



Brookdale Primary School

Together we Believe, Progress, Succeed

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Dear Parents and Carers

I am writing to thank those of you who took the time to complete the Acorns Parent Survey earlier this month. We had 28 responses and the feedback is extremely positive and a real credit to the fantastic Acorns staff. We were pleased to also receive some useful comments to further improve our service.

Below, I have provided a full summary of the responses to our questions and an overview the comments. Please note however that where necessary, Mr Knapton (Acorns Manager) will contact parents individually to discuss issues that have been raised that relate only to their child or issues that have not been raised by any other parent.

We have also undertaken a pupil survey for all those children who use Acorns – their feedback was overwhelmingly positive and we are acting on any feedback they have given us that will help us to improve.

There were no recurring issues raised however I am keen to clarify our position on the following comments for your information:

1. What do the children get up to at Acorns?

Morning Session

Options for breakfast – fruit, yoghurt, cereal, toast (sometimes hot chocolate, waffles, crumpets, pain au chocolat, pancakes etc)

Activities: Pool table, table football, table tennis, Lego, small world play, colouring / drawing activities, Just Dance

Afternoon Session

Options for snack – fruit, yoghurt, toast, waffles, crumpets, pain au chocolat, pancakes

Activities: Pool table, table football, table tennis, Lego, small world play, colouring / drawing / crafting activities, Computer Suite access, Gym Apparatus in Hall, access to outdoor KS2 playground (including climbing frame etc, quiet area, football cage), organised games such as hockey with Mr Knapton. Activities are rotated on a daily basis.

Pupils are able to complete homework in a quiet area with tables and any necessary stationery if they wish, however there are not sufficient staff to support them with this on a 1:1 basis – some older pupils do choose to use the time in Acorns to do this.

2. Later opening hours

We are aware that this may be beneficial for a very small number of families and have already extended our opening hours to start at 7.30am each day in response to parental demand however opening after 6pm is not something we would be able to support. We are willing to reconsider this in future if a significant number of parents indicate that it would be used.

3. Parental access to Acorns

We are aware than some parents used to enjoy coming into the Hall on collection to see what their child was up to. At the moment, with the new Omicron COVID variant, we plan to maintain our current arrangements however are prepared to reconsider this when it is safe to do so.

Many thanks again for your continued support – our partnership with parents is of paramount importance to us and helps us to help the children feel happy and safe in our care.

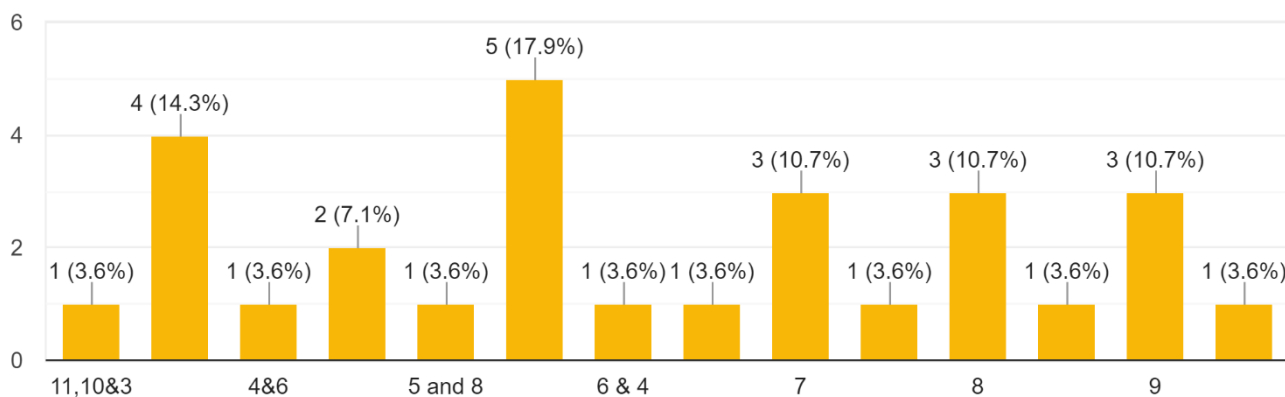
Yours sincerely



Kate Ball (Headteacher)

