

Fusion Parent Survey Feedback- Autumn 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 in the Summer Term Survey was to email invoices. We have been busy since September creating a new database that allows us to email statements and invoices out to you. We value your feedback, so let us know what you think.

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!

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

"The staff (of course) and the amount the amount of space available to Fusion, inside and out."

"My kids love the setting and I feel happy leaving them in the care of brilliant staff. Abby and the infant team allow my children to develop outside of school and I am so grateful for that. The friendly welcome and conversation that I always receive from the two young girls is brilliant and it always makes me feel happy knowing my children are safe there. Abby always goes above and beyond to meet my needs and I can't thank her enough!"

94.8% of parents believe that Fusion offers a wide range of age appropriate activities and play opportunities, whilst the remaining 5.3% neither agree nor disagree.

"The country themes this term have been fantastic"

89.5% are happy with the quality of food. One parent feels that the tea is not big enough for her child/ren. We would like to remind you that although we provide a healthy and for some a 'substantial' dinner, for some children they may need a snack when they get home. We take immense pride in the food we serve, we conference with the children about food they like and each meal is carefully planned. All puddings we serve are now at least 50% fruit based. We regularly attend meetings with other like-minded professionals across Hertfordshire, which gives us the opportunity to directly compare practice and it is evident that Fusion are the only After School Club who provide a balanced 3 course meal to a high standard.

"Personally I just wanted to say thanks for your care and love for my children. A couple of times, I have been pretty cheeky due to bad choices made under pressure, and you have held the standards that are required and held me to account. I admire and respect that. It only adds to my immense gratefulness for your energy and commitment and serves to show me that Fusion is indeed the best childcare provision in Hertfordshire."

One parent expressed interest for After School Club to close later. At present there is not enough demand for this to be viable but we will continue to monitor interest.

"My girls are loving the lady that comes in to teach the dancing. Also the Countries each week have been great, they have learnt lots and made them ask and want to know more."

One parent would like a receipt of their invoice. We will look into this with our new system, but we have over 200 families and this is more administrative work. If we do not receive a payment from you, we will contact you.

"We are very happy with Fusion and feel the staff really get to know the children. Talking to parents at other schools I recognise the quality of the care Fusion provide."

94.7% of parents believe that the fees charged is reflected in the quality of childcare. The remaining 5.3% neither agree nor disagree.

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Communication:

It was concluded that 94.7 % of parents thought our monthly Newsletters are excellent or good and 84.2% thought our parent's notice board is an excellent or good way of communicating. However, 15.8% 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 94.7% believe it is excellent/good, whilst 5.3% do not have an opinion. We always endeavour to have a 24-hour turn around with all email communication and we apologise if upon occasion it takes slightly longer to do so.

Some parents were unsure what the parent's diary is, its 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.

78.9% of parents think our Facebook page is excellent or good. We update our Facebook page daily and feel it is another great avenue of communication to show parents what we have been up to. One parent did not know we had a Facebook page, so please search for Fusion Childcare Services, 'like' our page and see what we get up to.

"Happy, friendly environment where my child can do a series of activities. It feels like a youth club. Your flexibility is much appreciated"

"Fusion is so efficient and reliable. When you are juggling 101 things, the one thing you can be sure of is the professionalism, safety and reliability of Abby and her team."

One parent requested more child spaces to be made available. Unfortunately, because Fusion is a free choice play environment we are not prepared to compromise on adult:child ratios, quality of care and safeguarding. We are currently at full capacity Monday-Thursday and have daily waiting lists for both Breakfast and After School Club. However, we do have limited availability on a Friday.

100 % of parents would give Fusion 8 or more out of 10. And 100% would recommend Fusion to other families.
Thank you!

"They do loads of really good activities with learning opportunities but keep it fun, so the kids don't think it's an extension of school My child feels safe and well liked at Fusion - he is very happy there."

One parent expressed that cooking and craft activities are aimed at girls and that their son does not take part. We can assure you that we make all activities inclusive and can only encourage children to take part and have a go but children make their own decisions which we fully support and promote. Another parent expressed that their child feels like they miss out on activities as they only come once/twice a week. Whilst we try our best to meet everyone's needs, we must ensure we have a varied activity programme and of course if a child wants to do an activity again then we will get it out.

We always try our best to ensure that visitors come in different days so all children get the experience.

"Range of activities offered and a hot cooked meal (as a parent it takes away the stress of having to prepare meal once home!) and of course the fabulous staff. My kids love the club so much- they don't want to leave each night! The discipline/good behaviour programme is great-staff don't stand for any bad behaviour/bad manners and also openly praise those that have shown good behaviour/act of kindness."

THANK YOU ONCE AGAIN FOR YOUR CONTINUED SUPPORT AND LOVELY FEEDBACK.