



St Andrew's C of E Primary School, Cobham

Parent Satisfaction Questionnaire - July 2013

Results of the Survey

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Parent Satisfaction Questionnaire - July 2013

Results of the Survey

Background

- A Parental Questionnaire exercise was undertaken in order to assess current parental satisfaction with key areas of school provision. It ran concurrently with the Staff Satisfaction Questionnaire exercise.
- The questions were formulated by the headteacher and leadership team, and were informed by the previous St Andrew's parental questionnaire, best practice in other schools, and the current concerns of the school.
- The questionnaire was sent home via pupils to all St Andrew's families. They were asked to return the completed questionnaire in a plain envelope to the School Office by 17th July.
- Respondents were assured of complete anonymity.
- Parents were presented with a series of positive statements about the school and asked to choose from the following responses in each case:
strongly agree, agree, neutral, disagree, strongly disagree
- The responses are ranked in terms of % agreement, with comparative results from the 2012 questionnaire, on page 7.
- They are represented graphically on pages 8-13
- Respondents were also given the opportunity to add written statements under two headings:
What we do well
What we should improve on
These comments are reflected on pages 13-17, grouped where possible by subject area.

Response

- 81 completed questionnaires were returned, representing 97 pupils, approximately 27% of the number on roll.
- The breakdown of pupils by year group was as follows:

Reception	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	unspecified
23	17	14	12	19	7	3	2

I am very pleased to provide you with the results of the Parental Questionnaire from 2013. We are now approximately mid-way through the year, a good time to comment on progress since the survey was undertaken, and also to draw some helpful comparisons with the 2012 findings.

The 2012 questions were all posed again, with an additional question relating to the weekly values that were introduced more recently.

This time, parents had the option of expressing a 'neutral' view for each question.

As before, it is encouraging and helpful to learn of aspects of school life that are generally felt to be 'going well' and equally useful to learn (and be reminded, in some cases!) of aspects that 'could be better'.

There was no disagreement with these nine statements:

"My child enjoys being at St Andrew's."

"The quality of my child's teaching is good."

"The Christian ethos is a sufficient part of school life at St Andrew's."

"The school promotes worthwhile attitudes and values."

"The school's weekly value and assembly are important to me."

"Children are well behaved at school."

"The school is well managed by the Headteacher and Leadership Team."

"I am happy with the provision of school trips."

"St Andrew's is overall a happy school."

These are very encouraging findings, and more positive in general than the 2012 survey.

Aspects that drew the greatest number of negative responses are as follows:

"The school makes good use of its grounds"	(26% disagreed)
"St Andrew's is highly thought of in the local community"	(24% disagreed)
"I am happy with the internal condition of the school's buildings"	(21% disagreed)
"I am happy with the external condition of the school's buildings"	(17% disagreed)
"I understand the role of the school governors"	(16% disagreed)
"The school is good at seeking the views of parents"	(10% disagreed)

I hope that the majority of parents will feel that these areas are being addressed, many of them as long-term projects.

The written comments made by parents have been shared in full with governors.

Among very many positive comments was the following: *'There is something almost magical at times about the atmosphere at the school'*. That is what we want for all!

Most 'negatives' were linked with concerns about the premises and the profile of the school in the community. I believe that many parents have been heartened by work at the school since Summer 2013; we are also fully aware of the need to raise our profile and continue to work hard with that aspect.

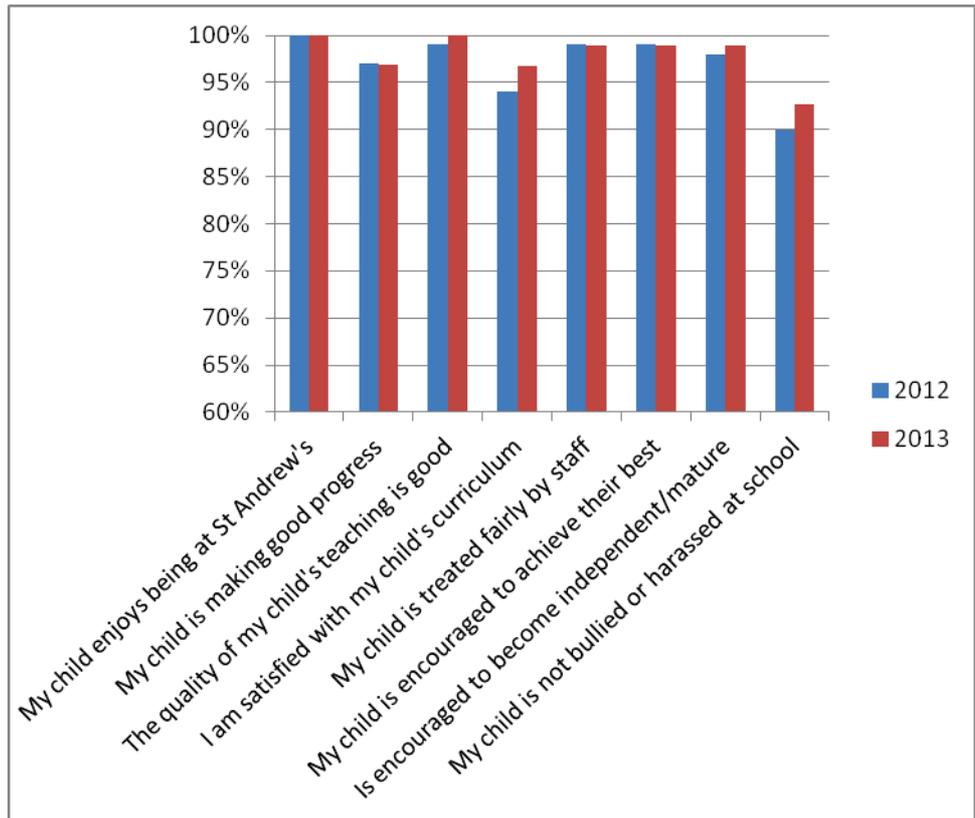
All other concerns raised, (including a few related to behaviour management, pupil progress and sport) are taken just as seriously. We are very grateful to all those who participated in the survey. I hope you will see from this document that the 2012 version brought a significant response and that there has been further progress since these latest results.



