

Strategic Discussion: Future Sustainability: We have processes in place to regularly check whanau's view of our services and the extent to which we are meeting their needs

Summary Statement: We provide educational services to our communities and are therefore reliant on meeting their needs to remain a service of choice for parents. Communities needs and expectations change over time. In previous Board strategic discussions we have talked about the importance of remaining relevant to our communities and 'leaning in to change' if change is required. Regular whanau and employee engagement is an important way of gauging both what and when change might need to be considered and implemented and also, what is seen as being of high value and retained. Parents are very clear about what is important to them and we do well to heed them. We have a range of direct and indirect methods in place for establishing whanau's view of our services. What we do with that information will help determine future directions and inform strategic planning.

Area	Ensure:	Further Initiatives to be explored
Board	<ul style="list-style-type: none"> • Seek opportunities to engage with whanau • Information received – consider what it is telling us, and whether is representative of the majority of the community • Check assumptions – for example does full enrolment mean parents are happy with all aspects of the service we provide • Be aware of the drivers that change parents needs and expectations (eg government policy, housing & employment issues, natural disasters, poverty and health issues) 	<ul style="list-style-type: none"> • Ideally have contact with each kindergarten at least once every 2 years • Where possible cluster kindergarten community meetings together • Community meetings – take the opportunity to meet with employees too if possible • Give parents unable to attend community meetings the option to provide feedback independently (survey?)
Managers, leaders	<ul style="list-style-type: none"> • Prepare employees for shifts and changes in parent's and government's expectations and the impact of government policy • Monitor the changing landscape within which we operate, including what's happening across the sector • Ensure we do not lose sight of the values and principles guiding our organisation • Ensure we understand what parents cherish, we lose these things at our peril • Do not underestimate the impact of meeting communities needs on our employees – the increase in expectations, the need to 'be all' to everyone 	<ul style="list-style-type: none"> • Marketing of changes made at kindergarten to inform communities of what is available • Feedback systems available to employees (eg surveys) • Can we include question on Enrolment Form about why they chose kindergarten • Independent Facebook surveys – attach to other sites, eg Out & About in HB
Staff	<ul style="list-style-type: none"> • Encourage parents to participate in opportunities to share their views of kindergarten services • Check in with parents – how well are we meeting their needs? • How did they find out about kindergarten? What factors influenced their decision to choose kindergarten? • Encourage parents to become members of Napier Kindergartens, taking an interest in the activities of our kindergartens 	