

## Parental Satisfaction Survey-January 2019

(tallies to more than 50 as many parents have more than one child attending the setting)

	Spring Term 2019.	Strongly agree	Tend to Agree	Tend to Disagree	Strongly disagree	Not Applicable	Conclusion	Overall judgement
1	My child enjoys attending the academy.	78%	22%	0	0	0	Vast Majority agree	100% agree
2	My child is making good progress at the academy.	82%	18%	0	0	0	Vast Majority agree	100% agree
3	Behaviour in the academy is good.	24%	72%	4%	0	0	Tend to agree	96% agree
4	My child gets the right amount of work at home to do.	48%	40%	8%	0	4%	Tend to agree	80% agree
5	The teaching is good.	74%	26%	0	0	0	Vast Majority agree	100% agree
6	I/we are comfortable about approaching the academy with questions or a problem.	78%	20%	2%	0	0	Vast Majority agree	98 % agree
7	The academy expects my child to work hard and achieve his or her best.	80%	20%	0	0	0	Vast Majority agree	100% agree
8	The academy works closely with parents.	56%	38%	6%	0	0	Majority agree	94% agree
9	The academy is well led and managed.	66%	32%	2%	0	0	Majority agree	98% agree
10	The academy is helping my child become mature and responsible.	70%	28%	0	0	2%	Vast Majority agree	98% agree
11	The academy provides interesting activities outside of lessons.	50%	38%	10%	0	2%	Majority agree	88% agree
12	I/we are kept well informed about how my child is getting on:							
a)	Through reports	62%	30%	4%	0	4%	Majority agree	92% agree
b)	Through parents evenings	66%	30%	2%		2%	Majority agree	96% agree
c)	Through the availability of staff after school.	64%	26%	8%	0	2%	Majority agree	90% agree

13	I/we find the academy website helpful for finding out current information.	44%	40%	10%	2%	4%	Tend to agree	80% agree
14	My child is safe at the academy.	72%	26%	0	0	2%	Vast Majority agree	98% agree
15	There is a good range of learning trips or visits during academy hours.	54%	36%	6%	2%	2%	Majority agree	90% agree
16	I/we are satisfied with our choice of school/academy.	78%	22%	0	0	0	Vast Majority agree	100% agree
17	The school governors are available and accessible for parents.	34%	44%	6%	2%	14%	Tend to agree	78% agree
18	The school pastoral team offer advice and support to parents.	42%	36%	4%	2%	20%	Tend to agree	78% agree
19	The school office is able to help with any queries I have.	78%	18%	4%	0	0	Vast Majority agree	96% agree
20	Please comment on what St Stephens Community Academy does particularly well.	<ul style="list-style-type: none"> <li>• “They teach my kids well and the kids enjoy going to school.”</li> <li>• “It has given my son a life and made him happy.”</li> <li>• “Just keep doing what you’re doing”</li> <li>• “The teachers are amazing for keeping me updated and involved in my child’s education...well done to the Foundation teachers.”</li> <li>• “Supporting new students especially in the Foundation class with any difficulties.”</li> <li>• “Making him feel welcome in school.”</li> <li>• “Friendly and great opportunities.”</li> <li>• “I’m very happy with everything.”</li> <li>• The teachers and Head will always talk to you about any concerns and the positives.”</li> <li>• “Working with parents and knowing the children’s individual needs, strengths and weaknesses and helping them.”</li> <li>• “The teachers are fair and approachable.”</li> <li>• “Staff are all really helpful and pleasant.”</li> <li>• “Nice morning welcome at gate.”</li> <li>• “Teachers seem to support child when extra help is needed.”</li> <li>• “The Secretary is very helpful.”</li> <li>• “The office is always welcoming and offer help.”</li> <li>• “The Family Support Worker is very good at helping with behaviour.”</li> <li>• “All staff are good at their jobs and are very friendly.”</li> <li>• “The teacher takes care of the children’s safety and knows how to teach them well.”</li> <li>• “Interaction between teacher and pupil. Teachers are available and quick to respond to any parent concerns/enquiries.”</li> <li>• “Giving children help and support when needed.”</li> <li>• “Praise and encouragement; helping my child grow into an independent learner: fostering a love of learning.”</li> </ul>						

