

PARENT SURVEY FEEDBACK 2026

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

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



92% of parents/carers find the Newsletter useful

100% of our parents rate us 7 or above, with 92% giving us 10 out of 10 or more!

17% of parents would be interested in a Fusion operated Summer club

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

FUSION'S STAFF

Kids speak highly of Fusion staff.

“The staff are friendly, approachable, professional and genuinely invested in the children's wellbeing. They create a welcoming environment and are a real credit to the setting.”

“Excellent, well trained and high calibre.”

“Great team, it's great you have such a diverse team. They're lovely. The children trust them and enjoy being there.”

“Everyone is so lovely. I appreciate the updates at pick up when there is something we need to be aware of. Also appreciate being able to send personal messages via whatsapp.”

“Friendly, confident and welcoming, very competent and caring.”



THE BEST THING ABOUT FUSION IS...

“The caring staff and the positive, friendly atmosphere. My child enjoys attending, feels safe and has developed confidence and friendships through the setting.”

“That the kids are so happy there and get a consistently high quality play and care setting. The children feel like they're safe, enjoying a play time, while also being developed almost without their realisation.”

“I think it's All great really, the activities, the celebrations, the staff, it feels like a full on childcare provision.

As mentioned above, the staff at fusion nurture the girls as individuals. Fusion gives a home from home at a time when we can't, they've always accessed the activities they would like to do and come home telling us new information. We love how fusion listen if there ever has been any challenges for us and Abby and Becca specifically have always been so supportive, including supporting us as a family when one of us was going through cancer treatment.”

“The way you get to know each child and think about their specific needs is impressive.”

“Nothing is too much for them, and we will always be forever grateful that we can carry out our jobs, in the comfort that our girls attend (in our opinion of 20 years working in education) the best possible after school provision!”

“We love the level of thought that goes into the Fusion offer and variety offered to the kids. X loves going, she's always felt really confident and happy going. Even when there are none of her friends there, she knows the staff will find ways to make her feel comfortable and included. Really grateful to you all!”

“The children are happy and engaged. The service and staff are warm but professional.”

DROP OFF/COLLECTION PROCESS

“The process is well organised, efficient and secure.”

“It would make life easier to collect both children from either the juniors or infants, but not a deal breaker.”

“Fine. But why do people queue into the carpark at pickup, rather than on the pavement?”

FUSION: so staff can see parents/carers.

“Drop off is always welcoming. I've been actively challenged a few times at pick up as the staff did not recognise me which is nice to see. Very easy to navigate.”

“Difficult with car park situation and the narrow lane.”

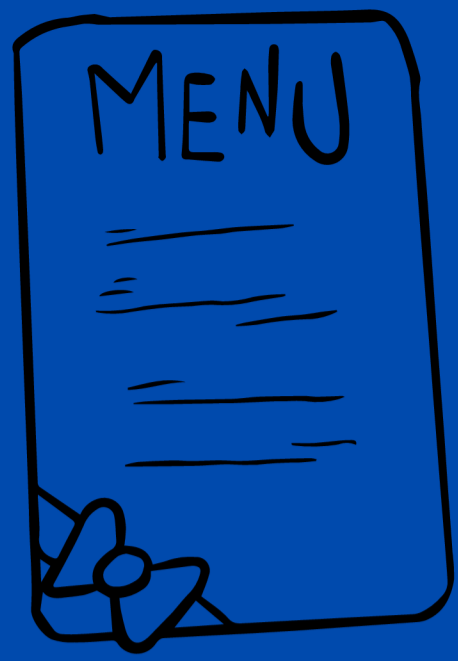
“Really pleased Fusion is moving to 07:30 drop off. Collection can be stressful with parking but I don't know what Fusion can do about that.”

FUSION: Please walk as much as you can.

From Sept 2026, the bottom parent carpark will remain open as nursery parents / families will be collecting from our new EYFS building (old school Nursery), which we hope will distribute the traffic a bit more.

We know the car park can be challenging, so please do drop us a text if running late and if you need anything.





COMMENTS ABOUT FOOD...

“It's getting better in terms of reducing UPFs. Great to see casseroles and curries on menu.”

“The food and snacks provided are varied, appropriate and well suited to the children's needs. I understand ASC provides a substantial snack rather than a main meal, and what is offered is more than adequate.”

“Always brilliant - they love it..... Really good variety especially as we're vegetarian”

“My child is halal/pescatarian. I love variety provided.”

“The children enjoy the breakfast club offering. The ASC food is also very good.”

