

# Fusion Parent Survey Feedback- Summer 2019



**Thank you** to everyone who took the time to complete our Parent Survey. As stated in last years Parent Survey you for them to be annually as you are working parents so we have taken this on board and have only done one survey this year which had a record breaking number of parents completing it. We have had some lovely comments and great suggestions. Children have completed their own surveys and have been given written and verbal feedback. **THANK YOU ONCE AGAIN FOR YOUR CONTINUED SUPPORT.**

## What do you think about the topics we do?

- “Really good, my child speaks a lot about them and they love learning new things”
- “Wonderful – great exposure to a range of things”
- “Very admirable. You take them seriously which is nice to see”
- “Excellent to broaden children’s experiences and knowledge”
  - “Keeps the sessions varied”

**84.6%**  
of parents  
have read  
Fusions  
Policies!

**100% of parents  
said they are happy  
with the service  
Fusion Provides!**

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

**34.6%**- Great, I use it when required

**32.7%**- Good to know early drop off is available

**32.7%** of parents either do not use Breakfast Club or do not intend to use early drop off.

## Dislike about Fusion?

**“Having to re-register each year and pay £20.”** – Unfortunately this is a requirement to ensure all information is current and as you can imagine A LOT of admin is involved. We wouldn’t ask if it was absolutely necessary.

**“The food doesn’t always sound ultra nutritious, but at least they eat it/ the portion sizes are too small”** – Any suggestions? We make sure dinners are in line with weekly/daily allowance and balances with schools lunchtime meals and we would like to remind you that this is a substantial snack and not meant to be a child’s evening meal.

**“Being charged extra when something unexpected happens and you can’t get there on time. There should be some give or take”** – This is when emergency contacts come in. This is really hard to monitor with our ratios and unfortunately extra staff have to stay longer resulting in additional costs and ensuring we meet safeguarding requirements.

**“In 2017 we had a parents evening type meeting and then no more, it’s not clear if this is for younger children or not”** – We do this with EYFS children (Reception) as part of our Ofsted registration. We always try and talk to you at pick up but because we don’t focus on academic ability there is usually no need for a meeting unless of course you specifically require one.

## What has Fusion taught your child/ren?

- “Boundaries and managing emotions, they are so good at being specific to the needs of the child”
- “Not sure, but it is more important they are having fun and they always do”
- “Recycling, Cultural/religious festivals, mindfulness, Graffiti - there are too many to name”
  - “How to play in a team”
  - “Patience, tolerance and new skills”
  - “Good manners and kindness”
    - “Social skills”
- “Confidence, listening, group play and ability to mix with older children”
  - “The different crafts you offer”
    - “The crazy frog song!!!!”
- “Rewards are to be earned and not assumed”
- “Responsibilities, helping little ones, manners”

## This is what you think about the staff at Fusion....

- “Fantabadoozey – we love you!”
- “Always very friendly but fair”
- “My child likes the staff at Fusion especially the male staff as they set up and join in football matches”
  - “fantastic and approachable!”
  - “always professional , friendly and caring”
- “We love all the staff, in particular we like the mix of young and older, male and female staff. There is a very rounded family feel with staff bringing different skills and dynamics to the children”

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## What do you think about Fusion's billing and invoice systems?

- "Fine, could be clearer about which sessions but all fine"
  - "great and coherent"
- "I cant make payment until 1<sup>st</sup> each month but the invoices are sent out mid month sometimes - I forget to do it"
  - "it's fit for purpose so no complaints"
  - "All good and very efficient"
  - "I haven't seen this as the wife looks at this"
- "Okay - would be good to see what we have paid for if I had paid in advance"
- "Good although the split billing for April this year was a bit confusing. I was worried about missing a payment"
- "Pretty good but it would be good not to have a monthly invoice if the whole term has been paid in advance as its not always easy to remember if we have paid it"

## What is your opinion on Fusion's resources/games/toys?

- "amazing and such a variety"
- "I don't know but sure the kids would say if they are not up to scratch"
- "Great in general. Some toys seem to be broken or incomplete but that is to be expected sometimes"
  - "Outstanding - my kids love them"
- "Fusion appear to have a large bank of games and resources that they utilise well"
  - "no complaints - plenty to occupy the children"
- "Excellent - the kids especially like going outside to play team games"
  - "A great selection"

