

Fusion Parent Survey Feedback- Summer 2015

Thank you to everyone who took the time to complete our Parent Survey. We have had some lovely comments and great suggestions. One of the common suggestions was to email invoices. We have sourced a new Accounting Software and hope to have this implemented by September. Emailing invoices will be a feature. We will be asking which format of invoice you like and different styles will be at club in the coming months, so we would really appreciate it if you could tick your preference.

Comments from the survey are on our website under the 'Testimonials' tab at the top.

THANK YOU ONCE AGAIN FOR YOUR CONTINUED SUPPORT.

100% of parents believe they have made the right choice in childcare for their child. We think you have too!

77% are happy with the quality of food, whilst 72.7% are happy with the choices available.

"There are many things that we think are great about Fusion. Professional and committed staff and leadership, variety of activities offered to children on daily basis, good discipline, effective communication from the leadership, caring and friendly atmosphere."

One parent suggested that we give every child individual daily feedback. We have a great relationship with families and children alike and always do our best to speak to every family on a daily basis and only give intensive feedback if needed or necessary.

"From the Manager to all staff you are all doing a fabulous job and the children thoroughly enjoy everything about it. Abby is AMAZING"

One parent said that they find it hard that at Fusion you have to commit to your set sessions, instead of booking every term. At Fusion this is just not feasible, due to the number of children we have on register

"Fusion is amazing. The childcare you provide has exceeded my expectations at every level. The kids love it and the variety of activities on offer is brilliant."

97.7% state that their child is happy to attend Fusion and 100% agree that Fusion encourages your child/ren to be responsible and independent. Brilliant- we aim to please!

100% of parents believe that Fusion offers a wide range of age appropriate activities and play opportunities.

"Fusion is in a league of its own. Your passion for providing the best school childcare is always evident and your knowledge of childcare techniques and dealing with behavioural challenges has really helped us as a family and the boys to settle."

97.8% of parents believe that the fees charged is reflected in the quality of childcare. The remaining 2.2% neither agree nor disagree.

A few parents have expressed interest for Breakfast Club to start earlier and After School Club to finish later. At present there is not enough demand for this to be viable but we will continue to monitor interests.

One parent expressed their views about staff not always being available at drop off or collection. We always do our very best to speak to every parent.

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Communication:

It was concluded that 100 % of parents thought our monthly Newsletters are excellent or good and 72.8% thought our parent's notice board is an excellent or good way of communicating. However, 13.6% did not know our parent's board existed. It is located in the foyer in the Infant school and states what we have been up to in the session, what we had for dinner, celebrates success and achievement and any important messages are written on it.

At Fusion we always have positive comments about our email correspondence and 90.9% believe it is excellent/good. However, 2 parents found it poor. We always endeavour to have a 24-hour turn around with all email communication and we apologise if upon occasion if it takes slightly longer to do so.

Some parents were unsure what the parent's diary is, it's purpose and location. The parent's diary is located on the parents table where the registers are and is used for you to write things in for staff.

For example, this may be a cancellation or something like 'Can Bob get changed for beavers/brownies please' or 'Fred is at a football match until 4:30, please save him dinner and pick him up at 4:30, thanks'. Please ask a member of staff to show you where the diary is located.

Our survey revealed that 84% of parents found our website to be excellent or good. A parent states that they find our website hard to use and it would benefit from being restructured. The website has indeed recently been restructured with clear labelled headings, enabling easy navigation around the site.

One parent expressed the view that due to Fusion having many avenues of communication; website, newsletters, parents diary, Facebook, parent's notice board and email, they find it hard to know where to look.

To clarify:

- Facebook is used daily for children's work, what we get up to in the session and statuses.
- The parents notice board is also updated daily.
- The website holds all documentation, including registration packs, policies and procedures. There are sections for 'activities', 'art gallery' and 'visitors and outings' and these are updated regularly and the information is the same as Facebook and/or the parent's notice board.
- Newsletters have new information on or 'reminders'.
- Parent's Diary- a way for parents to communicate to staff about arrangements for a particular day.

"Fusion is the most amazing childcare with dedicated, warm friendly staff with a family centered approach – We love it as much as our children!"

95.5 % of parents would give Fusion 8 or more out of 10. However, 2 parents only rated us 1 out of 10, we are hoping that they read the scale wrong! Please come and speak to Abby if there is anything you're unhappy about. We welcome your views and always listen. We work hard to maintain our excellent standards.

"Thank you for providing my children with such a fantastic experience. They love it. It's a high quality provision and very much valued"

THANK YOU FOR ALL YOUR LOVELY COMMENTS AND WONDERFUL SUGGESTIONS, IT REALLY MAKES ALL OUR HARD WORK, ENTHUSIASM AND TIME WORTHWHILE. IT IS VERY REWARDING TO KNOW HOW HAPPY OUR PARENTS AND CHILDREN ARE.

THANK YOU FOR YOUR TIME.