



Summary of Infant Acorns Parent Survey

[Survey sent June 2023]

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 58 families respond and have taken the time to read all the comments and feedback we received.

Highlights of results:

- 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 94% in January)
- 97% are happy with the service provided by Acorns
- 91% are happy with the meals provided in after school club (up from 83% last July)

Here are some of the lovely comments we received:

- *My daughter LOVES Acorns. Huge thank you to all the wonderful staff.*
- *The staff are so lovely and provide wonderful care to my son. He has particularly enjoyed being able to go outside to play and use the computers sometimes. Thank you for the wonderful care you have provided him!*
- *Thanks for looking after [our children] so well! It really makes a difference leaving them in such good hands! They love it and even ask us to pick them up later so that they can play more :)*
- *Thank you for all the hard work in the past year. We deeply appreciate all the efforts and patience that your staff had put in towards our child. We are very grateful for your services.*
- *A very helpful resource, great staff and very helpful to have had acorns run during strikes. My daughter particularly enjoys the creativity in the arts and crafts.*
- *Massive thank you to the Acorns team! [She] has really enjoyed her time at acorns. We are very grateful that the team creates a welcoming and warm atmosphere for the children and the parents. Also v supportive during the start of terms when [she] gets a little bit more clingy after spending time at home. We know she gets warm cuddles and fun activities. Also appreciate the efforts to also keep the food menu healthy for the children e.g. wholemeal toasts, non sugary cereal selections, veggies in the afternoon. Thank you again and I hope you all have a wonderful summer break.*

Reviewing all the feedback, we would like to share some updates and information regarding **after school club meals**. As the results above show, we are pleased to have made significant progress on this front but of course recognise there is always room for improvement.



As you will know, February saw the launch of our new caterers, Nourish, providing the school lunches and also our Acorns after school club meals. From September, we have a refreshed Acorns after school club menu with some new options to try. Everyday, we will offer carrots, cucumber and pepper sticks to ensure the children eat fresh vegetables alongside their hot meal or sandwich.

Together with our Acorns Administrator, Nourish balances 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 Nourish 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.

The nutritionist at Nourish ensures we follow our Healthy Schools guidance to ensure all the food supplied in Burlington is nutritionally appropriate, especially paying attention to sugar and salt levels.

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.

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

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