

## Response to Autumn Survey

Thank you for the huge response to our autumn online survey, with 75% of parents completing the forms. We have taken a long time to read all of your comments carefully. We were delighted that 100% of you said that you would recommend Acorns to other parents and carers. 100% of you said you were happy with the communication between staff and yourselves, however, you would like to see photographs of staff together with their names. In response you will soon see photographs with names of staff appear on the Acorns notice board in the Children's Centre and updated photos on both the junior and infant Acorns websites. I am also going to introduce a newsletter to keep you updated on all that is happening at Acorns including where staff are working, activities on offer to the individual age groups etc.

Regarding the food offered at the club, parents asked for brown bread and yogurt, no honey or jam, to have fruit available and a wider range of cereals. In response, we provide 50/50 bread, fruit is on offer most days, but we are restricted to a small range of cereals as quite a few of our children have allergies so the club is a nut free zone. We used to offer yogurt but so few children asked for it we took it off of the menu as it was being thrown away. If you would prefer that your child/children don't have the low sugar jam or honey, please tell a member of staff as some parents have already, and your child/children will not be offered those choices.

Some of you mentioned that you would like to see more vegetables in the meals. When we launched Acorns we were completely vegetarian, however, the majority of food ended up being thrown away. We have included sweetcorn, peas and beans in the menus and the children do like these. Also, carrots and cucumber are served with every meal. It has taken a long time to provide a menu that the children enjoy with little wastage. We pride ourselves on the fact that we offer a hot snack for the children and our menus are drawn up by nutritionists at Radish (our school suppliers) and as all of the food is from the school kitchen it is of premium quality. I do try to make sure that the Acorns menus are not the same as the lunchtime menus, but sometimes due to supplies it is out of my control. I'm pleased to report that we have listened to your comments regarding the juice on offer and we have moved over to just water or milk in line with school policy.

A lot of you requested a smoother drop off and collection. We are continuing to look at how we can improve this area, but until we can guarantee 100% security for the children that we have now by entering and exiting via the black gates, we ask that you bear with us.

In September we made the decision to open up two new Acorns site, as it was impossible to keep up with demand for places at the children's centre. A lot of you mentioned that your child/children are much happier now that we are able to offer more age appropriate activities. There is a quiet reading area at all of our sites and if your child feels pushed into doing anything that they don't want to do, please come and see me and I will look into the matter.

Finally, thank you all once again for your response and support and please do come and see me if you have any problems, queries, suggestions etc. I am always around during club hours and my staff will know where to find me.

Katrina Godsell – Club Supervisor