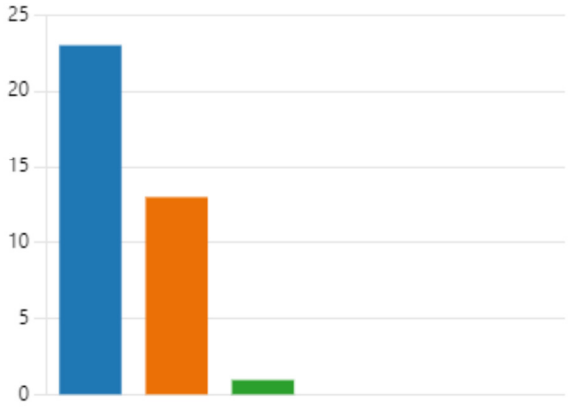
St. Andrew's CE Junior School Parent/Carer Survey

We recently asked parents to provide feedback on the school and have had 37 responses – thank you to al 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.

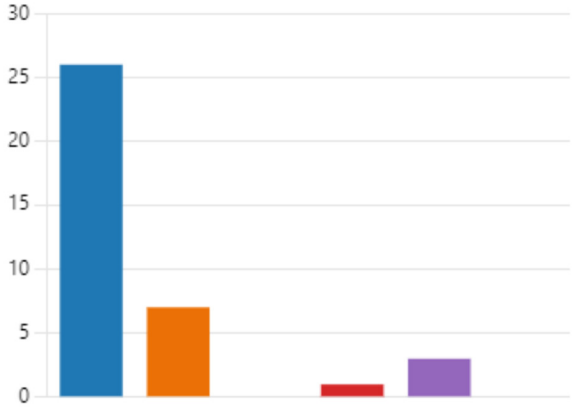
1. What is your overall level of satisfaction with the school?
(If "Other" please give a brief statement)

Very satisfied	23
Satisfied	13
Neither satisfied nor dissatisfied	1
Dissatisfied	0
Very dissatisfied	0
Other	0

