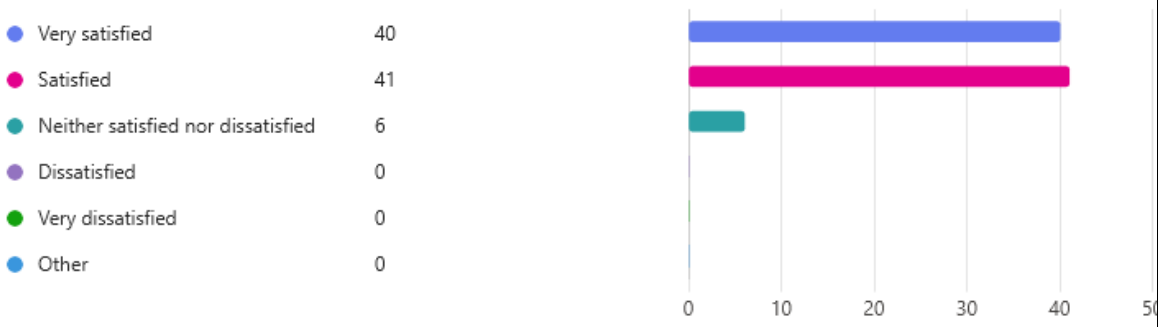
St. Andrew's CE Junior School Parent/Carer Survey

We recently asked parents to provide feedback on the school and have had 87 responses. This is more than twice the number who took part two years ago. Thank you to all who took the time to reply, your views are valuable, and we will take them into account as we plan for the future.

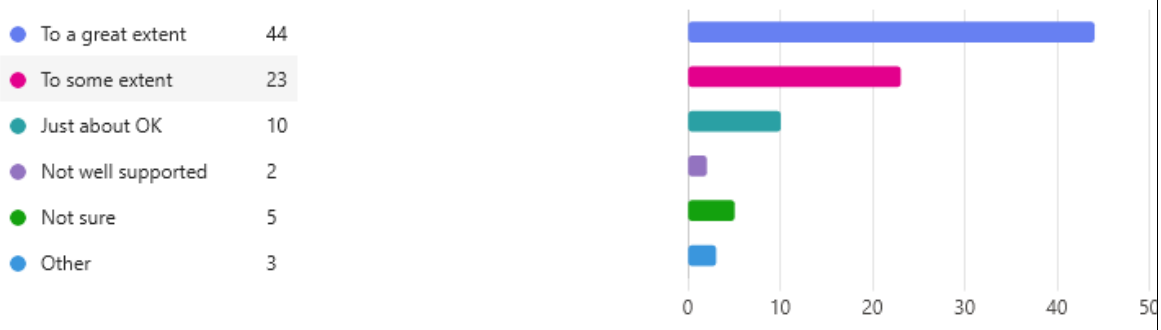
The results of the survey appear below, and there is a commentary at the end of this report. If you have any questions or wish to discuss anything with the governors, please get in touch with the school office.

The term parent is used throughout for brevity (i.e. in place of parent/carer).

1. What is your overall level of satisfaction with the school?
(If "Other" please give a brief statement)



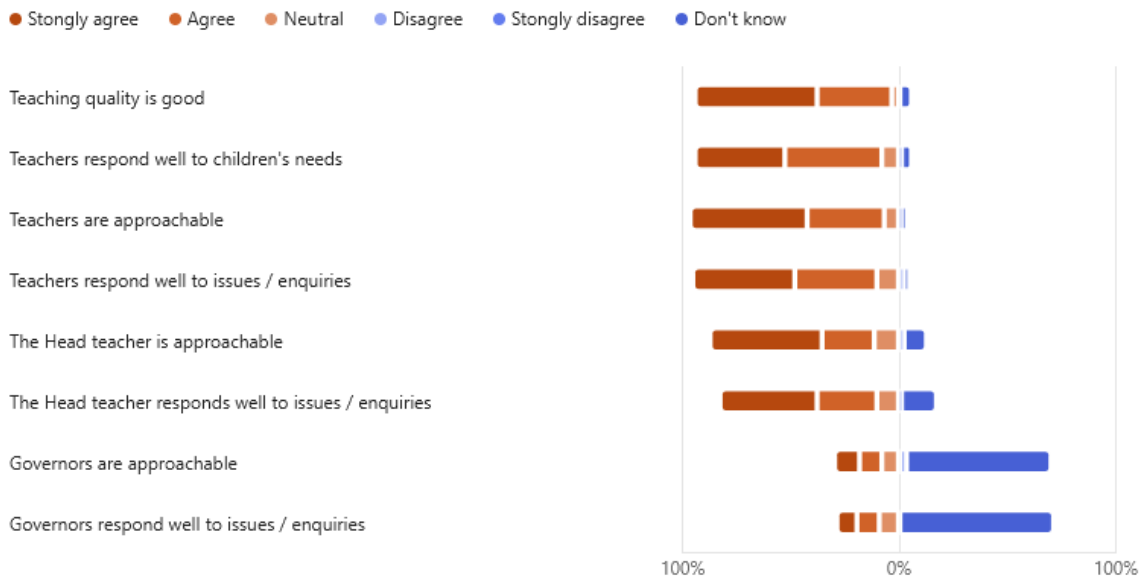
2. Do you feel your child receives the emotional/wellbeing support they need?
(If "Other" please give a brief statement)



