

PARENT SURVEY FEEDBACK 2024

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.

“Dealt with swiftly and effectively if concerns raised”



FUSION'S STAFF

"Excellent and welcoming, I like the fact they are with you long term and they are generally older. Very responsive and good at their jobs. All the staff are amazing, you have a fabulous team. Friendly, approachable, vigilant”

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

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

98% of parents/carers have rated the communication; emails, invoicing, text, parents board good or excellent.

98% of parents/carers have read policies and procedures and 2% 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. “The system has greatly improved over the years”

98% of parents/carers find the Newsletter useful and 2% do not read newsletter.

100% of our parents rate us 7 or above, with 70% giving us 10 out of 10.

THE BEST THING ABOUT FUSION IS...

“Provision of child care, managers always try their best to accommodate requests”

“How caring you are! He loves coming and I love that the veggie food offered is varied and encouraging him to try more”

“My child enjoys being with her friends, she has never not wanted to go over the 7 years she has been at the Grove.”

“You provide high quality provision that as a working parent means you don't feel guilty about your child having to access”

“Everything you have to offer, activities, food etc. I know my child is happy and safe.”

“Lots of fantastic engagement, child is never bored”

“The freedom to explore many activities and social interactions. Helping at dinner service “

“The staff are great and really look after our child. “

DROP OFF/COLLECTION PROCESS

The majority of parents think this is seamless, other than having to wait a little at pick up. “Drop in the morning is hard during the winter” - unfortunately, we don't have access to the staff car park in the mornings as school staff need to park.

“Could be made easier if bottom gates could be utilised - would ease car park issues. Could an intercom and buzz access gate be installed for parents to be granted access to walk up the path to collect?” - great suggestion but this unfortunately will not work for us due to staffing and walking the children down the path in pitch black in the Autumn Term.

COMMENTS ABOUT FOOD...

"My kids consistently moan about the quality of the food - they say the food is often over or under cooked (soggy pasta is a common complaint)." - thank you for feedback. We are very fortunate to have the School Herts Catering Cook, cook for us but we will pass on your concerns to her.

"A great variety, my son loves them. I'm particularly happy as you cater to our religious needs too."

"The ASC food fills my son up for dinner - he doesn't ask for extra food when he gets home."

"all fine, seems to be a good amount of healthy food on offer" however another parent said "Could be healthier and less processed" Spag Bol, Curry's are all home-made and all our sauces have extra veg blended in so the children don't notice.

"The children would like more variety in food choices on a Friday" - appreciate this comment and will be looking into it in the new Term.

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. Please remember this should not be your child's only dinner. We previously used to serve toast and crumpets like other After School Clubs but following parents feedback now serve, Spaghetti Bolognese, chicken Katsu Curry, Sausage, Mash and Veg. Have a look at our 3 weekly menu on our website but we are always open to suggestion. We deconstruct everything as alot of the children prefer it this way.

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 and we use a lot of these for our own staff training. We will have a think, speak to staff and let you know if this is possible. Thank you for your suggestion.

"Offer home work club in the juniors and some offer to see books etc during open classrooms"

First and foremost we are a play setting. Staff are not trained teachers and homework club is provided by the Junior School. We have lots of children who do their homework and help if asked but we will not be insisting children do homework when they have been at school for 6 hours. They need some free time and how they chose to spend that is up to them. We are not able to look at every child's book when it is open classroom as we are safeguarding them with parents/visitors in the building. We suggest you speak to the school/teachers to see if you can take them home for the night.

"Appreciate it's an over subscribed service but flexibility on weeks where no after school provision is needed would be nice. But I like the flexibility on breakfast club availability. And appreciate the flexible nature" - thank you for your comment, as much as we would like to be able to offer more After School flexibility, we are a business with highly qualified staff and as such need to maintain our viability and remain sustainable. We do offer a Retainer scheme which you can find details of on our website or speak to Abby 07796000413

WHAT ARE YOU NOT A FAN OF AT FUSION?

“Nothing, it’s great and I am so grateful for fusion. ” 80% are happy with Fusion but a few areas of improvements suggested by parents.

“The expense! A 3.45pm option would be good at a reduced rate for parents who just can't make the 3.15pm pick up but don't need the whole hour.” -Thank you, we have a 4.15pm session but 3.45pm is not possible for us. Why not use the extra time to do a food shop or have some well-being time.

“no space/encouragement to do homework in session” - We have ample space and resources for children to do their homework, but we are a play environment and after children completed their own survey 90% children said they quite simply don’t like and don’t want to do it!

“Staff not always welcoming to parents or children” - Sorry you feel like that, we always endeavour to be welcoming to both children and staff.

“Mostly friendly and helpful, more observation is needed by staff when the children are outdoors - instead of chatting / on phones, to enable quicker response time in helping the children and to make sure they feel taken care of.” - Thank you for feedback, the only phones that are allowed on site at Fusion are Fusion phones for communication between inside and outside and to speed up processes such as collection. Please see our mobile phone policy. If you would like to discuss this further please do get in touch. Staff are always dynamically assessing and we adulterate play as little as possible, for support, operational or safety reasons. We are also using our PARS Training to observe children from a distance, so they don’t feel the adults presence and use their space and time how they wish.

VIEWS ON RESOURCES/ GAMES/TOYS AT FUSION

The general views are that the parents do not know a lot about that but from what the children have said in their survey they are good.

“Fantastic selection reported by my child, Great variety of toys and games , Ideal & age appropriate, You appear to have a good selection and neither of my children have ever moaned about the lack of variety on offer to them”

We are open to any suggestions, so please let us know. Children have a suggestion box that they can post their ideas into.

FESTIVALS AND SPECIAL DAYS

"improves their cultural experiences”

“Encourages cultural diversity awareness “

“You cover a good variety of topics - very broad and interesting activities”

FURTHER COMMENTS...

“I think you do a fantastic job, thank you for everything you have done for our 2 over the last 9 or so years. It has genuinely allowed me to work feeling a lot less guilty because I know they are in provision that offers them such good activities etc and they don’t moan about having to go to 😊”

“It’s a comprehensive before and after school provision”

“I always recommend you to new starters!!”

“Thank you for all the support given to my son this year, it's been a difficult year for him. He always comes home happy and eager to go back the next day. Thank you for all the reading support he gets at breakfast club too.

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.