



## **Summary of Infant Acorns Parent Survey** **[Survey sent Jan 2023]**

Thank you very much to all of you who took the time to respond to our parent survey we sent out earlier this month. We had 53 families respond and have taken the time to read all the comments and feedback we received.

### **Highlights of results:**

- 100% would recommend Acorns to another parent
- 100% are happy with the service provided at Acorns
- 100% say their child feels settled and is happy to come to Acorns
- 94% are happy with the communication between staff and parents
- 94% are happy with the range of activities on offer

Here are some of the lovely comments we received:

- *Very grateful for the services provided by Acorns. Much appreciated all staffs effort. Thank you for your hard work.*
- *[They] seem to really enjoy it! Thanks so much for looking after them.*
- *My daughter absolutely loves Acorns. The staff are nurturing, the activities are varied and she enjoys the food. I think the care provided is excellent value. Thank you!*
- *Great staff. Very helpful. When I leave my child at Acorns breakfast club I leave confident that she is well taken care of. Keep up the great work, Acorn team!*
- *The Acorns staff are lovely. [She] is very happy there.*
- *Clear information, a safe and happy place for my child, so I'm happy too.*
- *Thank you for looking after [him] for us. We know he's in safe hands.*

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

### **1. Range of Activities and Communication to Parents**

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. Last term's newsletter was only our second issue and we would be grateful to receive any feedback on this feature. 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 drop off / collection times are busy and staff must ensure children's safety as the first priority, escorting them to the hall and signing them in.

Finally, you can always email Navita (Acorns Administrator) on [acorns@burlingtoni.org.uk](mailto:acorns@burlingtoni.org.uk) and she can share the staff's feedback by email from time to time.

## **2. After School Meals**

Our caterers, Radish, 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. This year, we have worked closely with Radish to ensure there is no duplication between the lunch option and after school menu option on each day so we can avoid, for example, children eating pasta twice in a day.

One or two parents expressed concern that children were hungry when they got home from the after school club. 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. Whilst serving food at 4pm may feel early, some children will have had their lunch as early as midday and may be collected as early as 4.45pm so we need to do our best to accommodate everyone's needs. Where possible and if requested by the child, we do offer a second smaller helping of the hot meal.

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 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](mailto:acorns@burlingtoni.org.uk).

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

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