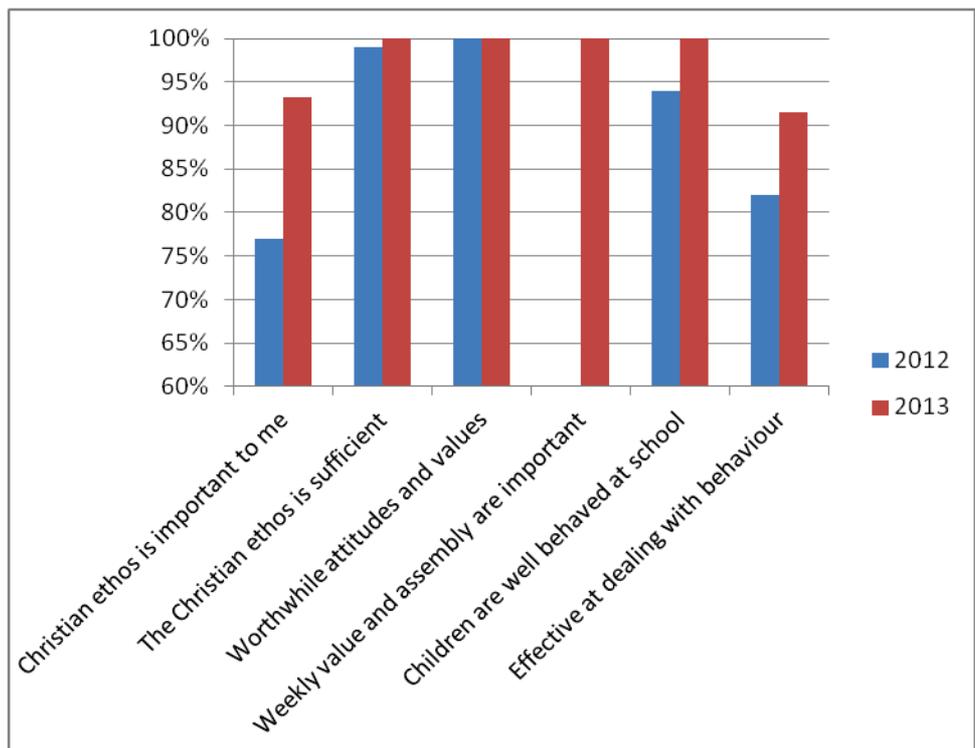
St Andrew's C of E Primary School, Cobham Comparison of 2012 and 2013 Questionnaire

The introduction of 'neutral' responses makes direct comparisons difficult. The 2013 result tables are shown in full later in the document. The following charts presume zero neutral responses.

