



## Parents Feedback for MACS Kirkhill

June 2015

Thank you to all our parents who completed our latest survey. Your feedback was both valuable and insightful.

I am pleased to say the response was very positive with questions relating to welcoming you and your child, communication, care, staff and activities, comments from parents range from:

'I have always found the staff to be kind and caring which to be honest is the main thing.'

'My son loves to be involved in planning of activities'.

'Yes, they know my son well! I would recommend MACS to everyone who asked'.

'Always aware of individual child's needs'.

'Staff are very approachable and friendly - always willing to help parents'.

'They are fabulous, always level headed and welcoming with a smile'.

'Everyone is always friendly - even first thing in the morning'.

- What we have learned from your feedback is that we are better at informing you about the afterschool activities than what we do at breakfast club. We also appreciate there are times when the person who answers the door may seem busy and this can be quite upsetting.

### **Action point and information**

As you will have noticed our white board now displays the weekly activities for breakfast and afterschool and we hope this gives parents an idea of what's on offer for the children at both sessions.

- Several parents commented on snack and the lack of variety however the children are asked for snack ideas and they have been deciding the snack menu, usually based on their favourites.

### **Action point**

We have introduced a snack sheet at the front door to obtain ideas from parents and children for the coming week's snack, this includes a wild card which will be a surprise idea from the MACS staff to encourage children to try new things. No child will go hungry as

there will be an alternative if they don't like what the planned options are. Information on snacks can be found on the whiteboard.

This year our badge work has been extremely popular and we hope to introduce this to more children next year. As always, parental participation is important to us through feedback or through attending events and awards.

We will also looking to improve our programme for our older children and will be meeting with the children and staff to discuss this before the end of term.

Thank you for all your feedback and support this year.



Linda and the team at Kirkhill