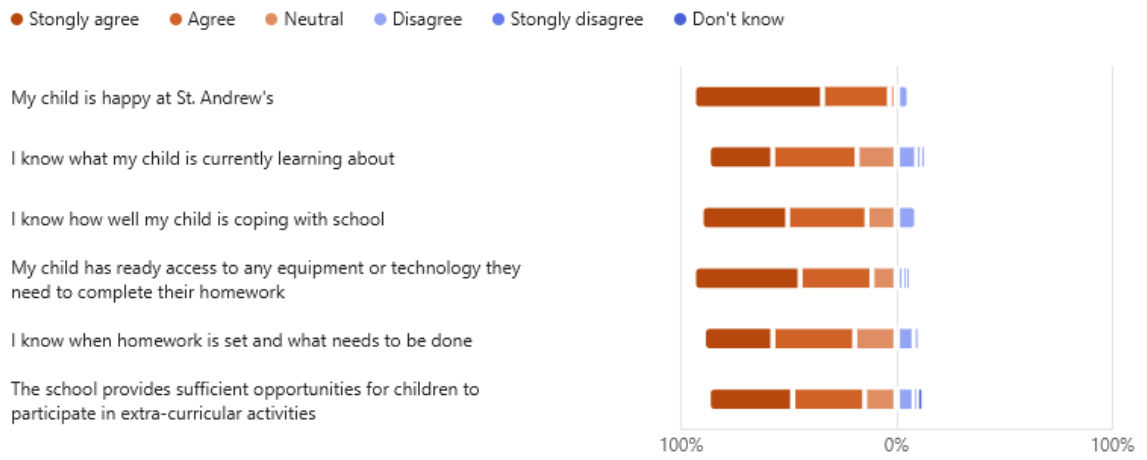
Other:

1. My daughter is very sensitive and does become easily emotional especially if others are not so kind to her or say something that upsets her so I do worry about her emotional wellbeing sometimes.
2. I don't fully understand the emotional support at school. It can be inconsistent and children who do attend sessions with Marie don't know when sessions are happening and they suddenly stop and the children don't know why. I'm unsure of the role or professional registration of the worker and sometimes just worry that we have no oversight or say in how/when these sessions take place.
3. Not had any experience of needing this.

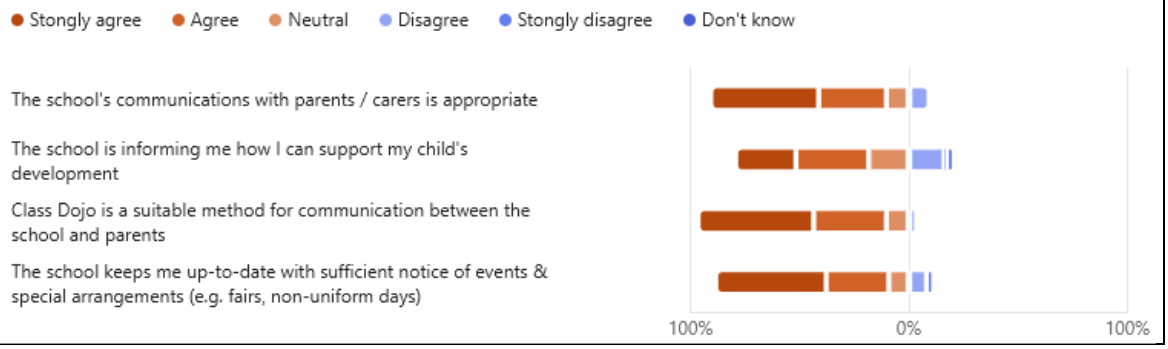
3. To what extent do you agree with the following statements about our staff?