About your child



Ethos and Attitudes

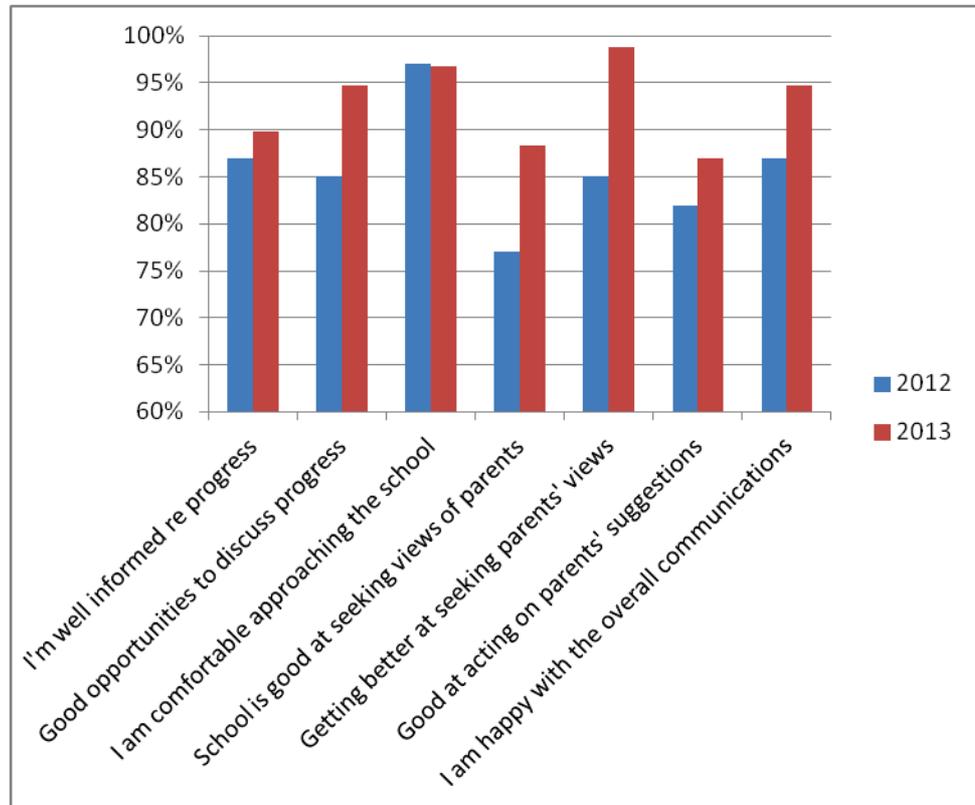




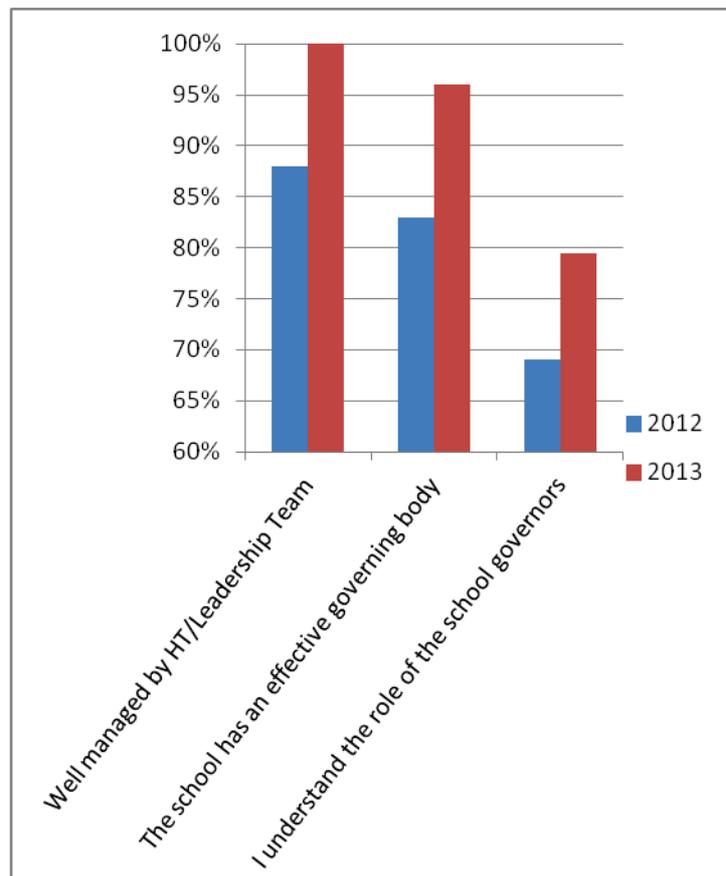
St Andrew's C of E Primary School, Cobham

