

# COMMUNITY SURVEY

2016



**Parent Voice Committee Members** (from the left:

**Kathryn Hall**,  
mum of Olivia  
(He Kaakano)

**Sarah Ram**,  
mum of  
Francesca (Tui)

**Tanya Diamond**  
back, mum of  
Archie (Tui)

**Rebecca Holdsworth** –  
front, mum of  
Remy (He  
Kaakano) and  
Jarvis (Tui)

**John Mauro**,  
dad of Madeline  
(He Kaakano)

**Rebecca Roughan**, mum  
of Zoe (Weka)  
and Birdie (Tui)

Members not  
pictured is:

**Bonnie Shanahan**,  
mum of Daniel  
(Kea)

## Community Survey Results Top Five Takeaways

### What we are doing well

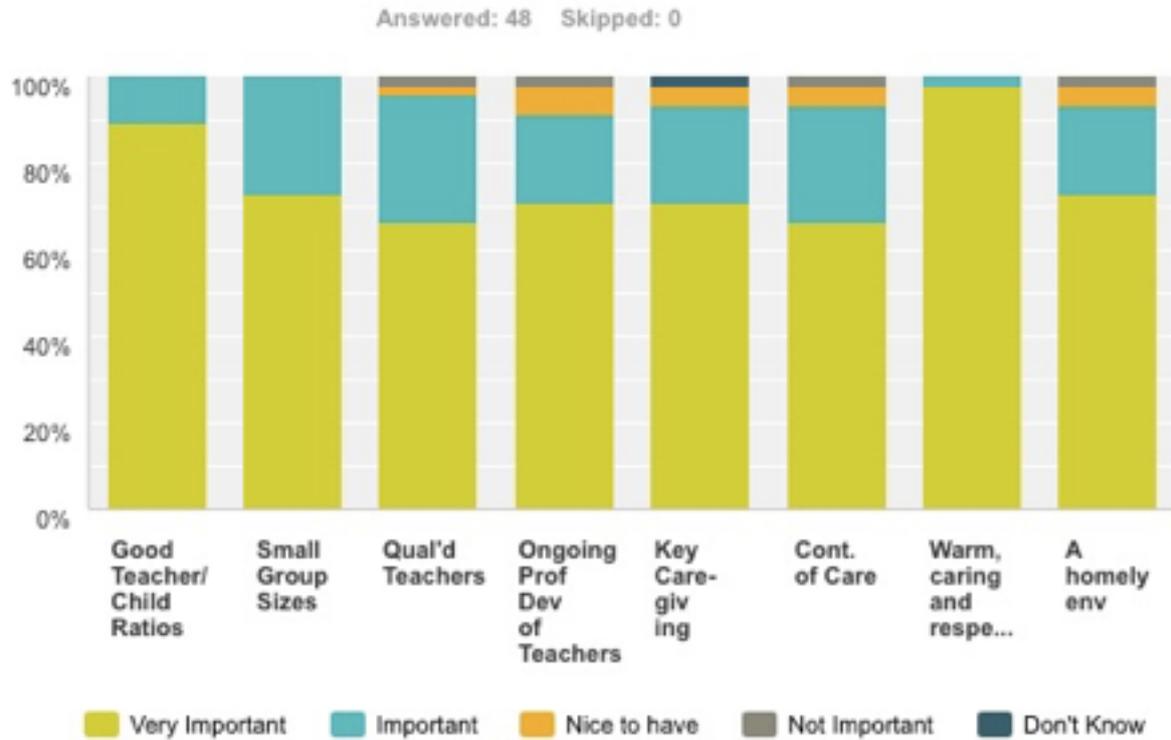
1. Your number one priority is warm, caring and respectful teachers
2. You think our teachers are either Extremely or very caring and respectful.
3. You are 'Extremely happy' with TLC
4. Your child is 'Extremely happy' at TLC
5. Daily chats with teachers and Educa are your favourite communication channels

### Key areas for development

1. A good tidy up and refresh of the garden.
2. Continue the war against mosquitos, if possibly non-chemically
3. More emphasis on drinking water during the day.
4. More parent evenings/parent teacher sessions.
5. More trips - such as the pumphouse.