“Good - although I'd imagine for those staying later than 5:15 it might not be quite enough if mine is anything to go by!” **FUSION: most days there are seconds and thirds, and we do have fruit readily available. Children should be eating again when they get home, as what we provide is a substantial snack.**

“Would like more variety of fruit please to cater for those with allergies.” **FUSION: Thank you for this. We have started to buy more variety of fruit to accommodate allergies. We changed to mainly melon and apples due to wastage. We always have a spare bag of pears, oranges and bananas, so just get your child to ask us.**

“Seems really varied, unfortunately my kids are rather picky!”

“My kids say they aren't a fan of the vegetables at ASC (overcooked, same option too often). Sometimes I hear there isn't enough pudding at the Juniors.”

FUSION: Thank you for this. We will look into this. There should definitely be enough!

WHAT IMPROVEMENTS CAN WE MAKE?

“Car park situation... Taking toddlers before 2... 🚗” **FUSION: it is on our list of what we can offer! Car park- see above.**

“I would love to swap out our youngest from Nursery into a Fusion style nursery set up, but I am not sure this is going to be quite possible.” **FUSION: we are working on this, sorry it hasn't worked out logistically.**

“None, we think you're great! The car park can be v tricky on a Wednesday sometimes but appreciate that's out of your hands!” **FUSION: staff meeting day on a Wed, arrive before 5 or after 5:20pm, or please walk up the lane. Just be considerate of parking and residents.**

“The cost is high compared to other Harpenden primary schools for the equivalent hours and provision. Perhaps look into this for comparison and review?” **FUSION: we start the registration process first out of all other local wrap arounds after we have done extensive research locally and nationally and when our fees are released, clubs follow us. For what we provide with food, skilled staff, activities, experiences and what we offer daily, we feel that our fees are reflective and more than appropriate. All fees are discussed with Heads and Governors. If you feel that you need financial support, please come and speak to us, as we are here to support working families.**

“It would be nice to know more about the mornings for both the boys. A combined extras and monthly invoice would be nice as well.” **FUSION: thank you- we are going to look into this for Sept. Assume no news is good news. You will then know about positive behaviour through wow cards and house points. Regarding invoicing- see below.**

“We honestly do not have any suggestions for further improvement, we genuinely cannot fault the service received and the care and warmth fusion provides for them.”

“I like the idea of a summer club - building on how much they enjoy the wrap care.”

“Overall I am very happy with the service provided. Continuing to introduce new activities, themed events and opportunities for children to learn through play would be great.”

“Administrative point but adding additional sessions to the main invoice would be helpful for me.” **FUSION: we send invoices in advance of the month (prebooked sessions) and then we send the additional sessions in arrears, in the month in which they occurred. We are unable to include the additional sessions onto the prebooked sessions, as we simply do not know what additional sessions there will be. Any further suggestions, we would welcome your thoughts.**

“Keep reducing UPF's in menu.” **FUSION: we do our best and ensure what we can make is homemade, ensuring dietaries and allergies are catered for, as well as abiding by food standards and trying to please 100+ children's different eating preferences each day! Any suggestions, please let us know.**



WHAT DO PARENTS THINK OF OUR VISION?

“Yes. Fusion provides an inclusive, welcoming and play-centred environment where children are encouraged to be themselves, build confidence and develop positive social skills. The staff clearly care about the children's wellbeing and development.”

“Absolutely”

“Yes, definitely”

“Most definitely. As a parent, my children have always loved coming to Fusion. The staff are consistently welcoming and clearly enjoy being part of the team, which really shows in how happy the children are.”

“Yes we are really grateful for this level of ambition and appreciate not all schools have it in their wrap around offer!”

“Most definitely! I've got two girls, aged 9 and 3 years old. We rely on wrap around care due to our jobs, 4 days per week, often dropped at 7:45am and not collected until 5:15pm, and frequently later. They have both thrived as individuals and in confidence directly because of how fusion nurture their individuality. They enjoy school, however are usually most excited to attend fusion!”



ALLOTMENT THOUGHTS....

“The allotment is a fantastic addition. It provides valuable learning opportunities and helps children develop an understanding of nature, growing food and environmental responsibility.”

“It provides so many learning opportunities and is so much fun for the children.”

“I think its ingenious”

“Love this! Again another activity that our girls enjoy attending and chatting about at home. A great opportunity for our girls, especially as we are not good gardeners!”

“Kids seem to enjoy it when they go, nice to have.”

“It's a great resource and Ethan is really enjoying going there. He then takes an interest at home when I work in the garden.”

“I do not know enough about this to comment”

FUSION: ask us and we will happily tell you all about it

“A brilliant place to take the children!”



WHAT DO YOU THINK ABOUT THE POSITIVE REINFORCEMENT OF BEHAVIOUR ?

