



2020

Parent and Family Survey Results

Small is Beautiful

ChildForum Research Services

THE NZ ECE SURVEY OF PARENT SATISFACTION AND EXPERIENCE

About this Report

A survey was carried out in November 2020 of families attending Small is Beautiful (SIB). Responses were received from 24 families.

The information contained in this report including parent comments can be used by SIB to identify needs for improvement, to inform goals for the coming year and provide ideas for self-review.

The results may be used to compare with previous survey results and map progress, along with identifying any changes in family needs and views. Therefore, it is recommended that in 18mths - 2 years a follow-up survey be undertaken.

1. How well are you made to feel personally welcomed and included in the service?

Extremely well	Very well	Moderately well	Slightly well	Not at all well	Rating score average
91.67%	8.33%	-	-	-	4.92 out of 5

Comments

All the staff are ALWAYS welcoming and ready to help.

The staff are so friendly and thoughtful. (Name) always goes the extra mile.

I have been humbled and impressed by the degree to which they make my child feel welcome at SiB.

All teachers are warm and welcoming in the centre. They are all happy to converse with you about your child's progress or issues you may have.

(Name) does an excellent Job

As a new comer to NZ I felt extremely welcoming and kindness.

We always feel very warmly welcomed.

In 2018 the rating score average for responses to this question was 4.89.

2. Is the quality of communication with you about your child:

Excellent	Very good	Good	Slightly good	Poor	Rating score average
75.00%	20.83%	4.17%	-	-	4.71 out of 5

Comments

I'm extremely grateful for all the text messages I've received from the teachers about my child.

Great communication about progress, friendships, and learning.

The staff go above and beyond.

I love to hear all about my child's day, as sometimes I cannot find this information from her given her young age.

The texting is working well.

Daily asap with quick response.

Communication is superb. As a parent it made me feel at ease knowing that there was transparency.

I always enjoy hearing about the things they've done that day and how well he settles in.

In 2018 the rating score average for responses to this question was 4.79

3. How well is your child made to feel welcomed and loved at the service:

Extremely well	Very well	Moderately well	Slightly well	Not at all well	Rating score average
87.50%	12.50%	-	-	-	4.88 out of 5

Comments

Whenever she feels sad or not willing to stay at school, one of the teachers comes to the rescue.

The staff are always super friendly on arrival in the morning, which sets the tone for a happy day for both myself and my child.

My child feels so safe, happy, and content.

My little one has developed a strong bond with one of the teachers who always makes sure she is doing ok, especially when I say goodbye, and is always nearby if she starts to get upset, given she is quite young.

As above, the staff show genuine care and love for my child, even though she is not fulltime at SiB.

Our child loves SiB. She never complains about coming and is always happy to share with her family what she is doing at SiB.

One of my kids was not entering without cuddles from one of the teachers it was lovely.

Whenever he's happy and runs into the centre he's greeted and given attention. When he's feeling not so happy, he gets extra attention to make him feel happy again.

In 2018 the rating score average for responses to this question was 4.95

4. Is the quality of care your child receives:

Excellent	Very good	Good	Slightly good	Poor	Rating score average
91.67%	8.33%	-	-	-	4.92 out of 5

Comments

Wonderful, personalised, and genuine care for each child.

Our daughter loves going to her 'kindy' and is never upset to go. She talks about her teachers at home and it shows how cared for she feels and is at SiB.

My child is always well cared for.

I cannot fault the quality of care at SiB. It consistently blows me away.

Excellent supervision.

We love the kind and thoughtful way you all look after the kids.

In 2018 the rating score average for responses to this question was 4.95

5. How well is your child kept safe and protected from harm at the service?

Extremely well	Very well	Moderately well	Slightly well	Not at all well	Rating score average
79.17%	20.83%	-	-	-	4.79 out of 5

Comments

My child has the odd bump and scratch but this is always handled beautifully.

Very good safety standards.

Lots of safety measures such as gates and padding to make sure no one escapes or hits their head.

In 2018 the rating score average for responses to this question was 4.74

6. How well does the service help your child to keep healthy?

Extremely well	Very well	Moderately well	Slightly well	Not at all well	Rating score average
66.67%	33.33%	-	-	-	4.67 out of 5

Comments

My child gets sick on occasion but for the most part less sick than from previous centres.

I fully support SiB's strict illness guidelines.

team are aware of the health cases that they have for me its more than enough about my kids they are healthy and happy.

The teachers are really considered when I ask them not to let him play with water so he doesn't get sick again.

In 2018 the rating score average for responses to this question was 4.68

7. Is the quality of teaching for your child:

Excellent	Very good	Good	Slightly good	Poor	Rating score average
79.17%	16.67%	4.17%	-	-	4.75 out of 5

Comments

We love getting the newsletter to see what the learning experiences will be for the term.

She can write and read her name! I am so impressed.

My little one raves about her busy book. Her language is developing rapidly, and she gets to experience so many different activities.

Understand some new words and commands in English, as it is not the first language.

The greatest difference is that he really starts speaking English (which we don't at home).

In 2018 the rating score average for responses to this question was 4.84

8. How well have you found the service to be managed?

Extremely well	Very well	Moderately well	Slightly well	Not at all well	Rating score average
75.00%	25.00%	-	-	-	4.75 out of 5

Comments

Can't fault anything here.