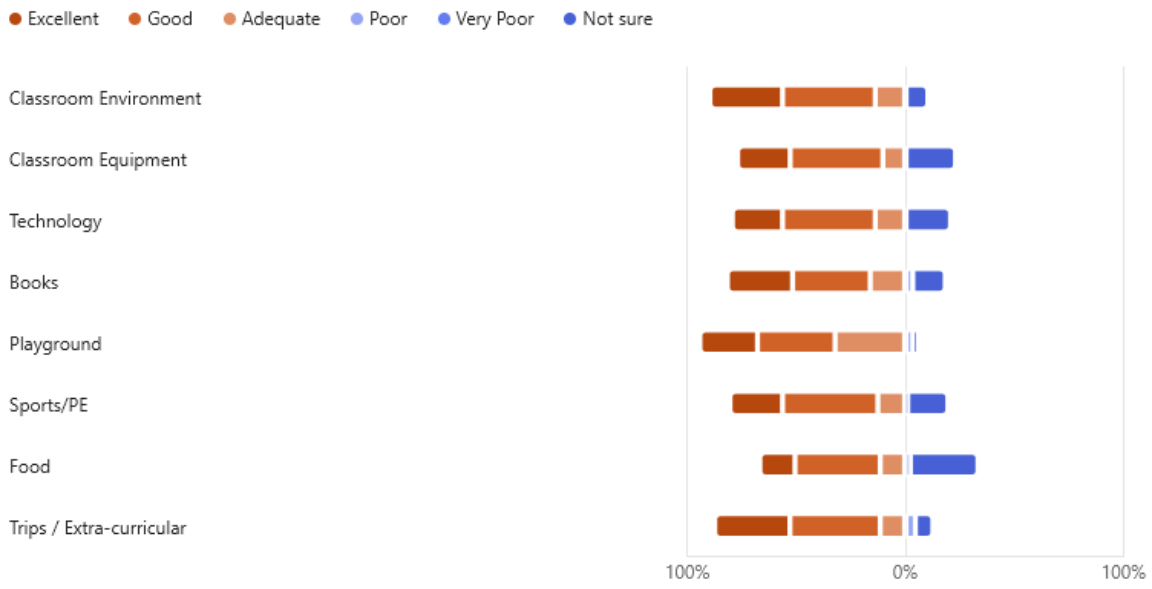
4. To what extent do you agree with the following statements about our school?



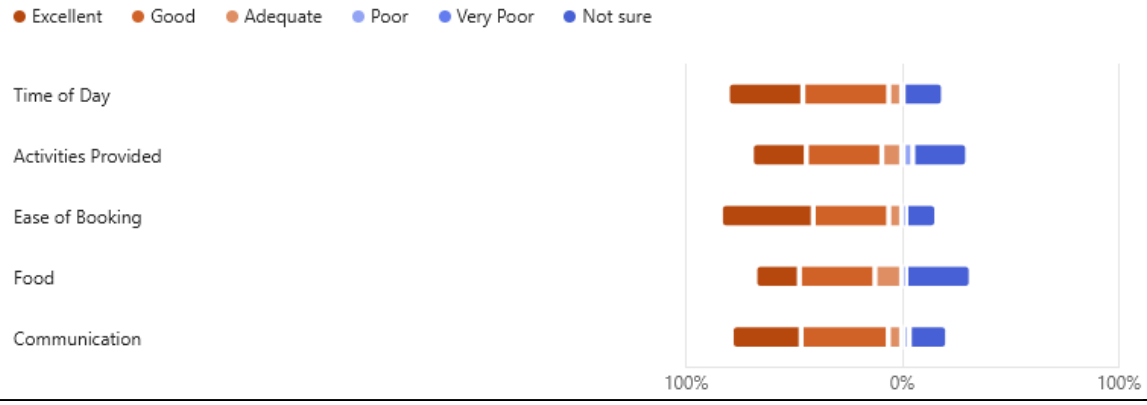
5. To what extent do you agree with the following statements about our communications?