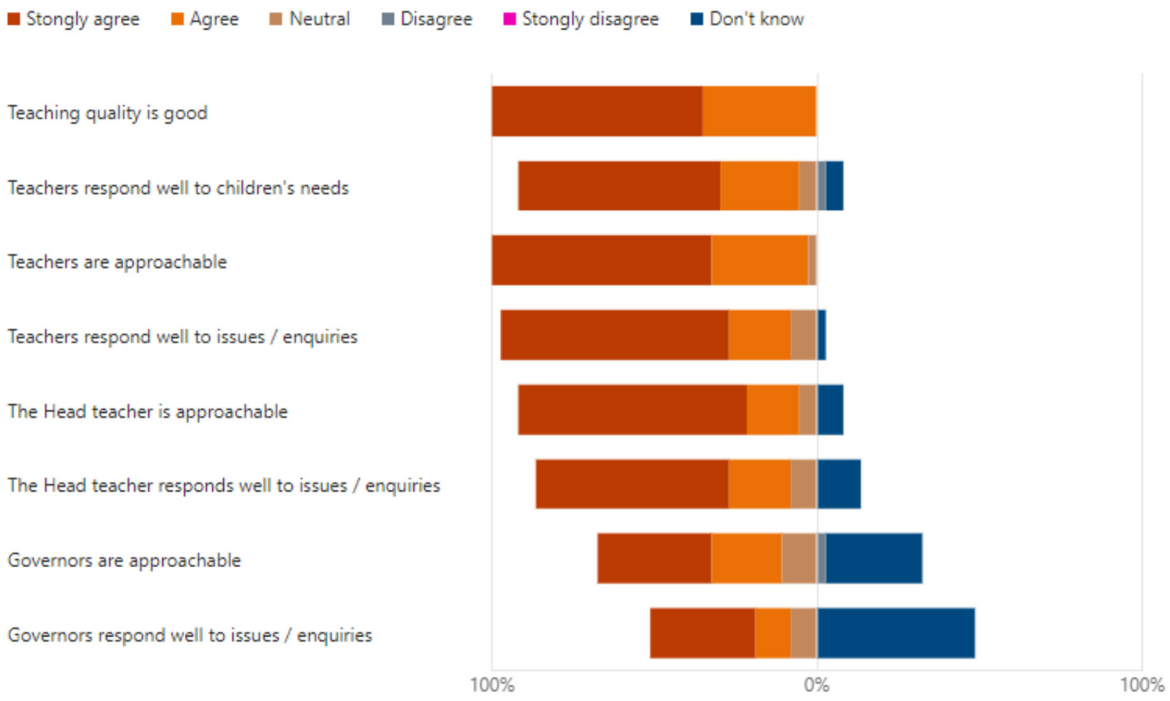


2. Do you feel your child receives the emotional/wellbeing support they need?
(If "Other" please give a brief statement)

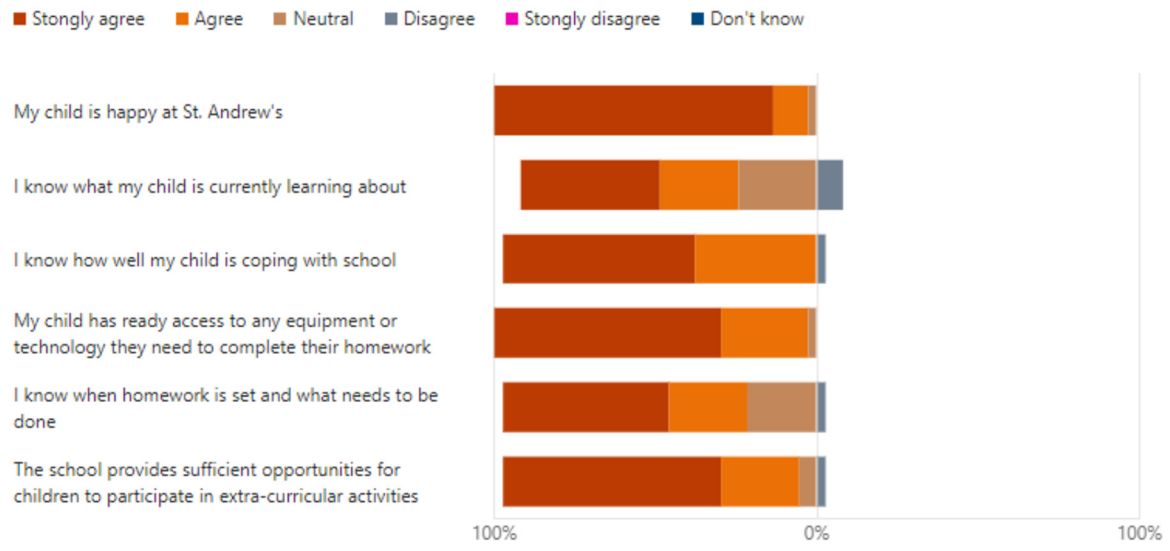
To a great extent	26
To some extent	7
Just about OK	0
Not well supported	1
Not sure	3
Other	0



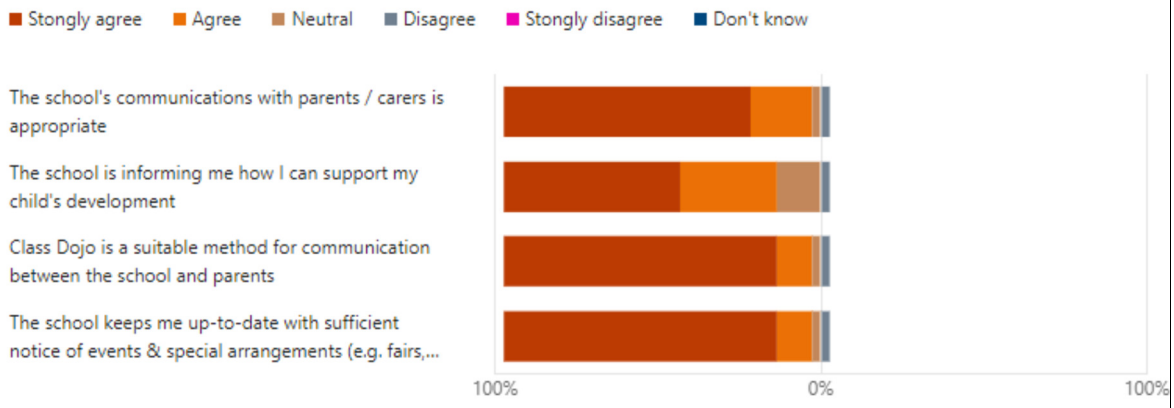
3. To what extent do you agree with the following statements about our staff?