		<ul style="list-style-type: none"> <li>• “They make my child’s experience at school pleasant and are encouraging.”</li> <li>• “The balance between working time and relaxing time.”</li> <li>• “The feedback is up to date.”</li> <li>• “I cannot fault the Y1 teacher and the team in the support they have given myself and my child...absolutely brilliant.”</li> <li>• “We have always found the staff are very caring and supportive and want our child to be happy and successful. In the past we have found the communication from school to home a problem but since the appointment of the new Head of School this has improved.”</li> <li>• “The chickens are a great addition to the school.”</li> <li>• “Praise must go to the Class 2 teacher ...she has been great.”</li> <li>• “Helpful teachers, excellent teaching skills, making learning fun and bringing on confidence.”</li> <li>• “Teaching is fantastic at this school and the teachers are brilliant.”</li> <li>• “St Stephens Academy I do not have any problems.”</li> <li>• “Broad range of activities –Wild Tribe etc. to keep the children focussed and interested.”</li> <li>• “The Year 4 teacher inspires my daughter to work hard and she has grown in confidence.”</li> <li>• “Breakfast Club staff are brilliant! Very kind and welcoming.”</li> <li>• “Feel the school now has a strong leader with the appointment of the new Head.”</li> </ul>
21	<p>How could we improve St Stephens Community Academy?</p> <p>Some key comments and trends.</p>	<ul style="list-style-type: none"> <li>• “More after school clubs for KS1”</li> <li>• “More choice of after school clubs, especially for Year 2”.</li> <li>• “Consistent, weekly opportunities to take part in P.E.”</li> </ul> <p><b>St. Stephens reply:</b></p> <p>We are continually exploring different options for clubs to be offered after school or during lunchtimes. We try hard to get the balance between academic, sport and creative opportunities and an equal percentage for the different year groups across the year. If you have some ideas of specific clubs, we would be delighted to speak with you and consider the options. Every child in the school is entitled to two hours of P.E. This is planned into the timetable carefully and every class participates weekly, this is monitored closely.</p> <ul style="list-style-type: none"> <li>• “More school trips.”</li> <li>• “Too many movies/shows being shown and going to.”</li> <li>• “Too many cake sales ...meant to be healthy eating.”</li> <li>• “The PTFA have let my child down...”</li> </ul> <p><b>St. Stephens reply:</b></p> <p>Each teacher plans visits, and enrichment activities linked to their class topics and we are very fortunate to have an active PTFA who fund many exciting opportunities e.g. cinema and theatre trips. We believe these experiences enhance the class-based teaching and learning and enable many children to experience things they would not normally be able to however, as with most things these days, we do have budget restraints. We are a healthy eating school but on special occasions e.g. to raise school funds or for a charity we do think a treat is acceptable. We will certainly review how often these occur and ensure healthy alternatives are also provided. We are always saddened to hear about any problems but the PTFA are always willing to listen and we will try to resolve any individual issues-please accept our apologies.</p>

- “Don’t know who the governors or pastoral team are even if I needed them.”

**St. Stephens reply:**

Information and photographs of our school governors and pastoral team are on our school website. We are currently organising photographs of the governors and pastoral team to be placed in the entrance of the school and on the parent noticeboard –we hope this helps. Our governors do regularly attend our school events e.g. plays, harvest celebrations and parent consultations as well as attending meetings and visiting the school on a regular basis. The pastoral team are made up from staff within the school and you will be directed to them if we feel it would benefit your child’s/family’s needs. If you at any point require advice or pastoral support, please ask at the school office they will be happy to organise an appointment at a convenient time.

- “Open school gates more promptly.”
- “New tarmac on the lane.”

**St. Stephens reply:**

Apologies if we are a few moments late some days- we do try to open the gate at 8.45a.m. every morning and 3.00p.m. every afternoon-sometimes event happen that take precedence, but we will endeavour to remain punctual. Thank you for your consideration in this matter. We have a rolling programme of building maintenance and improvement, we have recently had classroom windows replaced, the school kitchen equipment repaired and replaced, and new doors and blinds have been ordered. Your request will be considered within our budget.

- “Concerned how restricted the Head’s job may be.” (Referring to AdMat Central Office)

**St. Stephens reply:**

The Head of St Stephens works very closely with the business manager, financial manager, human resources team and the chief executive officer based at the AdMat Central Office. It is a productive and supportive partnership to ensure the pupils at St Stephens receive the very best education we can manage with all the normal budget restraints in the education sector.

- “If a child is disruptive in class it is not fair to punish the whole class for their behaviour.”
- “Distribution of attention between ‘well behaved children’ and ‘not well-behaved children.’ “
- “Being more pro-active when it comes to bullying ...outside of school.”

**St. Stephens reply**

Promoting positive behaviour, self-discipline and respect alongside preventing bullying is a key priority at St. Stephens and always will be. In September our academy reviewed its policy, so it is fit for purpose. This written policy is on our website or a copy is available at the school office. We have a clear policy, consistently and fairly applied, which underpins the high standards of behaviour expected of all pupils at all times. The pupils are all aware of our rewards and sanctions ladders. All ‘punishment’ is proportionate –if you believe something is ‘unfair’ please ask to see your child’s teacher to discuss the matter fully. Teachers are responsible for all the pupils in their class and give equal attention to all.

Again, if you would like to talk to your child's teacher please ask to speak with them as and when a concern arises. The door is always open.

Regarding bullying that starts outside the school gates we do listen to all worries and can discipline pupils to such an extent as is reasonable. We will always follow up concerns and listen to all sides- your child's well- being and safety is a key priority. We will work together to ensure support for the child is given by family and friends alongside our pastoral and safeguarding team - we will always discipline /support the pupils on school premises. Bullying is something we do not tolerate, and we ask for concerns to be voiced asap.

- "Communication to be more prompt-at times have to chase up information and find out what is required for certain lessons e.g. P.E."
- "More frequent update on child's progress with times tables."
- "Structured homework."

**St. Stephens reply:**

We are always more than happy for you to speak with your child's class teacher regarding these points. Apologies if communication is not always prompt, this is something we will try hard to improve but please do not hesitate to speak with us if we need to be more explicit regarding updates or individual homework needs. We hope that the 'homework menu' provides you with as little or as much homework as you would like to do with your child rather than giving a set expectation each week. We know that some families will find homework challenging due to work shifts and family commitments. We will be reviewing our policy this year so your views will obviously be considered.

- "We are very happy with this school so can't think of anything."
- "Don't think the school needs improving."
- "N/A"

**St. Stephens reply:**

Thank you so much for your positive comments. St Stephens is a forward-thinking academy, we are continually involved in professional development and will regularly trial new initiatives and use research to consider new strategies and resources to enhance your child's learning journey with us. Please keep checking our website and newsletters for updates of school improvement.