6. Do you think that the school provides a good environment? Please rate each of the following



7. If you take advantage of our breakfast and/or after school clubs, please rate each of the following:



8. Is there anything else you would like to add?

1. Teaching and communication are variable. Some teachers are excellent but others are weaker and seem to struggle with large class sizes. Focus on SEND and inclusion is great but I feel students who don't need this are left behind in terms of the teaching they get. My child is not stretched sufficiently.
2. My children have never been happier since starting at St Andrews school thank you very much for helping them settle in so well
3. The answers I've put not sure to are not dig at the school, they are merely that I haven't accessed the points you're enquiring about!
4. Overall my daughter is very happy here so therefore I'm happy.
5. Some Dojo notices are posted too late, especially for children attending breakfast club. I don't feel I know a lot regarding what my child is doing, progress or what extra-curricular activities/after school clubs there are. There are no updates on spelling tests. I feel home time could be better organised as I feel anyone could walk away with any child in the playground at pick up time.
6. Nothing but good things to say about this school and the staff. My child struggled with the transition to juniors from infants however has really thrived from Year 4 onwards. My child's teachers have been so lovely and caring. I love the opportunities for parents to go

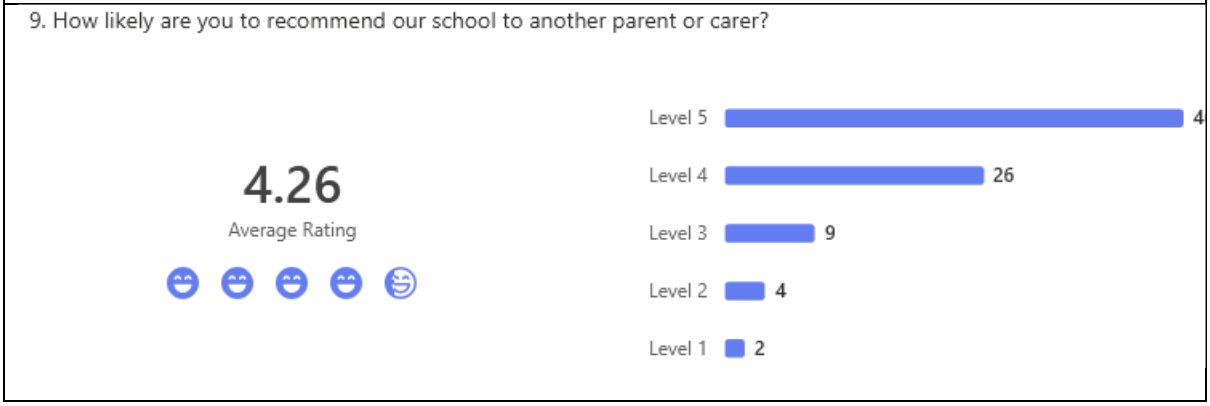
into school such as class cafe, coffee mornings, music shows, sports days etc. Any issues my child has had, have been dealt with very quickly and with lots of care.

