



Summary of Infant Acorns Parent Survey [Survey sent June 2021]

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 almost 60% of families respond and have taken the time to read all the comments and feedback we received.

Highlights of results:

- 98% would recommend Acorns to another parent
- 98% are happy with the service provided at Acorns
- 98% say their child feels settled and is happy to come to Acorns
- 98% are happy with the range of activities on offer (up from 93% in January)
- 98% are happy with the communication between staff and parents
- 100% believe the drop off and pick up COVID arrangements are well managed
- 93% are happy with the after school club meals (up from 88% in January)
- 100% are happy with the breakfast provided

Here are some of the lovely comments we received:

- *Thank you for providing a really good after school club. My daughter is generally happy to come to Acorns and the club seems friendly and well run.*
- *We are very happy with the services, my child is very content and happy there.*
- *My son loves coming to breakfast club - it is the highlight of his week! Thank you for making him feel so settled and welcomed in the morning. It is always nice as a parent to know your child is going into school happy!*
- *Thank you for providing a caring, safe environment through this very difficult year.*
- *All staff members at Acorn club have been extremely nurturing with our daughter and I'd like to thank them all for all their hard work and the kindness they've shown.*

Reviewing all the feedback, there were 3 issues raised that we would like to address:

1. After School Meals

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 4pm, 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. Unfortunately we simply do not have the capacity to offer additional healthy snacks after the meal service. Where possible and if requested by the child, we do offer a second smaller helping of the hot meal.

Our caterers, Radish, have a nutritionist in place to ensure all food is in line with current health guidelines for children. Radish prepare the school lunches and after school club meals. Puddings



(cakes / biscuit) are only offered 2-3 times per week and have little / no additional sugar, relying on fruit and honey for natural sweetness. They also 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.

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. Unlike other after school provisions, we do offer hot meals 4 days a week (with sandwiches on Friday as a result of typically lower attendance and earlier pick ups). Parents can also request, in advance, a sandwich option for their child on a given day if they do not want that day's meal choice. Also, if children's tastes and preferences change (as we understand they can!), please email Navita to update your child's meal choices.

2. Range of Activities

We understand some parents would like us to offer a 'homework' area where children can do their homework (if in Years 1 and 2) or work on the Inspiration Station / Picture News. Unfortunately, we do not have the space nor the staffing to facilitate this adequately. We also feel that Acorns after school club should be a place where children can play, relax and unwind after a busy school day. Please speak to your class teacher if you are struggling with getting homework done at home. A few parents have said their children enjoy more structured art and craft projects. We have continued with themed art and craft activities and will incorporate this into our activity range and planning for the new academic year.

Finally, we appreciate that the breakfast club may not have the same breadth and variety of activities for the children: with the club open for less time and juggling breakfast service and different children arriving at different times, we are limited by how much we can offer. The children cannot go outside to play before school for example, as this is a busy time with parents dropping children off. We do hope children still appreciate time to see their friends, have a quiet play or read before or after their breakfast!

3. Communication between staff and parents

We had a request for photos or half-termly updates of what activities have taken place so parents can better understand what their children have been up to whilst at Acorns. We think this is a great suggestion: from September, we will post some photos and brief updates on our website and email you to let you know when they are ready to view.

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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