Comparison of 2012 and 2013 Questionnaire

Communications



School Leadership

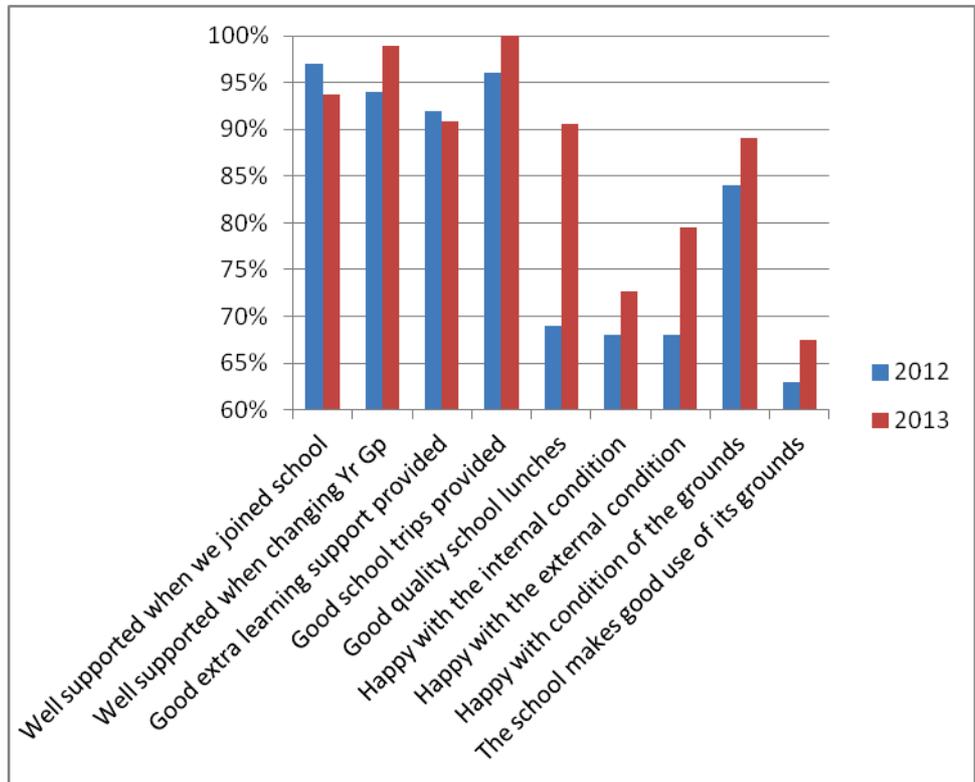




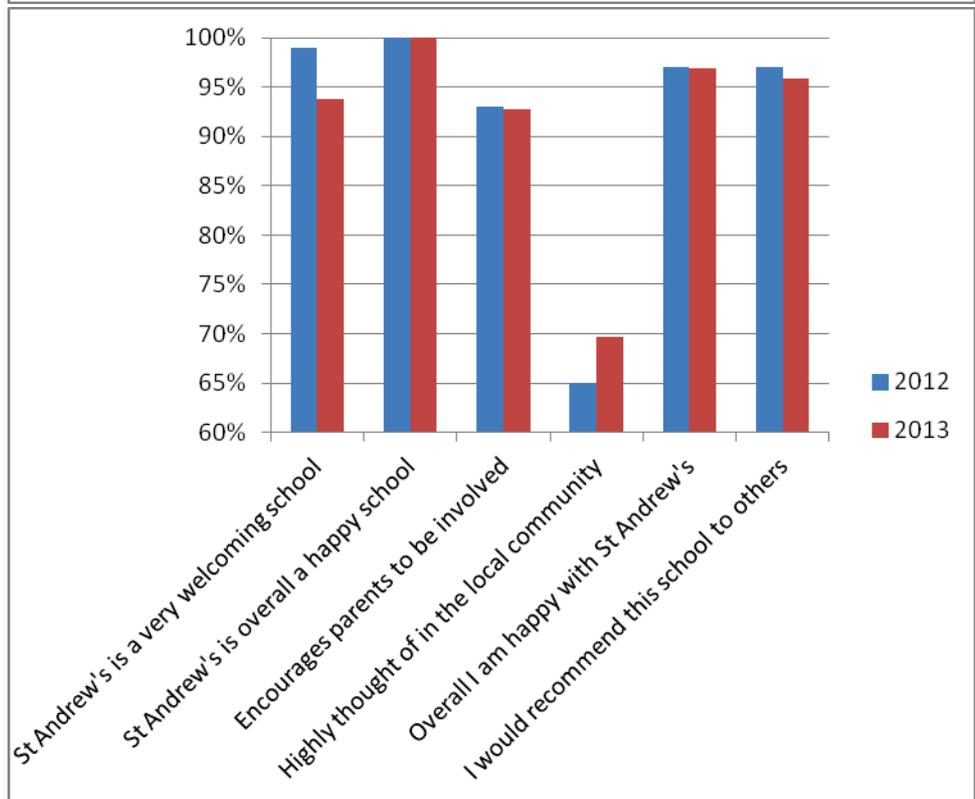
St Andrew's C of E Primary School, Cobham