7. I would like an additional parents' evening later in the year to get an update on my child's progress as the one at the start of the year just focuses on how they are settling in to the new class.
8. All in all the school is excellent. I've answered neutral on extra-curricular activities as although there are some, there doesn't seem to be as many after school clubs as other schools e.g. drama club etc. but I also understand it's difficult with staffing issues and potentially appetite. For books I've put good. My son has been reading above the level the school provides for over a year and the books he brings home now aren't challenging and the subjects are boring for him. I know that's an isolated thing and of course we read with him ourselves with books that are challenging his vocabulary and comprehension in subjects that he enjoys to keep him interested. I wanted to highlight how brilliant the communication is. Utilising a single platform is something I wish more schools would do. For my other children at high school, I have 4 apps for different communication they send out and that's all at one school! I also wanted to highlight it as I think you may end up getting negative scores here based on the chat I see in class parent WhatsApp groups but on every instance it's that either the parent hasn't checked or refuses to install the app. The meals you provide are excellent, XXXXXX is always happy with his meals and the menus always look amazing!
9. My child is very happy at the school, but I think that is partly because of how much they put into it. If they were struggling, or didn't talk to us, I'm not sure if I'd have the same opinion. The communication on Dojo could be more helpful - things are often mentioned far too close to the event itself. I will say the teachers themselves that we've had have been fantastic.
10. Communication could be better for important or sensitive topics. Perhaps more notice of events (like a week before, rather than just day before) Generally my children aren't fans of the food.
11. As mentioned previously (Q2 – Other) I do worry about my daughter especially in relation to her emotional wellbeing. I am very happy with the school but I do constantly worry about others being mean to my daughter as she is quite sensitive and can easily become overwhelmed.
12. The school was sold on lots of opportunities for extra curriculum activities, that seems to be non existent or one every couple of years. Also no reading at school seems to be a thing this year?
13. Keep doing what you're doing, the School is amazing. As parents we couldn't ask for a better school for our child.
14. The head teacher is very approachable and has genuine passion. Some staff are more keen and enthusiastic than others. There are a lot of children with a high level of either emotional or behavioural needs in the school. Children who aren't in this category can often get left behind and don't get stretched to achieve to their potential. The focus is on bringing the less able children to the required standard.
15. My child is extremely happy at St Andrews. Any issues she has had have been dealt with or addressed immediately. Mr Hinett and Mrs Cornwall are particularly approachable and genuinely caring. It's a shame that the books on offer are in such bad condition but I'm sure this is not the fault of the school but rather the lack of funding. MACAWS is a wonderful part of the school as is the garden. The break and lunch time clubs offer a welcome structure to free time. It's a shame that the older classrooms are in need of some TLC but again this must be due to a lack of funding.
16. Communication - generally good, however I do not see notifications about bringing cakes in until it's too late to arrange. Also the changing of dates but not telling parents it's

changed. For example the harvest ceremony has been changed but unless you spot the change in the newsletter you wouldn't know. Also certain sporting events after school seem to be hand picked and not open to the whole school. More after school sports activities would be great

17. - packed lunches have to sit separate
    - child states can't eat packed lunch inside as have to wait for yr 5&6 to finish and for space in the hall. My child eats lunch on a park bench in the playground.
18. My daughter transferred from another school to St. Andrew's and the staff have been incredibly supportive in making her feel as comfortable and welcomed as possible. She has thrived since the move in self confidence.
19. St Andrew's is a wonderful school. Both my children are thriving and the standard of education is high. Teaching staff are approachable and always willing to help with any enquiries I have.
20. Dojo is fine but I can't have notifications on at work (too many, very distracting), in which case its quite easy to miss important messages as things just drop down the feed. If events that parents can participate in are already in the school diary, I wish the dates and times were communicated to parents earlier. I'm talking a couple of weeks' notice here, not a couple of days. as parents with jobs have to rearrange work diaries to be able to attend. (I do realise it's not always possible to do this, but it's very frustrating when it seems to happen a lot)
21. There is are many unnecessary things put on Class Dojo which makes it hard finding the relevant information
22. My daughter has always/and continues to be extremely happy at St Andrew's. She's is progressing so well and always speaks positively about the teachers, Mrs Cornwall and support staff. She enjoys her time in after school & breakfast clubs as well as engaging with extra-curricular activities and I have nothing but praise for all the schools staff - thank you for all your care and support.
23. No
24. I feel the current y6 group is super big and the classrooms can't actually cope with the size of the class so children are feeling penned in. I feel due to the size things that the school would normally be on is being missed within friendship groups and I feel this isn't down to teaching but down to the year group being so big. I feel you don't get a personal note on how teachers know your children due to the size.
25. I can't answer most of these questions because we aren't invited into school or have anything to do with it bar drop off and pick up. I feel very remote from the school which I didn't at the infant school. I also don't believe kids should be encouraged to use tablets and phones for homework, especially when there is so much risk with the online world. I find ringing from the gate to pick my daughter up from after school odd and segregating. I have found the communication poor so far. I've no idea what activities she is doing at school or after school club. Our daughter is happy, which I'm grateful for. But as a parent I feel very remote
26. I don't think there are enough things in place for a mentally unwell child and a child with neurodivergent challenges. There isn't enough support or understanding.
27. Teachers are very often late sending the children out at the end of the day, which is frustrating. I wish there was more than 1 parents evening a year, we have no idea on our children's progression (after the parents evening in October) until the report at the end of the year. Also better measurements in place for those on pack lunches, more places for them to eat when it's raining/cold outside. Overall I'm happy with the school.
28. Handover from afterschool club is non-existent. Their 'consequences' and punishment is not fair and used for all children for the little things.