## What do you think about the positive reinforcements of behaviour and celebrations of achievements at Fusion?

- "This seems to work but my child has not received a card for many years"
  - "Invaluable"
- "Love it - great for encouraging good behaviour"
- "Excellent - very motivating and the kids love it"
  - "Good, but less effective for the older years particularly Year 6"
- "Fantastic way of acknowledging achievements. My child loved getting the WOW card through the post"
- "my child has never received a WOW card, certificate, sticker or any prize"
- "This is brilliant - really encourages the children"
  - "I expect this is a positive mechanism that is designed to weed out disruptive behaviour early but I also wonder about the plethora of schemes like these being rolled out across normal school classes"

## What do you think about Fusions Ad Hoc availability?

Great always accommodated - **73.1%**

Never needed Ad Hoc - **19.2%**

Ok, there have been times when they have not been able to meet - **7.7%**

They have never met my Ad Hoc needs - **0%**

## General comments

"Make a Fusion for Grown Ups?"

"I admire the service you deliver in a seemingly effortless way. A huge thank you!"

"Thank you for all your hardwork"

"You guys are just awesome - thank you"

## We asked if Fusion opened until 6.30pm instead of 6.15pm would you use it.

**7.7%** of people said Yes definitely

**44.2%** said No they wouldn't

**38.1%** said Occasionally.

This is something we are always looking into and this would be on an ad hoc basis but the demand is not there yet

## 100% of Parents feel Fusion Safeguard the children.

We do this in many ways such as password and ID checking when someone else collects your child. Phone when your child is not present at 3.15pm/ Pick up if you haven't communicated with us. Ask you to not use your phone in the settings etc....

# Fusion Parent Survey

## Feedback- Summer 2019



### Best things about Fusion?

- “More than just fun activities, I think you guys have a genuine concern regarding the kid’s wellbeing too”
  - “The great feedback and the integration of the children and staff”
- “The flexibility if I need ad-hoc sessions, the kids love the food and the activities”
  - “Friendly people who I feel genuinely care about my child”
- “Your energy! You treat children as individuals and give them responsibilities”
  - “ Very responsive to last minute calls if I need help”
    - “Everything – you guys are amazing!”
- “The staff, the variety of activities provided. The fun, friendly and safe atmosphere. How content my child is as a result”
  - “Engagement with the children and communication with the parents”
    - “Fantastic staff and very well run”

### Improvements/Suggestions

Parent suggestions	Fusion’s Response
“Increase food portions”	This is a regular answer on surveys, please remember it as the food we serve at Fusion is a <b>substantial snack</b> , 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.
“I don’t know the names of all staff and perhaps asking staff to introduce themselves might be useful”	We will always try to introduce staff to new families but all the staff and their pictures are on the notice board in the foyer of After School Club. You can also look at Fusions website under staff and see who is who to familiarise yourself with them. All staff wear photo ID name badges too.
“Summer Club provision”	This is not a decision that we have taken lightly and have given the matter considerable thought. In the past we operated Summer Club with members of the existing Fusion staff team in order to maintain continuity for the children and to ensure the outstanding quality of childcare we provide during term time was reflected at Summer Club. Unfortunately, due to a variety of factors we have been presented with, this is simply not possible this year. We are not prepared to operate Summer Club with ‘temporary/casual holiday staff’ and comprise our safeguarding, quality and standards. We will of however, continue to asses and re evaluate every year.
“It would be good to have feedback on what my child has been doing from time to time as they do not always remember.”	As you can imagine this would be very time consuming to do for every individual child. We do however try and chat to every parent at drop off/pick up. There is also the Parent board in our foyer which gives a rough run through of what activities, crafts and food for that day so that can always be a conversation starter with your child/ren”
“Is there a way you can get the kids to local ballet classes etc, that would be amazing”	Unfortunately this is not possible due to staffing and ratios. There are lots of parents in similar situations so maybe see if lift share is an option?
“Nothing really but I don’t receive the newsletters. Have they stopped?”	They most certainly haven’t. They are always on Facebook, website and on the parents board at Fusion but this is why registration is good as we can check all our records.
“staying open until 6.30 would be good”	This is something that we will be monitoring but currently the demand is not there. We have sent our surveys and unfortunately very few parents would use this. Never say never as through the parent surveys and talking to parents we opened an early extension to Breakfast Club.
“Not related to childcare but it would be great if our bills could be paid by direct debit type set-up to reduce individual payments that need to be paid each month”	This is great feedback but trust us we have tried everything. Because we are a term time provider only and every month billing costs are different this is just not a viable option.
“Some complaints about food but I have fussy children so not sure it’s an issue at Fusion”	We have a 3 weekly menu to try and combat this which is on our website and available to read. There is always an alternative if a child doesn’t like their food but we try to accommodate all children whilst following guidelines as well.