Comparison of 2012 and 2013 Questionnaire

School Provision



St Andrew's Overall



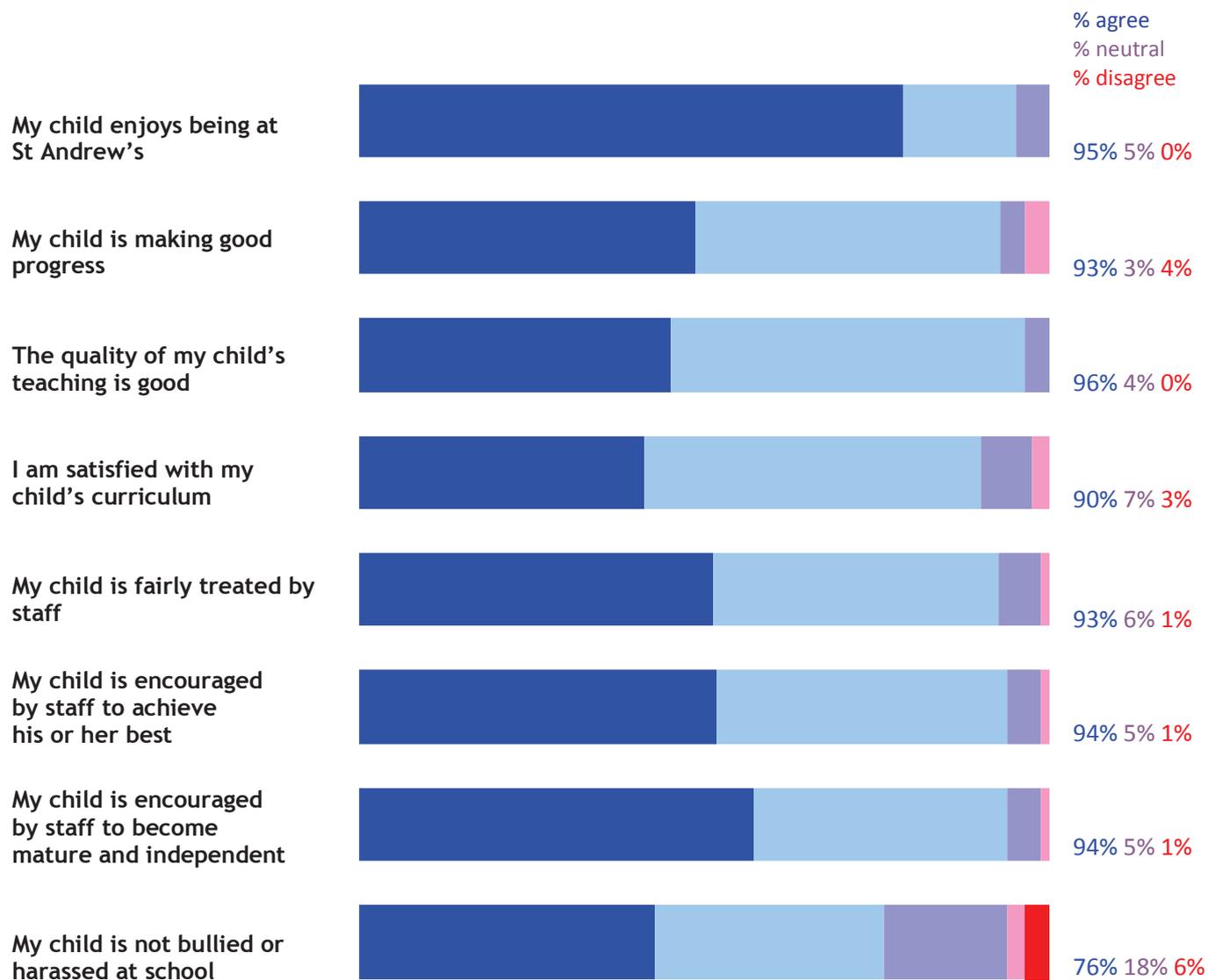


St Andrew's C of E Primary School, Cobham

Comparison of 2012 and 2013 Questionnaire

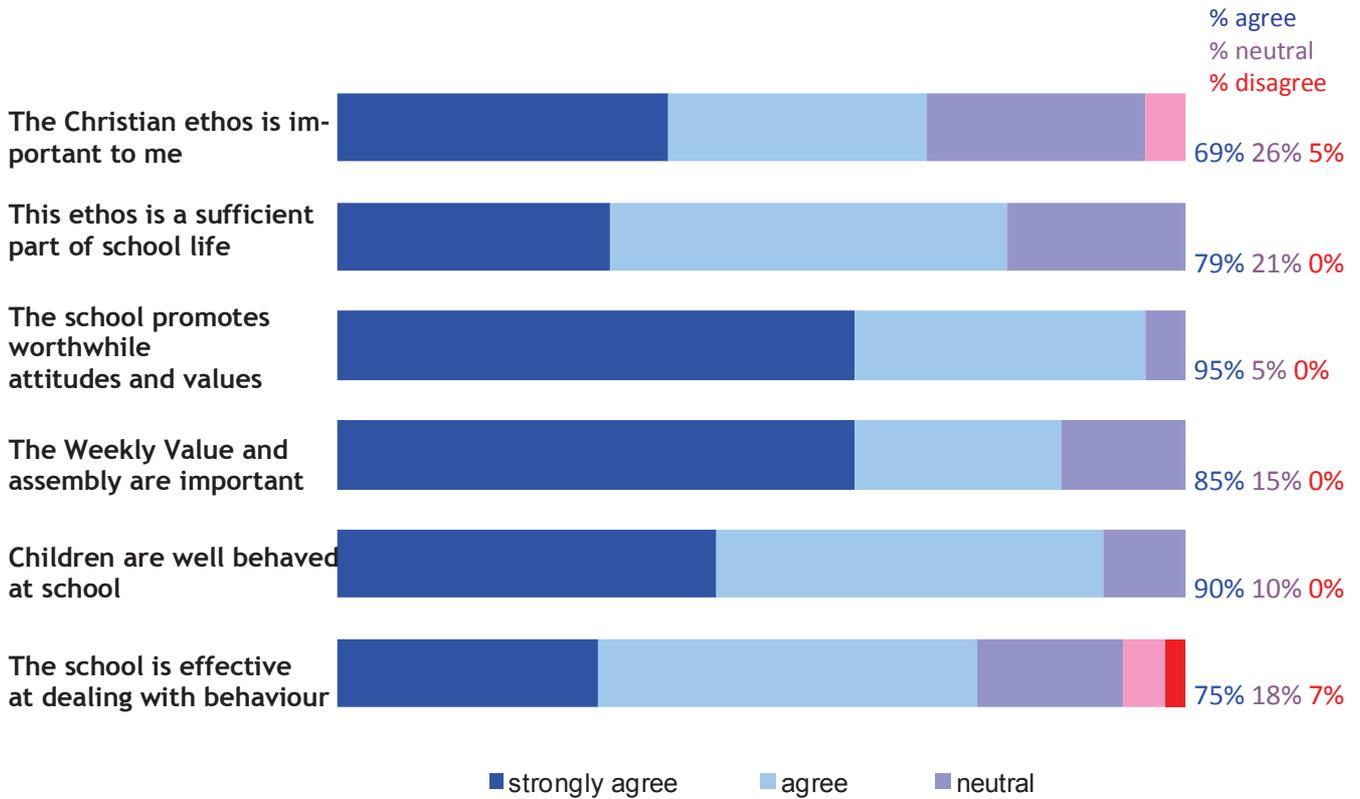
Responses ranked by % agreement	2013	2012
My child enjoys being at St Andrew's	100%	100%
The quality of my child's teaching is good	100%	99%
The Christian ethos is sufficient	100%	99%
Worthwhile attitudes and values	100%	100%
Weekly value and assembly are important	100%	(N/A)
Children are well behaved at school	100%	94%
Well managed by HT/Leadership Team	100%	88%
Good school trips provided	100%	96%
St Andrew's is overall a happy school	100%	100%
My child is encouraged to achieve their best	99%	99%
Is encouraged to become independent/mature	99%	98%
My child is treated fairly by staff	99%	99%
Well supported when changing Yr Gp	99%	94%
Getting better at seeking parents' views	99%	85%
My child is making good progress	97%	97%
Overall I am happy with St Andrew's	97%	97%
I am satisfied with my child's curriculum	97%	94%
I am comfortable approaching the school	97%	97%
The school has an effective governing body	96%	83%
I would recommend this school to others	96%	97%
Good opportunities to discuss progress	95%	85%
I am happy with the overall communications	95%	87%
St Andrew's is a very welcoming school	94%	99%
Well supported when we joined school	94%	97%
Christian ethos is important to me	93%	77%
Encourages parents to be involved	93%	93%
My child is not bullied or harassed at school	93%	90%
Effective at dealing with behaviour	91%	82%
Good extra learning support provided	91%	92%
Good quality school lunches	91%	69%
I'm well informed re progress	90%	87%
Happy with condition of the grounds	89%	84%
School is good at seeking views of parents	88%	77%
Good at acting on parents' suggestions	87%	82%
Happy with the external condition	80%	68%
I understand the role of the school governors	79%	69%
Happy with the internal condition	73%	68%
Highly thought of in the local community	70%	65%
The school makes good use of its grounds	68%	63%