29. Although I think Dojo is a good way of communicating, sometimes the amount of information put on there (especially when you have two children at different schools) is a lot to manage. The calendar dates to note on the newsletter seem to change without any warning - particularly the harvest festival, there was no other information about the date change given and things like that can be easily missed once you have made a note of the date. It would be nice to be informed of extra-curricular activities that the children are able to attend. The dance club and lunch time clubs are very much enjoyed. It's not that I don't agree with some of the questions above but it's very hard to pass judgment on things that I do not know about. Lastly, I will mention this at parents evening tonight but a lot of the passwords / log in details for all the homework either don't work or are incorrect, it's very difficult to catch a teacher in the playground in the morning as generally lots of parents want to speak to them and it's difficult to wait when you have other children to get to school. I have messaged on Dojo but don't always get a reply. I do realise now that the lack of response on Dojo is possibly down to teacher illness but I didn't know about this until yesterday.
30. Some teachers are more engaged with pupils and parents, and are more willing to support in a pastoral manner than others
31. We moved our child from another school to this school and have been very happy



Governors' Commentary

87 responses represents a majority of parents, and whilst we must be cautious not to see these results as being 100% representative, this seems like a very a reasonable number of responses.

Numbering below refers to the question number in the charts above:

1. Level of satisfaction with the school

This is overwhelmingly positive with 93% very satisfied/satisfied and 6 people (7%) neutral. It's slightly less than the 2023 survey where 97% were very satisfied/satisfied.

2. Emotional/wellbeing support:

Two parents felt that their child was not well supported (the same number as in 2023). A further 10 felt it is just about OK. As a school we strive to do our very best for all the children, with emotional support being one of the major things we aspire to provide. So whilst the vast majority feel that this aspect is good (87%, compared with 89% in 2023) we are concerned that this has not been the case in a minority of cases. We constantly review this aspect of the school at governor level, and strongly encourage parents to feedback directly to the headteacher if they have concerns. The feedback about Ms Stafford (Marie) will be taken on board, but we can reassure the parent concerned that she has more than adequate training and qualifications.

3. Staff and Governors

Staff

The four questions about teaching staff show very similar results with strong majorities rating them as strongly agree/agree 91% (teaching quality), 86% (respond well to children), 92% (approachable) and 85% (response to enquiries). One parent felt that teachers are not approachable and another that teachers don't respond well to children's needs. The same two parents also felt that teachers don't respond well to enquiries. Thus, there is a small level of concern that we need to address (similar to the 2023 survey). As noted above, please do contact the headteacher if you have concerns about teachers.

The headteacher's approachability and responsiveness is rated at 76% and 85% - high ratings, indicating a general feeling that the headteacher is easy to contact and responds well. A minority of parents were neutral (12% and 10%). One parent disagreed on both counts and one other on approachability. We take all parents' comments very seriously, and if you ever have any issues with the headteacher, you can contact the Chair of Governors (confidentially, via the school office).

Governors

In terms of Governors, a significant number of parents don't know how approachable (67%) or responsive (71%) we are (presumably because they have never tried to contact a governor?) If we exclude the don't knows, then of those who do know 76% think we are approachable and 68% think we respond well, with neutral scores of 24% and 32% respectively. Three parents (10%) felt we are are not approachable. Perhaps parents feel this way because governors work very much in the background for the most part and are not in school on a daily basis – though you may see us at parents' evenings and school events at church, etc. I would like to emphasise that governors are always happy to speak to parents, and you can ask at the school office.

4. Statements about our school

Again, against a background of a majority of positive scores, small minorities disagree about some of the aspects listed:

- My child is happy at St. Andrew's (5 disagree, 6%);
- I know what my child is currently learning about (8 disagree, 9%);
- I know how well my child is coping with school (8 disagree, 9%);
- My child has ready access to any equipment or technology they need to complete their homework (3 disagree and 1 strongly, 4%);
- I know when homework is set and what needs to be done (7 disagree and 2 strongly, 10%);
- The school provides sufficient opportunities for children to participate in extra-curricular activities (7 disagree and 1 strongly, 9%).