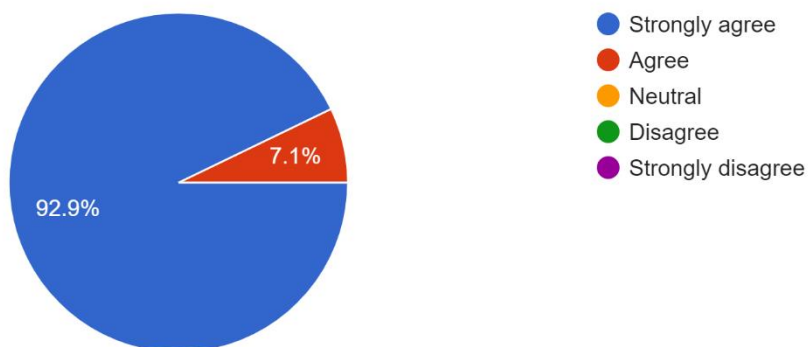
Age(s) of child(ren) attending the club

28 responses



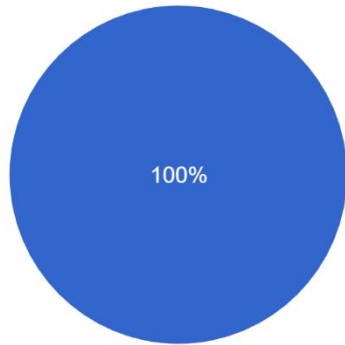
My child is happy to attend the club

28 responses



Staff are approachable

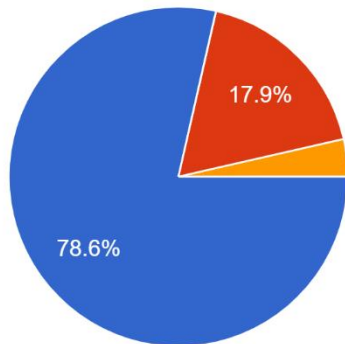
28 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

The club offers a good range of play opportunities and activities

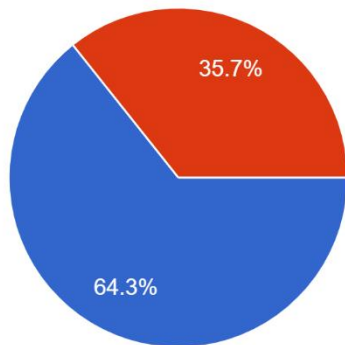
28 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

I feel that the quality of service reflects the fees charged

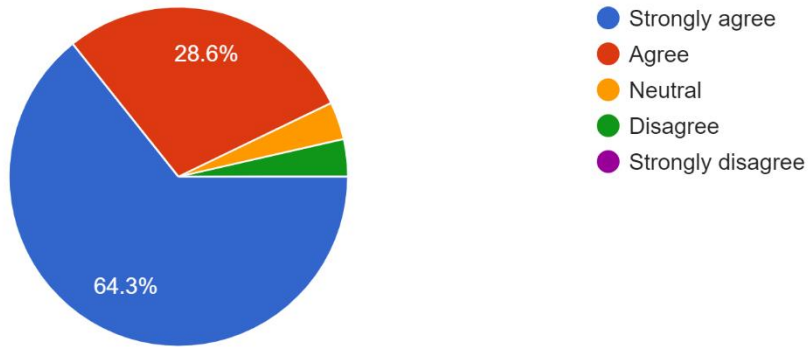
28 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

