

HIVE PARENT SURVEY

JUNE 2019



Thanks to everyone who took part. Your feedback is so helpful to us. Below is a summary of the outcomes when we asked you this question and asked you to back up your score:

“Based on your experience, would you recommend The Hive to other families and friends?”

Of 99 responses: 83% scored 9-10; 14% scored 7-8; 3% scored <6

This gives us a Net Promoter Score (NPS) of 80%, which is considered outstanding!

The key positive themes in relation to the centre generally were:

- **KIDS:** “Happy; don’t want to go home; they love it; very social” - **44 mentions**
- **ACTIVITIES:** “engaging; exciting; varied; educational; Baking; Arts & Crafts - **42 mentions**
- **CENTRE:** “convenient; reliable; well run; safe; organised; eases guilt” - **37 mentions**
- **STAFF:** “professional; caring; friendly; engaged” - a **whopping 57 mentions!!**

We also got some wonderful feedback on the quality and price of our Holiday Program as well as our communications with you, our community.

It’s hugely reassuring to receive this positive feedback - and thank you again for taking the time. We’re especially happy about how much your kids love the Hive and the way that you - the parents - feel about our team.

However, a survey like this is also about learning how we can improve our service. Based on what you told us, there were a couple of key areas for improvement:

Feeding the children

We had great feedback on the variety of food offered to the kids, as well as the options available for them in Baking Club. However, a couple of families were concerned about whether the children were eating enough.

Here’s what we do:

- The children eat a mini-meal each day at 3:15pm, with fresh cut veggies, then a fresh fruit platter at 5pm
- They must sit down to eat, and our Educators sit with them whenever possible
- Obviously, we can’t force the kids to eat, but we do our very best to encourage them and we monitor overall amounts eaten to ensure we’re serving enough, but minimising waste
- The [menu](#) is available on our website it varies by day, week and season
- We cater for up to 6 different dietary groups on any given day, but we cannot also cater for personal palates. If your child is particular with food, please check the menu in advance and if they don’t like what’s on offer, please send them with something else

Britt does a great job of serving a range of nutritious, wholesome and filling meals. We regularly ask the kids for feedback and we'd also love to hear from you. Please send your menu suggestions to britt@thehivebondi.com.au

Baking Club

Many of you noticed that we've moved away from baking sweeter things to a much wider range of foods. Since the start of this term, **Mia** has been working hard to ensure the kids are learning as well as baking, and this term's theme has been cuisine from different countries around the world. Each week the kids study the map, the flag and learn about the ingredients as well as different cooking methods and traditions.

Seniors' Kitchen

This club has also undergone some transformations as **Edie** steers the children towards the preparation of whole meals and staples (such as fresh pasta!), rather than simply baked goods. They're also being given more freedom to experiment with different ingredients and create their own unique recipes. We've had mixed successes along the way, but loads of fun, lots of learning and more than a few delicious outcomes!

Older children at The Hive - Y4-6

Three families mentioned that The Hive is better suited to younger kids than older ones. Whilst it's true the majority of our children are younger (74% of you have kids in YK-3 only) we remain committed to providing a fun and engaging experience for older kids too.

We understand some of them don't want to be there, and think they're big enough to go home on their own, but we're here to support you the parents - and the challenge for us is to do better when it comes to our older kids.

We've been running separate activities for seniors for a couple years now and have tried a few different things along the way. Here's what we know works:

- **Skate School** for seniors only. We'll be repeating this, alternating termly with the younger kids
- **Mini excursions** - we know the kids love getting out of school - even if only over the road to the beach or grassy area. To make it viable, we need min. 25 kids, so we may open it up to Y3s too. We also need parental buy-in of parents, to complete permissions, encourage participation and to be prepared to collect from across the road. Look out for tailored communications to parents of the older kids
- Introduction of **mini projects**. We'll be trialling this in Term 3, with three different 3 week projects for the older kids to enjoy and get stuck into. More comms to follow!

Several parents mentioned positively the opportunities for vertical social integration which are readily available at The Hive. We see this ourselves, and we love it too. Morning sessions are a great example - last week's newsletter showed a team of kids ranging from K-5 who'd worked together to build an amazing Kapla city! We also run group games every day after 5pm, where we daily see older and younger kids loving to play together and help one another out.