled eggs are sadly not an option due to the limited time we have and we only have limited spaces/equipment as the school cook is busy preparing lunch first thing.
More Ad Hoc places	Unfortunately, due to the restriction of space we have, and being fully booked Monday-Thursday, means that we are not always able to offer for Ad Hoc bookings.
"Rules too rigid. Being fined for being a few minutes late when it's out of your control and you've done all in your power to make it back feels a bit mean sometimes."	We know this is a stressful situation when parents are trying to make it back in time for collection, when delayed trains are not in your control, but please think of the wider impact of children and staff. Staff have families, other jobs to get too, Fusion must be out of the School Building and children do not like being the last ones to be picked up. I know this sometimes cannot be helped, but this is when your emergency contacts come in, as they could be called to come and collect the child/ren, which would alleviate stress and would mean no penalty fee has been incurred.