

PARENT SURVEY FEEDBACK 2023

98% of our parents have not had any issues with bullying, know we have good policies and procedures in place, not seen any and if there has been any issues, it has been dealt with professionally and quickly. This data will help us with our Anti-Bullying quality mark, so thank you.



FUSION'S STAFF

"You are all amazing and very lovely people" "Great team that work brilliantly together" "All seem professional & caring" "competent leadership and established staff are excellent" "Great, friendly, helpful, fun" "Good, Friendly, enthusiastic."

100% of parents/carers are happy with service Fusion provides

100% of parents/carers feels our safeguarding is effective and we safeguard children

100% of parents/carers have rated the communication; emails, invoicing, text, parents board good or excellent.

92% of parents/carers have read policies and procedures and 8% have not but still signed parental agreement

100% of parents/carers are happy with the Data Collection sheet that is in place for re-registering.

92% of parents/carers find the Newsletter useful and 8% do not read newsletter.

100% of our parents rate us 8 or above, with 59% giving us 10 out of 10.

THE BEST THING ABOUT FUSION IS....

"Caring members of staff. At the end of the day, you want it to be a home from home, and my kids have almost always been happy to go to fusion (and only not when there have been friendship dramas to be fair)."

"Good attention to detail and personable approach taking individual children's needs into account. it's in the school, the kids are familiar with it. I love the fact the early drop off and late pick up are flexible."

"To be honest, for us it's just about good childcare."

"Any queries are always responded too by email very quickly, and my child enjoys the club"

"My sons loves it and it's so easy to communicate with staff. It's been a lifesaver"

"The staff, the caring culture and the innovative ways of keeping the children entertained!"

"Mixing with other kids and other years and being allowed to have good educational fun in a relaxed yet supportive environment"

"Feel that my child is cared for as if it were one of your own"

"Everything - Your flexible with pick ups, provide great meals, provide an amazing variety of activities and great staff ratios which ensures child safety."

"How friendly and energetic you all are - I never get a bored or unhappy child back!"

"The relationships and trust my child has built with the staff"

"The children are in a safe & known environment with grown ups they have fun with"

"Flexibility for extra sessions."

COMMENTS ABOUT FOOD...

"It is better than a substantial snack. Good selection, I am particularly impressed and very grateful that you try and substitute with halal options. I wish this was something that school would also do!, A good range is provided but, as stated, we don't always get a clear picture of whether or not our child has actually eaten it. When asked, she always says it was yummy 😊"

" Good tailored to my child's fussy eating so very helpful" "XX loves the food, Very hearty healthy meals - thank you!"
"XXXXXX seems to eat everything!"

"seems okay. Feedback has been that no allowance is made for ages of children re appetites, and same amount in each bowl irrespective of ages of children on tables."

Junior children get a bigger portion than Infants, they serve themselves with adults supervising, so can determine the quantity they wish. There are always seconds for all children.

"I know it's not a meal but he still moans it's not enough!!!..... Could be better quality, but we understand the cost constraints..... Some evenings seems more substantial than others but generally ok"

Dinner is really tricky as we are never going to get it right for every child, we do try very hard though. We are not left with a lot we can offer when we take into account the Schools menus and the children's weekly allowance of certain food groups, so if you have any suggestions we would love to hear them and please remember there are always seconds.

WHAT CAN WE DO TO MAKE FUSION EVEN BETTER?

"Cover inset days"

We will look into this but often the School is being used for training. Will get back to you on this, thank you for your suggestion.

"As mentioned above, maybe an option to do some reading"

We do read to the children and some children read to us but we are a play setting and as the children have been at school all day, we want them to relax, there is the opportunity for children to read if they want to.

"Doubt it's possible but ensuring parents are always seen when coming to pick-up, and so are left waiting the last time possible"

We always have someone on the door, so apologise that you have to wait. We have systems in place to ensure the children get called in and try and do this as quickly as we can. It is a fine line between getting the children in before parents arrive so they are ready and having to stop their play or letting them play for as long as possible. We will take the feedback on board, but if you are in a rush, drop us a text and we can ensure they are inside ready waiting for you.

"Give the kids a snack straight after school - perhaps isn't just fruit? Fruit plus something?"

Fruit is always available from a healthy point of view and from past experience, when we offer something else with fruit, ie biscuit/ brioche, the children then don't eat their dinner/are not hungry as dinner is only 45 mins after School has ended, so it is on offer but we try and wait until dinner. Will keep an eye on this, thank you for your suggestion.

"Increased praised and varied structured activities"

Thank you for your comments, we will be putting a new system in place for positive reinforcement and are looking into our planning.

"Drop off / pick up from bottom gate, slightly less beige food"

Thank you for your suggestions. We are not prepared to alter drop off/pick up as this will impact staffing/ belongings etc and on the whole it works and has done for 20+ years. If you have any suggestions for dinner, please let us know. We have spag bol, curries, fish cakes, stir fry, sausage rigatoni so pop a suggestion to us and we can see what we can make happen.

"Maybe each child could have a folder in which to keep any pictures/written work/things they've made/rewards etc. that could be shared with parents each term to see what's been happening."

We are afraid this just is not possible with the number of children at Fusion and space at School. We are lucky with the space we do have but we only keep work for Reception children in the Development Diary and any work that goes onto the Proud Cloud. Children get to take their creations home at the end of each day and we like to be 'in the moment' when we share successes with parents, rather than at the end of the term.

WHAT ARE YOU NOT A FAN OF AT FUSION?

"The only complaint I have ever had from the kids is that there isn't enough food - I know it is supposed to be just a 'substantial snack' not a meal but my kids have ridiculously big appetites ;) sometimes they have said that other kids took more than their fair share and there wasn't any left of one of the options. "- see food section.

"Possibly more structured activities like the Matilda dance"- we do more free play in Summer, but ew are looking at our planning.

"Not a dislike, but would like to see if there was a way to do some homework type activities, like reading etc." - there is, we just dont enforce it, but plenty of children sit for a bit and do homework. Just a reminder that we are not teachers so can only offer so much help.

"Nothing (or maybe you don't do a sleep over occasionally!! 🤪)"

"Cost (but understand why) and pick up car park issues"

"The late pick up cut off time is stressful. The lack of pre-school cover."

FUSION'S RESOURCES/GAMES/TOYS?

The general views are that the parents do not know much about them, apart from if the children have asked for them for Birthday etc, but children are happy with them. Again any suggestions, please let us know. Once we have updated our Toy catalogue we will share it with you.

FURTHER COMMENTS...

"Fusion childcare services have proven to be exceptional in their support for my child, especially in addressing his learning difficulties. The dedicated support provided has had a significant positive impact on his learning journey and has greatly enhanced his overall school experience. My child genuinely enjoys attending Fusion and often expresses reluctance to leave, a testament to the nurturing and engaging environment provided. The commitment and dedication shown by Fusion in supporting my child's unique needs have been truly invaluable. Thank you Fusion"

"We have been so pleased with your service. I feel you go above and beyond to ensure our children are well looked after and cared for. Thank you"

"I think Fusion is one of the best childcare situations I've ever seen, you are all very professional, lovely and energetic staff and I always feel XXXX is in safe hands with you guys"

A BIG THANK YOU TO ALL THAT TOOK PART AND HAVE CONTRIBUTED TO SUPPORTING US TO BE REFLECTIVE AND PROVIDING THE BEST CHILDCARE WE CAN.