About Your Child



■ strongly agree
 ■ agree
 ■ neutral
 ■ disagree
 ■ strongly disagree

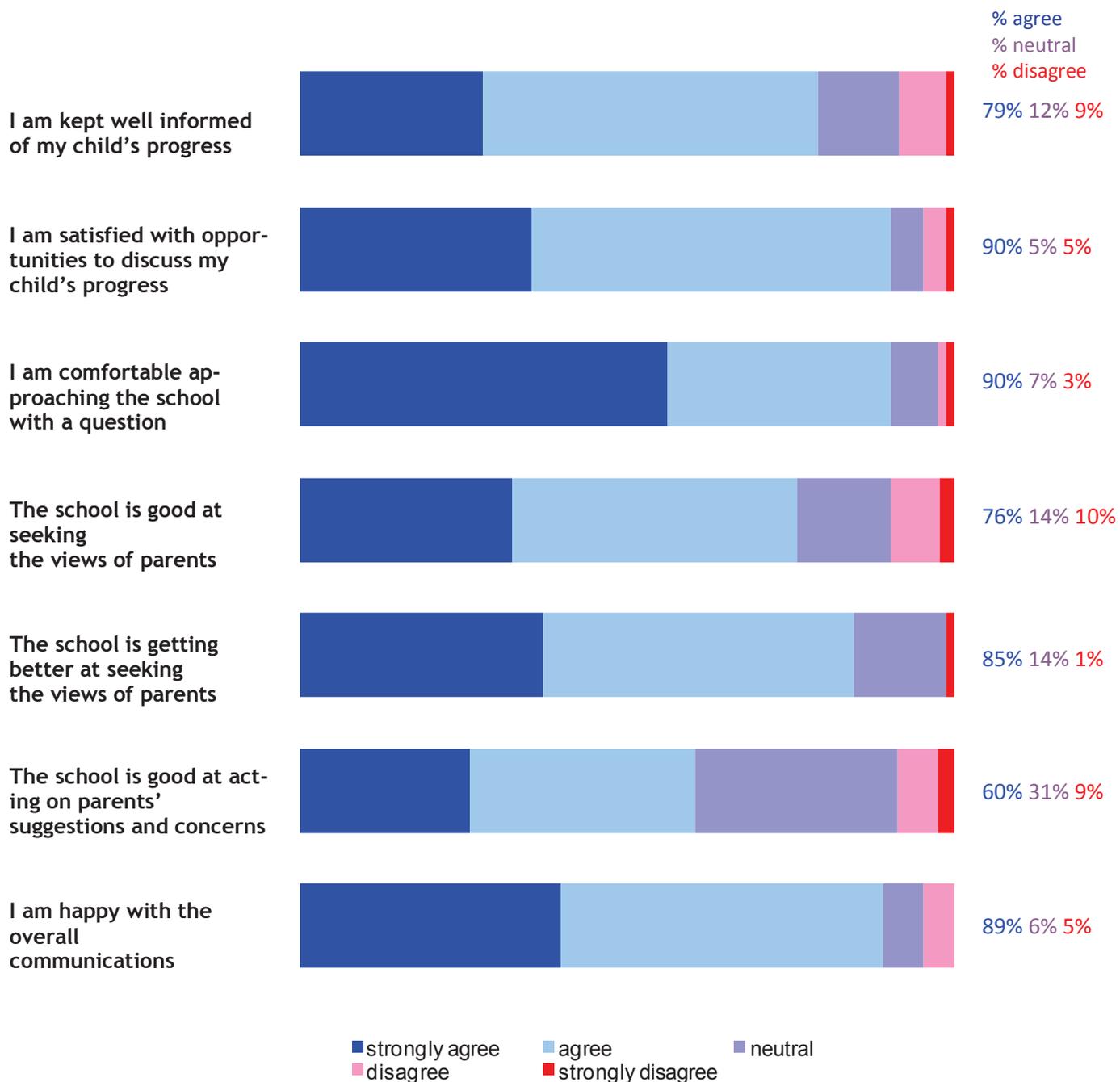
Ethos and Attitudes



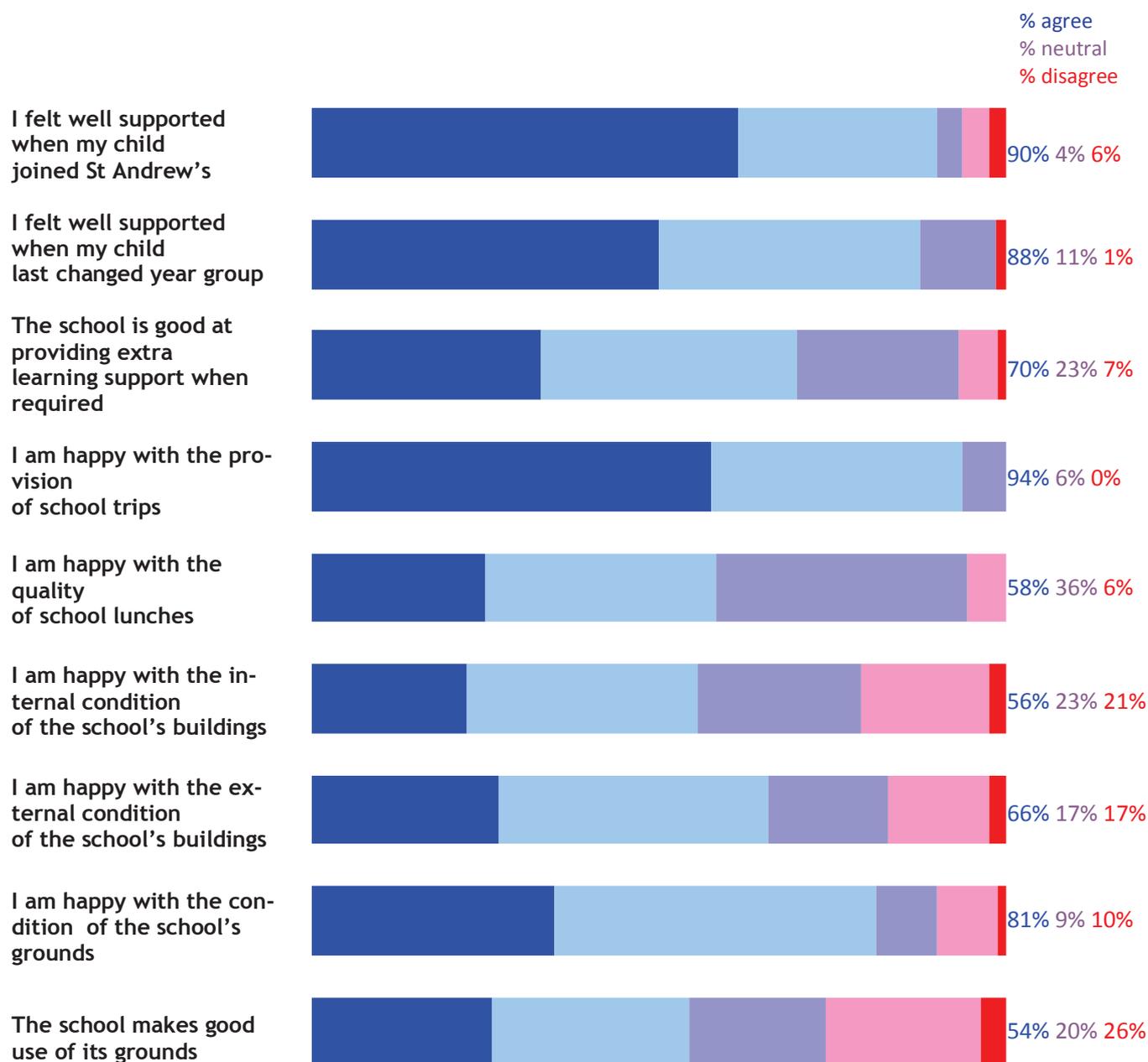
School Leadership



Communications



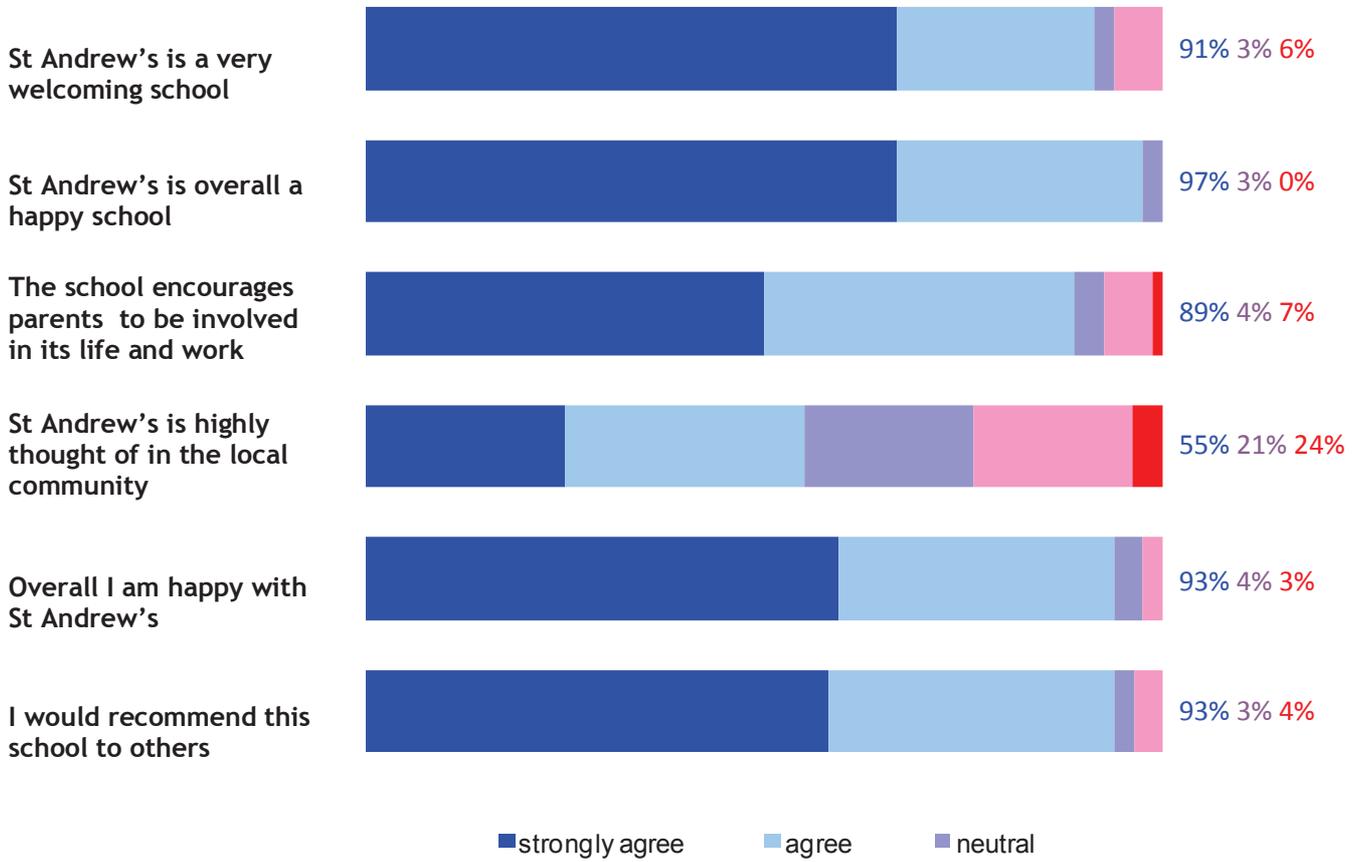
School Provision



■ strongly agree
 ■ agree
 ■ neutral
 ■ disagree
 ■ strongly disagree

St Andrew's Overall

% agree
% neutral
% disagree



Comments on 'what we do well'

There were very many positive comments on all aspects of school life, some given below, around the following key themes:

ATMOSPHERE and ETHOS

A large number of encouraging comments were made about the atmosphere at St Andrew's, seen as a real strength by many.

We love this school and are so pleased our children are here...ethos, care and standard of education could not be bettered

The children are very well behaved when moving around the school and when on school trips

I have a very happy child who loves coming to school...

The school provides a happy environment for learning and teachers have a positive and proactive way of managing any issues.

Weekly assembly and value helps to promote a caring, thoughtful and kind behaviour throughout the children.

I'm very happy that I chose St Andrew's School ... It is a very motivating, friendly and pleasant environment and my child is making good progress.

STAFF

Commitment is amazing - dedication and enthusiasm is much appreciated

Teachers are supportive of parents helping their children at home

Staff work extremely hard for the benefit of the children

Friendly, caring, committed staff who know the children well

The teaching staff are amazing and a real credit to the school

ACADEMIC & CURRICULUM

The breadth and depth of the curriculum is appreciated:

Stimulating, relevant curriculum, well supported by trips and visitors

I am very happy with the progress of my child's development...she is doing well in all subjects

RWI is a very strong programme

Looking forward to Activity Hour - a great initiative!!

PUPIL SUPPORT

Parents told us they are pleased with the impact of our support:

St Andrew's gives the children a good sense of independence

