



Summary of Infant Acorns Parent Survey [Survey sent Jan 2024]

Thank you very much to all of you who took the time to respond to our parent survey we sent out last month. We had 48 families respond and have taken the time to read all the comments and feedback we received.

Highlights of results:

- 100% say they would recommend Acorns to other parents
- 100% say their child feels settled and is happy to come to Acorns
- 96% are happy with the service provided by Acorns
- 96% are happy with the communication between Acorns staff and parents
- 92% are happy with the range of activities on offer
- 91% are happy with the meals provided in after school club

Here are some of the lovely comments we received:

- *The staff are always very kind and willing to help when needed. The children are happy when they come out.*
- *Thank you for providing this valuable service and for all the effort and care the staff put into Acorns. We appreciate it!*
- *Acorn is a safe and fun environment for [our son] to stay and be entertained.*
- *Staff are friendly and welcoming*
- *I wanted to thank you all for providing such a personal caring service. [My children] love coming to Acorns and that's a testament to your lovely staff and how kind everyone is*
- *We are very thankful to have the service available to us and the staff are great!! Could not fault them :)*
- *[Our son] loves going to Acorns and when the kid is happy, the family is happy :) Thanks for all the efforts taken.*

Reviewing all the feedback, there were 2 common areas raised that we would like to address:

1. Range of Activities and Communication to Parents

The planning of activities for the Acorns after school club continues to be an area of focus for our Acorns Supervisor. We will continue to incorporate more structured art and craft projects as well as the free play. We do maintain that Acorns after school club should be a place where children can play, relax and unwind after a busy school day; to this end we will continue to have construction, free play, drawing and toys on offer as well as time spent outdoors (weather dependent).



Several parents commented that they were unsure of what their child did during Acorns. Following feedback in previous surveys, we now publish a parent [newsletter](#), once a term, with photos and summaries of activities during the term. We will aim to include more details on the types of activities on offer each term - look out for the next newsletter in March!

We understand some parents would like more of a regular verbal update from staff as to how their child has played / eaten and what they have done that day or that week. If you would like to have this, please do ask the staff member when you collect your child or the next time you drop off - they will always be willing to give you a brief update where possible. We do ask for your patience on this matter: sometimes collection times are busy and staff must ensure children's safety as the first priority.

2. Food / catering

Our caterers, Nourish, prepare the school lunches and after school club meals. They balance the after school club meal choices with what is on offer during the school day for lunch to ensure, across the week, children are provided with a balanced and varied menu. Everyday, we offer carrots, cucumber and pepper sticks to ensure the children eat fresh vegetables alongside their hot meal or sandwich.

We serve the food at about 4.15pm, with portions aimed at being adequate to keep the children going till home time; it is not meant to be a replacement for dinner and indeed we understand children may well need a snack or light meal before bedtime.

The numbers of children we cater for in Acorns does not allow us to offer a similar variety and menu selection to what you may be used to for school lunches. Furthermore, we'd like to remind parents that we have to maintain a careful balance to provide familiar food that children eat quickly and happily - we do not want children struggling to eat food after a long day.

We received a few suggestions for fruit and/or yoghurt to be offered in the breakfast club. We have tried this in the past, certainly with fresh fruit, but many children did not take it up. We will of course continue to review our offering and try new items where we can.

We hope this summary is helpful. Thank you so much for providing valuable feedback that helps us to monitor and improve our service. Finally, please remember you can always get in touch to share feedback or comments via the email acorns@burlingtoni.org.uk.

Thank you and best wishes,
Acorns Team at Burlington Infant & Nursery School

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