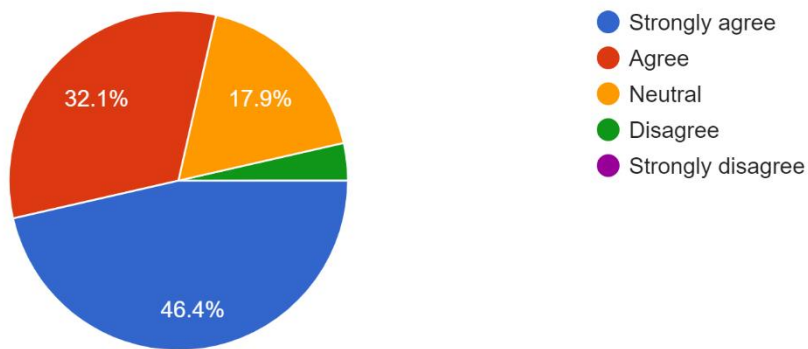
The club opening times meet my current childcare requirements

28 responses



I am happy with the snacks provided by the club

28 responses



What do you like about Acorns?

27 responses

Amazing staff lovely atmosphere

My child is always happy when I collect her. The children in the older year groups interact nicely with the younger ones so she has friends across the school.

The staff are great with the kids. Always happy and enthusiastic.

My children are happy and enjoy the time they spend there.

xxxxxxx is very happy in acorns, she enjoys it and is always happy to attend.

xxxxxxx loved attending after school club. He has not yet been to breakfast club but we will be looking to use it in the future due to working commitments.

The staff are amazing

xxxxxxx always has fun and comes home with things that she's made.

xxxxxxx doesn't see as wraparound childcare, it's fun for him to attend

Kathryn and Mr Knapton are amazing with the children. They always come out happy and love every opportunity to go. I feel satisfied that they are in such good hands and I'm always filled in on what activities they have been doing. It's very well run and the newer opening times will be a massive help!

Friendly, convenient and most importantly my child wants to go even when he doesn't need to

My children love it and Kathryn

My daughter always comes home happy and very chatty after being in after school club and I feel she is being looked after and cared for really well.

Staff

So flexible and if I need to book extra at short notice they are very helpful.

I've answered neutral to the snacks provided as xxxxxx can never remember what he ate, so I don't know what is on offer! Overall the club is great, the staff are friendly and there always seems to be a wide range of activities spread out in the hall for the children - xxxxxx really enjoys his time there.

The staff are absolutely fabulous and look after our children so well; we feel very lucky.

Varied activities and motivated staff member playing active games with children outside. Children always seem happy and content at Acorns.

The staff

Friendly welcoming environment where all year groups play and support each other

Homely atmosphere and friendly staff

xxxxxxx is really happy to attend, loves the staff and has no problem with anything

The staff are lovely and great with the kids

Great atmosphere, lovely staff

I like how they accommodate every child's needs and interests, how they interact with the children. It's always appeared to be such a happy environment every time I've collected xxxxxx

I like the fact the kids are happy and they have a range of activities. The staff are friendly and helpful.

Staff

What would you like to see improved about Acorns?

21 responses

Nothing

.....Maybe encouraging more fruit as a snack or less food for the younger/smaller ones

Maybe provide a bit more info on what the children get up to as my daughter doesn't tell me! I am wondering if there is any opportunity for children to complete homework at acorns as it is difficult to find time on the days she attends, this will be more of a concern as she gets older.

Holiday club

Perhaps later opening hours (as I cannot leave work until 6pm so have to get someone else to collect xxxxxx if using Acorns) I appreciate that not many people would need later hours though.

Staff are fantastic - no improvement from my point of view.

N/A

Wouldn't change a thing!

Ask the kids they always love going and would love to go more tbh

I know the covid situation has restricted our access into Afterschool club premises. I used to like to come in, talk to staff and see how happy my daughter was. This is the only thing that as a parent I am missing at the moment. Hopefully the situation will improve towards the summer and we will be able to build this contact with the most wonderful and caring staff members in Acorns again.

May be better for younger ones to be separate from older ones but I understand it may be difficult to manage.

N/a

No, thank you extending the opening hours.

No

Maybe some newer toys

I don't know what activities are undertaken or what snacks are provided, hence the neutral response.

I have no issues at all, no suggestions

Nothing I can think of right now and happy with all they do

Some structured activities e.g. football or basketball or netball.

Na