Identification of need for extra literacy and numeracy support and prompt implementation of support with no negative association as far as child is concerned

My child's first year of school has been an exceptional experience for him.

We were superbly supported when we joined and that has continued throughout the year on an academic and pastoral level.

Further Comments on 'what we do well'

COMMUNICATIONS

With suggestions for further changes, this area is clearly one that parents have noticed several improvements in the past year:

*Communication has improved enormously
Communication from school to home is great
Great communication through weekly newsletters
Curriculum evenings with class teachers - detailed
Consultations - teachers very much on top of things
Impressed with the Annual record of achievement
Scheduling meetings for evenings - a huge step forward
We felt very included in all that has happened over the year
I feel that the school is very approachable if I have any concerns -
I would definitely recommend the school if they are considering
their child going to St Andrew's*

RECEPTION & OTHER INDUCTION

*My children were made to feel very welcome when they started
Induction into school life is excellent!
My child has had an excellent first year at St Andrew's - excellent
induction, great pastoral care, good (standard of) teaching
My son has had such a fun and happy start to his school life
Thank you to Mrs Slade and the Reception Staff for teaching our
daughter so well and encouraging her for school and learning*

SHOWS and EVENTS

Our productions continue to impress as does our provision of 'extras':

*Open Afternoons - amazing 'Tudor Assembly' - a joy to watch
Productions are fantastic!
Musical productions are of a high standard and memorable...look
forward to them every year
Annual events such as Easter Service, Carols by Candlelight, KS1
Christmas Production, Walton Firs, Bedtime stories...
Loved the Sayers Croft trip and the trip to British Wildlife Centre
Very pleased with end of term activities - Walton Firs etc. Very
well organised in the (extremely) hot weather*

BUILDINGS ETC

Before the summer holiday improvements, some parents were optimistic!