“It works really well for both our boys at home so it’s nice to see someone else doing this. We have been informed when there are issues and things need addressing. We are only a morning drop off so we don’t actively see any of this for our boys however. **“FUSION: every child is in a house and we use house points/ wow card, stickers at Bclub as well as ASC.**”

“Good, though I'm not sure the House system has much impact?” **FUSION: for us, it has a massive positive impact on behaviour and it is very noticeable.**

“Excellent especially the house points”

“Unfamiliar. My youngest says she doesn't know where to mark her house points (infants).” **FUSION: huge house point board at the back of the Infant hall and house point board is in the Junior cupboards. We will remind all children.**

“Lovely, X feels really vested in the house points and has really appreciated the wow cards!”

“Love the wow postcards! Our girls have been delighted with these.”

“I do not feel these necessary for the after school club but I think they would work well in the nursery if they’re used there.” **FUSION: used across our whole wrap around provision.**

“My child loves receiving the Wow cards in the post and getting house treats. A great way to celebrate achievements. If my child is happy, I'm happy.”

“The reward systems work very well. House points, WOW cards, certificates and other recognition help build confidence, encourage positive behaviour and make children feel proud of their achievements.”

“I didn't know about these, except for House points.” **FUSION: come and talk to us and we can explain. All info is also in our behaviour policy.**

FESTIVALS AND SPECIAL DAYS

“The variety of topics, themed days and celebrations keeps the children engaged and helps them learn about different cultures, experiences and interests. The visitors and special activities make the sessions exciting and give the children opportunities they may not otherwise have.”

“I love how inclusive you are and how you involve us/families and the community.”

“They become subjects of conversation at home. Ethan loves to tell us what he has learned and is always keen to take part and try something new.”

“They're lovely, we always get so much enthusiasm for them when we're talking about what's happened at fusion!”

“Good ideas to enrich the children’s experience. Do all children participate or is there choice? I’m not sure my child has regularly been involved.”

“Love them!”



ANTI-BULLYING

100% of 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.

“We have never been made aware of any bullying. When there was once a friendship issue, this was resolved immediately.”

“I've been lucky enough to not have had any issues with bullying. My child is very happy at Fusion. You have very intensive policies and procedures in place. So I have every faith, if I was to have any issues, you would deal with it quickly, effectively and appropriately.”

“We are proud of our anti bullying accreditation and constantly talking to the children about our motto. “

ANTI-BULLYING QUALITY MARK-UK



2024-26



FURTHER COMMENTS...

“We are extremely pleased with the care and support our children receive at Fusion. The staff are caring, professional, and create a safe, welcoming environment where our children have thrived. The wide range of engaging activities and opportunities on offer has helped build their confidence, develop new skills, and encourages creativity and social interaction. Fusion consistently provides an excellent service for our girls, and we highly value the positive impact it has had on our children’s development and enjoyment after school.”

“I’ve been so impressed with Fusion, my son is 3 years old so had some concern about him being tired or too young but he absolutely loves it and gets upset when it’s a “non fusion day”. Fusion go over and above being a wrap around service, great consistent staff, great varied activities, and most importantly happy children. My son won’t be staying at the grove and I think I’m most sad about him not staying at fusion!”

“A lovely and engaging environment for the kids - they leave happy and absolutely adore the fusion team”

“We're lucky to have a breakfast/after school club that creates so many high quality play opportunities for our kids.”

“We're extremely lucky to have such an outstanding provision for wrap around care. All 3 children have absolutely loved the experience.”

“Fusion provides a safe, caring and engaging environment where children can learn, play and build confidence. The staff consistently go above and beyond to create positive experiences for the children, and it is clear how much effort goes into everything they do. We are very grateful for the support and opportunities Fusion provides.”

“Fusion is an integral part of my child's care and development, we're lucky to have you. As set out above, we and Poppy have been very happy with Fusion. One thing I think is extra great is the way you consult and ask the children to vote on some things which affect them, such a great idea.”

“The wrap around care provided by the Fusion team is incredible. As parents, knowing that our kids genuinely look forward to going to Fusion makes the process of putting them into wrap around care so much easier. We love the staff and the activities, it is a really welcoming set up.”

THANK YOU!



THE CHILDREN HAVE COMPLETED THEIR SURVEYS AND HAVE BEEN GIVEN THEIR FEEDBACK. WE ALSO HAVE A SUGGESTION BOX, WHICH THEY CAN POST IDEAS ANONYMOUSLY.

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. WE ARE ALWAYS LOOKING AT WAYS TO IMPROVE, SO PLEASE POP IN AND SEE US, DROP US AN EMAIL IF YOU HAVE ANY FEEDBACK OR SUGGESTIONS- DONT WAIT UNTIL ANOTHER SURVEY.