1)

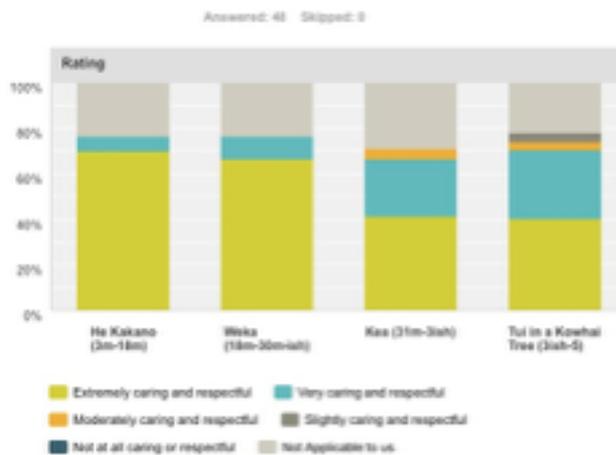
## What You Think Contributes to QUALITY of Care



### Quality of Care Top Two

1. As all previous surveys, **what you value the most for quality of care, is warm, caring and respectful Teachers.**
2. Next in priority for you are **the good teacher to child ratios we provide at TLC.**

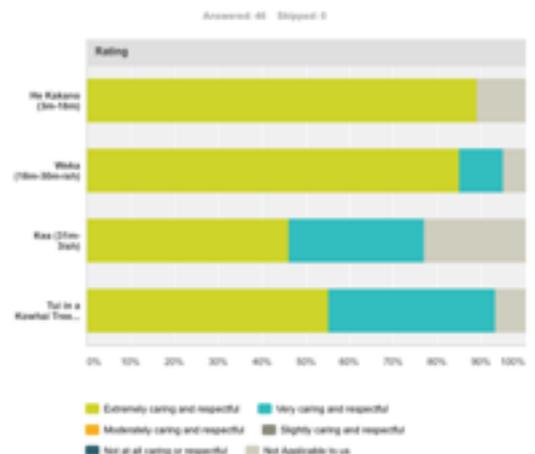
## How Caring and respectful are our teachers towards you and your child?



When you consider that being warm caring and respectful is the number one thing most important to you, this makes your answers to this question very significant and **74% thought we were Extremely caring and respectful**, 23% thought we were VERY caring and respectful.

How does this compare to the last survey?

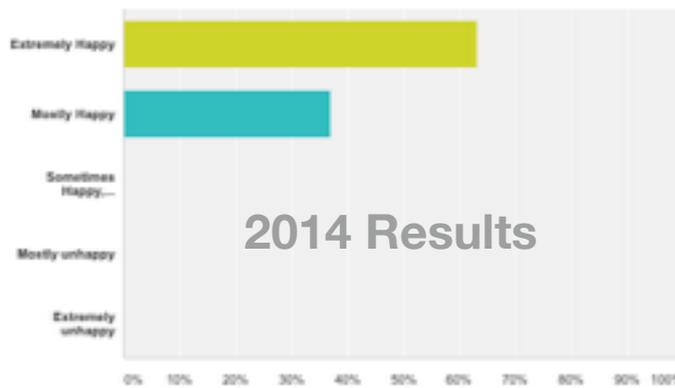
2014 Results ->



## Is Your Child Happy at TLC?

**81.25%** of you (39 out of 48 responders) say that your child is **'Extremely happy'** at TLC. Another **14.58%** (7 responders) say your child is **MOSTLY HAPPY**

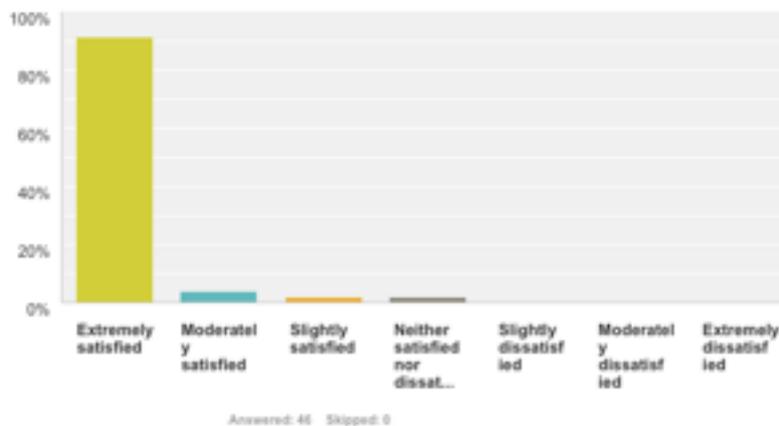
How does this compare to the last survey?



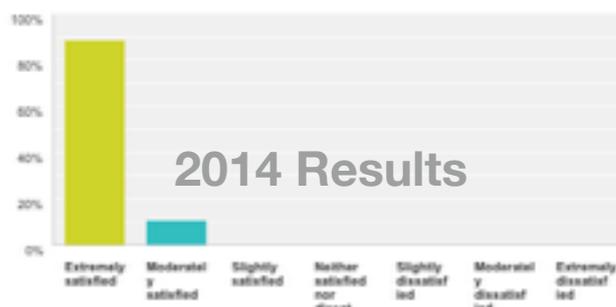
Fundamentally, more of you have said your child is extremely happy this time around as opposed to mostly happy.