Six of the parents rated disagree/strongly disagree for three or more of the above criteria.

Overall these results are similar to the 2023 survey.

This implies a potentially serious level of dissatisfaction among a small number of parents (less than 10%), and correlates with the scores for Q9 where 6 parents aren't very likely to recommend St. Andrew's. However, it is strangely at odds with the scores for overall satisfaction with the school (Q1) where no one rated themselves as being dissatisfied. We can only reiterate that you should approach the headteacher if you have concerns, and the Chair of Governors if you have done so and you feel they haven't been addressed. There is also a school complaints procedure posted on the website at https://primarysite-prod-sorted.s3.amazonaws.com/st-andrews-cofe-junior-

school/UploadedDocument/3e2b2f28-5ecc-4f85-b08d-686b5451a3d8/complaints-external-procedure-jan-2025.pdf.

5. Communications

The pattern of responses for communications is very similar to the previous item – the vast majority of parents agree or strongly agree with each criterion (between 80%-86% except for "The school is informing me how I can support my child's development" (61%, with 18% neutral and 17% disagreeing). For the other criteria there is a smaller minority who are neutral or don't agree. These are mostly the same parents who have the issues noted above.

Clearly there is enough concerning regarding "The school is informing me how I can support my child's development" for us to take this very seriously, and governors will be challenging the school in this respect so that we can better understand the issues and formulate a response.

6. School environment

There are concerns with the school's built environment – many of the buildings are old and in need of urgent repair. This is an issue we have escalated with the local authority, and continue to pressurise them for action, but which is otherwise out of our hands. However no one rated the classroom environment as poor or very poor, which is a relief.

The dark blue bars in the chart for Q6 all represent "not sure", which is not necessarily a negative result.

Most parents felt we are good or excellent (ranging from the high 50s percentages to the 70s) or at least adequate. There were some poor ratings (no very poor):

- Books – 3;
- Playground – 3;
- Sports/PE – 1;
- Food – 2;
- Trips / Extra-curricular – 4.

These are low-levels of dissatisfaction, and whilst we will not ignore them, the results show that the environment is generally fine as far as parents are concerned. The results are pretty similar to 2023.

7. Wraparound care

This was a new question for this survey, and we had fewer responses (63) reflecting the fact that not all of those who responded use this facility.

The dark blue bars again represent "not sure" and most parents rate the aspects of the service as excellent or good, though three felt activities provided were poor, two that communication is poor and one each poor for food and ease of booking. With the exception of one parent who rated two criteria as poor, all of these poor ratings are by different parents so there is no obvious pattern.

Overall satisfaction with wraparound service is high.

8. Individual comments

There are a number of useful items of feedback here.

The comment about having more than one parents' evening is valid, but we do actually have two per year already: we have a main one and then a less informal one later in the year where it's more of a drop in and parents are invited to come and speak with their child's teacher if they would like to. In addition we also have Class Cafes which give parents the chance to look at their child's books and

speak with the teacher too. It is not possible to tell from an anonymous survey, but maybe these comments came from parents of Year 3 pupils, who thus have not yet experienced the full cycle of meetings.

There does appear to be some dissatisfaction with the Class Dojo application, and we will certainly review it in the light of these comments.

Some of the comments might relate to Year 3 parents not knowing the school well enough yet, but it's not possible to know this for certain.

Conclusion

It is gratifying to note that the general level of satisfaction with the school is very high – in every question the response is overwhelmingly positive (i.e. very satisfied/satisfied, strongly agree/agree or excellent/good). The results are broadly in line with the 2023 survey.

However, there are some areas that we need to look at for improvement based on these results, as noted above. One parent/carer consistently scored us as poor across most of the questions, though their overall level of satisfaction (question 1) was "satisfied" – because the survey is anonymous, we can't contact you to discuss your issues, but would like to encourage you to get in touch if you haven't already. Remember that if you feel an issue or concern has not been dealt with well enough by the headteacher, you can appeal to the governors via the school's complaints procedure which can be found on the website as noted above.

We will re-run the survey again in future to build up a picture of parent views over time.

Bruce Levitan (Chair of Governors) on behalf of St. Andrew's CE Junior School Governors, November 2025.