*Old and tired, though improving; Great facilities
Encouraging to see some improvements to the school buildings
and grounds...*

Comments on ‘what we could do better’

Several constructive comments were made on a range of issues:

DECORATION AND MAINTENANCE

There were several comments on the physical appearance of the school, and on the large areas of standing water that make access to playgrounds difficult. The major issue in this area relates to the condition of the KS2 toilets/changing rooms.

What we have done/plan to do:

- The ‘2013 Project’ led to a number of improvements to the premises, with the entrance area, hall and office spaces all markedly improved. The outdoor environment has also been enhanced through funding from Cargill, and other projects. The plan for redecoration of the rest of the school will be produced in the first half of the Summer Term.
- The toilets have all been re-decorated and are much improved.
- Drainage remains a problem. Repeated efforts to unblock drains have led to temporary solutions. After the current spate of persistent and heavy rain, other solutions are currently being explored by the Governors’ Physical Resources Group.

SITE SECURITY

The main concern for some parents is the open main gate during the day time.

What we have done/plan to do:

- A Governors’ Working Group has taken this issue very seriously, determined to bolster security in a practical way to the satisfaction of parents and site users. The plan will be shared by Easter 2014. The busy nature of our site, shared with nurseries and SRA, complicates the management of a secure system. However, we all share the same resolve to create a site that does not provide easy access during the day, one that also feels safe to all our pupils, parents and staff.

PROFILE RAISING

Many parents are frustrated at the school’s reputation and the need for a positive message to be broadcast *“for the wider community to see all the great work St Andrew’s provides for a great education for our children.”*

Parents parking inappropriately outside the school/smoking near to the school drew comments in terms of the impression given to residents and visitors.

What we have done/plan to do:

- Recent actions include the production of the publicity film, *“This is the Place,”* and the new prospectus, courtesy of the Governors’ Marketing Group. The premises improvements and introduction of the *Activity Hour* have helped to raise the profile through recent press releases and the planned ‘Launch Party’ in March ’14.
- Efforts to encourage parents/carers not to smoke near the school have begun in earnest, with support from the vast majority of parents.

SPORT/SWIMMING

Comments from 6 parents expressed a desire for more sport in general, greater opportunities for competitive sport and further use of the Swimming Pool (including a request for fund-raising for a pool cover).

What we have done/plan to do:

- The introduction of the Activity Hour has increased sports opportunities for all as well as improved the use of our grounds. The Leadership Team is committed to improving our record in inter-school competitions. We were all delighted with the victory at the recent athletics field event competition, determined that our pupils will build on that success through additional sports coaching particularly linked to events at which St Andrew's participates.
- The Pool Cover is 'on hold' at present - we would very much like to have the option of all year round swimming some time—but improvements planned include provision of changing huts at pool-side this summer.

COMMUNICATION

One parent suggested the website be used to inform parents of late changes to clubs, activities etc. A drop-in box was also suggested to enable parents to leave messages in the entrance area. One parent expressed difficulty in approaching members of staff; another said that office staff need more support at busy times.

What we have done/plan to do:

- We are particularly aware of the need to communicate well and to welcome questions and feedback from parents. Difficulties with late cancellations of sports clubs led us to switch to new providers for these activities—this followed many comments from parents.
- We encourage maximum use of ParentMail, the most effective way for us to communicate both regular and urgent messages, the latter by text. Approx 66% of parents use ParentMail at present; we would like to increase that to 100%!
- The website is under review at present. Its daily management is planned to develop the capacity to respond quickly to 'late news' as well as updating its effective pages more frequently. Many parents are now following the school on Twitter. Follow us on [@standrewscobham](https://twitter.com/standrewscobham) to view comments on pupil/class/school activities and on local/national issues of interest to us as a school.

FEEDBACK ON PUPIL PROGRESS

A few parents have requested more information: on Reports, the National Curriculum levels, and occasionally, updates on reading/writing/maths groupings. The timing of consultations was felt to be too early in October for one parent.

What we have done/plan to do:

We now more routinely provide parents with the levels requested, sharing our targets openly. When pupils have a significant change of RWI group, parents are informed. The first consultation of the year was changed to November in 2013.

ACADEMIC

One parent expressed concern over Maths Makes Sense; (MMS) another requested more information about Read, Write Inc (RWI). A desire for a combined celebration of music event was expressed.

The school's Year 6 results, with relatively low Level 4s drew a comment from one parent.

What we have done/plan to do:

- We are confident that MMS is providing stretch and challenge to all our pupils, though we know that this was an issue on its introduction at St Andrew's. The topics and mathematical concepts that are taught in each year group through this approach are pitched at levels that will challenge our most able mathematicians.
- RWI continues to enable our young pupils quickly to gain confidence in the key areas of reading and writing. We provide a full introduction to this approach to all parents in Reception.
- The school was pleased with the results of most of its Year 6 pupils in May 2013, with excellent progress noted among the majority. The overall percentage was affected by a significant number of pupils new to the school and/or affected by serious personal circumstances. The Leadership Team, supported by the Governing Body, has introduced many measures over the past few years to strengthen all aspects of Teaching and Learning.

BEHAVIOUR

Six parents expressed concern about inconsistent management of behavioural issues.

What we have done/plan to do:

We have a very clear Behaviour Policy with straightforward rules and consequences. We endeavour to apply this consistently. We use Restorative Approaches to resolve minor playground issues, as this provides children with the vocabulary and reasoning to resolve conflict, a valuable tool for life.

Five parents were concerned about bullying. We take this issue extremely seriously. During the year, we held a whole school *Power of One* day, with all of our pupils sharing in assemblies that focused on the potential power of everyone to prevent bullying in responsible ways. This has proved to be effective in minimising the number of conflicts and providing children with strategies to manage situations.

We have a School Plan target of zero exclusions for this academic (2013-14) year, possible because we have strengthened our whole-staff approaches in this crucial area. Very many positive comments are made by visitors and members of public about our children's good behaviour. We are encouraged by that fact, but not complacent!