(Name) and (Name) do an excellent job to keep us informed. My only comment is the communication through covid lockdown and that there could have been more input from the kindergarten as a community for activities and things the children could have done while at home, knowing the other children were also a part of it.

Satisfied according to the numbers of kids.

We heart SIB.

Very easy to talk to and they listen to your request and go out of their way to try to fulfil your requests.

In 2018 the rating score average for responses to this question was 4.84

9. How confident are you that you know each of the following:

	Yes, I know this well	I know something about this	No, I do not know
The service's complaints policy	37.50%	54.17%	8.33%
The service's policy on sick children	91.67%	8.33%	-
The service's policy on child abuse and protection	33.33%	45.83%	20.83%
What curriculum the centre follows	66.67%	29.17%	4.17%
What public funding the centre receives and what it is spent on	29.17%	45.83%	25.00%
The minimum ratio of adults to children	66.67%	33.33%	-
Which of the adults/staff are fully qualified	58.33%	37.50%	4.17%

10. Can you give an example of something that has happened in the past 6 months that made you VERY HAPPY with this service?

Yes 96% families

No 4% families

My youngest special boy joined SIB this year. I get texts to reassure me, beautiful photos of him smiling from ear to ear and that he gets cuddles from the teachers at mat time, the teachers always have a happy story to tell me about him at pickup...the list goes on!

The way my child was felt welcomed to the new nursery and how everyone adjusted so well to his needs.

When my son was distressed upon me leaving, I always would receive updates from (Name).

I always appreciate all the arts and crafts projects my daughter has a chance to do at school. She was over the moon when you baked gingerbread.

A lovely, in-depth, personal story about my daughter forming a strong bond with another little girl, and together they embarked on building castles each day.

Receiving the learning stories are so lovely. Hearing and seeing pictures of how our daughter is learning is wonderful. We talk to her about them and it makes her feel very proud.

The care always feels so personalized.

The staff helping with settling my daughter at drop off.

My daughter can read and write her name. Also, when we went through a big family change SIB was extremely helpful and supportive of our family. I think the way you supported us was pivotal in making things easier for my child.

My little one is very well taken care of, especially as she has recently started and still quite young. One of the teachers does not go far from her sight and can soothe her when she gets upset. I am always informed about her day and any times that she may have been upset and how long for.

Receiving photos of my child happy playing with friends. My child being cared for when an unexpected traffic situation occurred and I couldn't arrive for pick up on time.

My child comes and goes from SiB, as we don't live fulltime in Devonport. SiB is always unbelievably flexible and welcoming. They make my daughter feel part of the family.

I think the way the team handled the covid situation when the kids returned. It was still a calm environment for the children and the parents were able to drop kids off with minimal change but keeping to the guidelines. I also love the chicks in the incubator and thought this was lovely to still have after a very interrupted year. It bought them a lot of happiness. I also want to say how wonderful all the songs they teach are at kindergarten. It is a real community and the children really feel that.

(Name) helping settle (Name) when she was sad to see me leave on a Friday morning.

My kids asking me daily to go to school it's never happened.

The teachers' attentiveness to my child's interest in bugs - always bringing in something for her to look at or chatting to her about her interest. They are always so delighted with her passion and it really helps her thrive and be herself!

I love how the Teachers invite the children, by individual name to join an activity and give them space to join a bit later when they feel ready. After the second lock down, one morning my son was feeling sad and unsure about joining the older children for morning tea. The Teacher was responsive and caring and sat with him in the book area where he was comfortable.

Everything about the Small is Beautiful service makes me VERY HAPPY! I have had both my children here over the last 5 years and have never had any issues with the centre, I think they do a fantastic job and feel very lucky my children have been able to go here.

The support (Name) has received with his loooong journey to toilet training. The patience, kindness (and the rest) that all the teachers have demonstrated is of that of a family member.

Our child is settled in with the help of the teachers, he has learned to speak English and he loves being at SiB. And (Name) has been very helpful with changing the days.

A story one of the teachers shared about my son playing with his friends. The teacher typed it up, added a photo, and shared it as a print out.

Every day my child attends I am so grateful for the service you provide. They have grown and developed so much. I know they always feel safe and that the teachers genuinely care about all the children and their wellbeing and education.

In 2018, 89% of families said they could give an example of something that made them very happy.

11. Can you give an example of something that has happened in the past 6 months that made you UNHAPPY with this service?

Yes 0% families

No 100% families

Nothing at this stage.

In 2018 10% said they could give an example of something that made them unhappy.

12. How well does the service respect and support your family's culture and values?

Extremely well	Very well	Moderately well	Slightly well	Not at all well	Rating score average
62.50%	37.50%	-	-	-	4.63 out of 5

Comments

My child learnt about flags, languages, and maps; I was offered to write down words.

I was asked for any cultural events I want to share with them and celebrate together.

They are using more te reo and celebrating matariki etc which I think is very important for all NZ tamariki.

The teachers try to speak some Dutch words to make him feel more at home.

In 2018 the rating score average for responses to this question was 4.63

Average hours of weekly attendance

20 or more hours	42%
Under 20 hours	58%

child's ethic group/s (respondents could mark more than one)

New Zealand European	83%
Maori	4%
Samoan	-
Cook Island Maori	-
Tongan	4%
Niuean	-
Chinese	-
Indian	4%
Other e.g. Canadian Polish, Middle East, etc ...	33%

Special needs

Eczema	2
Physical disabilities	1
Asthma	1
Visual impairment	1

END OF SURVEY REPORT