## Are you satisfied with TLC?

**92%** of you (44 out of 48) are **'Extremely Satisfied'** with TLC. Thank you SO much.



How does this compare to the last survey?



We moved more of you into the extremely satisfied group.

# Social Events

The most popular events were:

1. The end of year party
2. The Sports Day
3. Father's day event
4. Grandparents Afternoon tea.

A number of you have asked for more smaller, parent only social evenings to allow you to get to know the other parents in your child's cohort.

# Communications

Comms we do well

1. Educa (just right\*)
2. Daily Communications with parents
3. Parent Teacher Meetings
4. Newsletter (when we do it)
5. email Communications

Key areas for development

1. Invoicing & Administration
2. Landline phone (responding)
3. Awareness of the Parent Voice Committee
4. Awareness of parent evenings.

In previous surveys, what you were happiest with is your daily communications with teachers. In this survey, this is pipped at the post by Educa!

You have said you appreciate our Newsletter, and that Educa does not replace it. We will take this away and work on strategies to deliver on this.

Regarding the areas where we need to up our game. Invoicing as always is on the list. The sad fact is that there is unavoidable manual intervention, and this will always result in some pilot error.

It concerns me that so many of you have no experience of the Parent Voice Committee, and we are working on changing this.

We have not, historically, had as great a turnout for **education/parent evenings** as we have for the social events. Again, we are working on changing this.

## How does this compare to the last survey?



2016 - Look folks more green and blue, and less orange and grey.

2014

## Indoor Environment

We continually try to develop and improve our indoor environment. Do you have any suggestions about what you would like to see change, or what you would like to see prioritised?

We deliberately kept this as an open question and on the whole you seem to be happy, with only 20 of you responding to this question, and 10 of those responded to say you were happy.

Suggestions we DID get were:

- Concern about mosquitos (x2)
- More books please
- Music is a priority
- Freshen up paint and a carpet clean (x2)
- Bathroom
- Art work on walls
- Display for children's work
- Concern about use of air conditioning and temperature changes for children.

## Outdoor Environment

We continually try to develop and improve our outdoor environment and garden. Do you have any suggestions about what you would like to see change, or what you would like to see prioritised?

On the whole you seem to be happy, with 25 out of 48 answering this question. 5 of the 25 respondents said you loved our current outdoor environment and had nothing to suggest. Suggestions we did get from the other 20 were:



•Concern about **mosquitos (x8)** and about **chemical treatments for mosquitos (X2)**

•Two of you wanted to see **new, or more challenging, outdoor equipment.**

•Some suggested out **outdoors was looking a bit tired and could do with a general tidy up** - and one of you suggested a regular community working bee to do this.

•Two of you wanted to see **more nature based play outside**

•**Outdoor artwork** / Mural - any artists in the community that would volunteer?

Obviously the item highest on the list of things for us to work on was mosquitos and we got onto this before the survey closed, with the installation of two **'black holes'**. One is on the back downstairs deck, and the other is on the Kaakano/Weka deck. Have you spotted them? **The big question is - is it working?**

## What are we doing well?

33 of you answered this question, and nearly all of you said that we had **AMAZING, caring and respectful staff**. Here are some of your comments:

*Great teachers who treat the children with respect*

*The teachers are all amazing*

*Hiring the right staff.*

*The upstairs staff are fantastic*

*Very supportive, enthusiastic, caring staff make TLC the wonderful place that it is*

- Lots of you called out about **Helen and our amazing healthy food**
- Lots of you think that TLC is a lovely **calm, peaceful and respectful environment**

## What can we improve?

26 of you answered this question, and 5 of those said that they had nothing to suggest. Of those who did answer, common themes were

- More emphasis on drinking water during the day
- More trips to places like the Pumphouse
- More parent education through things like parent evenings and parent teachers sessions, in order for there to be greater consistency and links between TLC and home with philosophy

## Investment Priorities

### Your Top Priorities:

1) **Pay existing Teachers more.**

FYI - TLC spends 60% of all expenditure on Staff.

2) **The Garden**

3) **More Teachers**

We have a strategy to have fewer part time teachers, and more full time teachers in order to provide consistency for both the children and the parents. We have decided that any Key Caregivers should be full time, or at the very least work 4 days per week. Part time teachers should be only in support or management roles.



## \*Educa

The majority of you are happy with Educa, and think we have got the right balance between quantity and quality. I will work with the management team to work directly with those parents who expressed the desire for 'MORE'.

Answered: 47 Skipped: 1

