

Fusion Parent Survey Feedback- Spring 2018



Thank you to everyone who took the time to complete our Parent Survey. We have had some lovely comments and great suggestions. Children have completed their surveys and have been given written and verbal feedback. **THANK YOU ONCE AGAIN FOR YOUR CONTINUED SUPPORT.**

I have read Fusion's Policies Parents answered:	
Yes	92.1%
No	7.9%

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

Since the Autumn 2017 Parent Surveys, we now offer an extended Breakfast Club session which starts at 7:30am.

What do you think about dropping off at 7:30am? Parents answered:

23.7%- Great, I use it when required

42.1%- Good to know early drop off is available

34.2% of parents either do not use Breakfast Club or do not intend to use early drop off.

What do you think about the topics we do?

- "A great way of introducing life influences to the children"
- "Very good to broaden their general knowledge from a young age"
- "Good to maintain children's interest with regular topics"
- "Excellent you do all those things"
- "Great, because sometimes it isn't always covered in school like St Andrew's Day, for example."
- "The kids really look forward to them so please keep doing them"
- "Amazing- the kids are broadening their general knowledge in a fun way".
- "Very interactive really like them"
- "I think this is a lovely part of Fusion and an unsuspected bonus"

Dislike

"Sometimes hard to get personalised feedback on the day of how child's been, as it's slightly chaotic at pick up."

"The children sometimes wish they had the choice of larger meals and pudding" We have pudding every day except when Emerald is in.

"Bag and coat system"- The bane of our lives, ha ha!. We think the new bag/coat system in the hall is working much better than previous systems, but there is always room for improvement, so if you have a suggestion, please let us know.

"Not as good for the older kid"- Please let us know your suggestions on how we can make Fusion better for older kids.

What has Fusion taught your child/ren?

- "About the Beatles and how to do a cartwheel."
- "More independence"
- "Oh wow. So many things from flags to special calendar dates celebrating diverse people and cultures."
- "Yoga and managing emotions"
- "Elvis died on the toilet!"
- "How to make new friends, patron saints, wide music appreciation, drama."
- "Interaction with different age groups of children and appreciation for the adults and team at Fusion. Knowledge and understanding of different cultures."
- "Now eats breaded fish! And sewing, which she loves."
- "Dancing, teamwork and responsibility"
- "Considering others"

General comments

"Fusion is a well-oiled engine!!!!"

"Keep being brilliant as you offer an invaluable service to parents. Thank you."

"Some healthier dinner options"

Summer club

A combined 77% might or will be using our Summer Club!

It is happening! We are delighted to inform you that after such a great success and excellent feedback last year, we will be running a 2018 Summer Club and will be running for 3 weeks.

W/C 23/07/18-Mon-Thurs

W/C 30/07/18-Mon-Thurs

W/C 06/08/18-Mon-Thurs

Our Summer Club is open to any child aged 4-11 years and we will be providing all meals (session dependent) and a range of sessions are available.

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Best things about Fusion

- "The whole team- we are very lucky to have you"
- "Enthusiastic team, very responsive"
- "The professional way that it is run, we have 100% confidence our child is safe"
- "Caring staff, striving to make it better, range of outside people coming in, dinner option available."
- "safety and Variety for Children"
- "It's such a happy and fun environment. We walk in to smiles from both staff and Children. I get a sense that the staff really enjoy their jobs and have fun with the children. It feels like a family."
- "The support you provide is invaluable"
- "Mixing with children of different ages"
- "Friendly staff, experienced with working with children"
- "Knowing that our little boy is happy in familiar surroundings with people he knows and who know him. Confident that we will get honest feedback and the activities are structured but fun."

Improvements/suggestions

Parent suggestions	Fusion's Response
"Maybe more parent/adult communication"	If you have any suggestions, please let us know. We try to talk to parents every day at drop off/pick up. We also have the parents board/table, we have Facebook and email and send out Newsletters. We appreciate our parents are working parents and therefore do not want to bombard you with info, that's why we have been doing 2 monthly newsletters.
"Increase food portions"	We get this come up on every survey and every time we explain that the food we serve is a substantial snack, it should not be a child's only meal, they will need a top up when they get home. We have increased the portion size since last year and ensure that there are seconds and often thirds of the food for that particular day.
"Summer Club may need to be a bit cheaper for us to use it more"	We understand, yes we are more expensive than other holiday clubs, but that's because of the quality we provide. We are Ofsted registered (take childcare vouchers), have qualified staff, provide all food, are registered with Environmental Health, offer a wide and varied programme of structured and free play whereas other holiday clubs do not offer all this.
"Slightly later finish. Even 6:30 would be a great help as it's a challenge to get back from London by 6:15"	We are considering doing this as an optional extension. It would be good to know how many parents would use this and at what cost, especially with the forthcoming Thameslink timetable changes. We have sent out a survey so keep your eyes peeled and please complete it.
"Perhaps tell parents if children have eaten well or not and what they had to eat."	If children have not eaten then we will let you know, but on a whole, children eat really well at Fusion and all portions are monitored by staff. What we have for dinner is written on the parent's board in the foyer, so have a read of that to find out what we have eaten. We do have menus which are online, but these are really a rough guide as dishes can change daily depending on stock availability.
Not sure what you can do about it but the top car park can get pretty busy some Wednesdays (staff meeting that day I think?).	No one likes Wednesday pick up, because you are right its staff meeting day. Unfortunately there is not much we can do about it, we do need to be careful to allow teachers out first before we come in to park. Maybe think about walking to collect that day, or parking in Sherwood's Rise and walking down.
"Homework corner and encouragement especially year 5 & 6"	We do not have a 'designated space' due to the nature of the areas we rent from the school and transitioning between the Junior School and Infant School, however, children always have access to the quiet room in the Infants and Library in the Junior School, so children are more than welcome to use these areas. We do help a lot of children with their homework, but we are not school at the end of the day, we are a play environment so whilst we can of course encourage children to do their homework we cannot make them and after 6 hours ish of lessons, all children want to do is run around and play.
"The staff are often very defensive when any queries or comments are brought up with them..."	We are sorry you feel like this, it is never our intention to come across our way and something we will reflect on.
"Increase responsibility given to the oldest children if possible. I'm sure you already try to do this."	This is something that we have been focusing on this term. The Junior children are actively involved in planning, organising and leading games and activities and we have seen a real sense of leadership and ownership from them. Children are taking the registers (with adult supervision), giving out hand sanitizer, caring for younger children, having set duties such as; ensuring the first aid box is outside, laying tables, helping clear away, folding high-vis jackets up, sorting name tags for the next day.
Parent mentioned it would be "nice if special days we celebrate can be celebrated on all days, so all children can get a chance to experience them"	Where possible we try to do this, ie by celebrating St Andrews day for a couple of days or St Patrick's Day / Valentine's Day/Mother's Day we celebrated for a week to give everyone the opportunity, but when we have a packed programme of events, sometimes we can only celebrate on that particular day.
"Some parents mentioned their children are not sure which house they are in."	We have a list of who is in which house, just have a look at the house point board. If your child is missing they can choose which house they want to be in.