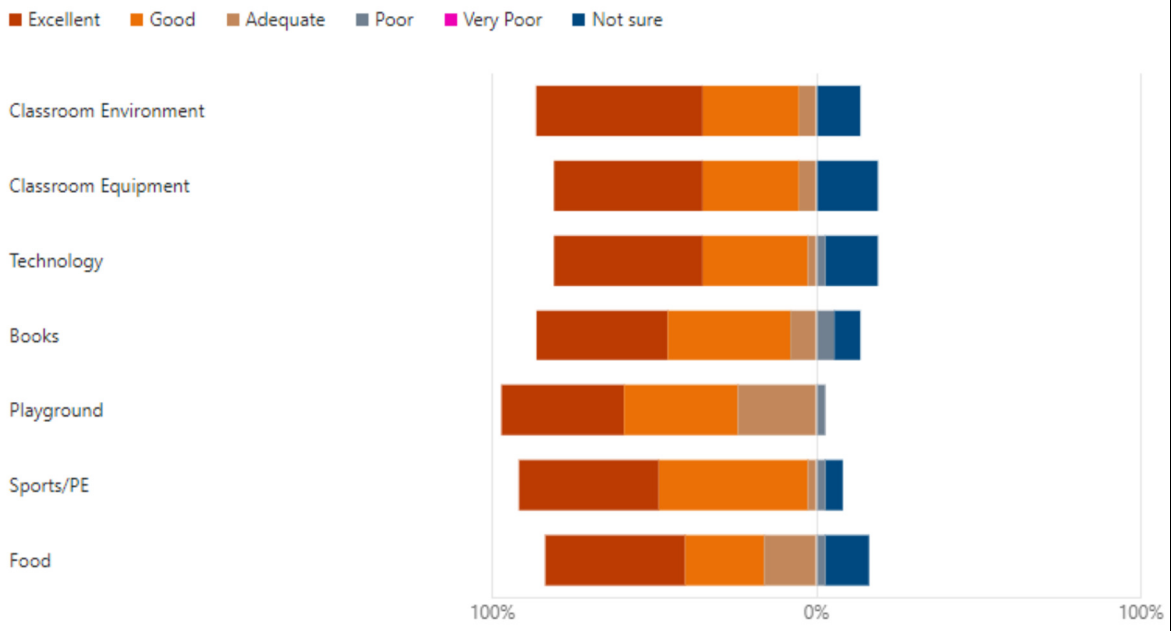
4. To what extent do you agree with the following statements about our school?



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. Is there anything else you would like to add?

1. As my child has only been at St Andrews since September there are some questions I can't fully answer as I haven't got direct experience yet.
2. Maybe being sent a dojo when homework is set. We rely on the information coming from the kids and they're not always remembering.
3. XXX is very happy at the school, the addition of a forward look timetable of events and activities in the newsletter has helped planning and preparation at home so XXX doesn't miss out due to our work commitments.
4. Happy child.
5. Absolutely wonderful school. My daughter is so happy at school, is progressing brilliantly. Hugh praise to XXX [teacher] for another wonderful year of his teaching.
6. My child struggled with the transition into year 3 last year and I don't think his teacher dealt with his needs very well. He would dread weekday mornings and would constantly feel sick and anxious about going to school. However since starting his new class in year 4 he is like a different child and loves going to school - I have nothing but positive things to say about his current teacher. One thing I noticed last year was we only had 1 parents evening in the October. I would have liked to have another one in the spring/summer to get an idea of how he had progressed.

7. A shame the school dinners aren't edible, my child loved them when Craig cooked. Free school meals but have to send packed lunches in so they eat
8. Both my children have enjoyed and thrived at St Andrews
9. The staff of St Andrews really do go the extra mile to ensure that every child is happy and feels safe within school. Both of my children have loved being here and have enjoyed learning as well as the enrichment opportunities they've been offered such as trips, extra curricula sessions, music and swimming lessons, enterprise days, community week…etc. It really is a very positive and nurturing environment, where children are recognised for their efforts and achievements.
10. I've never been in my child's classroom so can't comment on environment, books etc

Governors' Commentary

37 responses represents approximately 20% of parents/carers, and whilst we must be cautious not to see these results as being 100% representative, it is a reasonable number.

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

1. Level of satisfaction with the school

This is overwhelmingly positive with 97% very satisfied/satisfied and one person (3%) neutral.

2. Emotional/wellbeing support:

One respondent felt that their child was not well supported, and a different respondent left a comment that their child had not had a good experience in year 3 (question 7, number 6). 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 (89%) we are concerned that this has not been the case in a minority of cases.

3. Staff and Governors

Staff

One respondent felt that teachers do not respond well to children's needs, and two were neutral. So the majority are happy with this aspect (87%) there is a small level of concern that we need to address. In all other aspects everyone was positive about teachers and the headteacher, with a minority if neutral scores.

Governors

In terms of Governors, whilst the majority believe they are approachable, a significant number don't know (presumably because they have never tried), and one respondent felt they are not approachable. And in terms of how governors respond the proportion of don't knows rises to nearly half (49%). It is, perhaps, not surprising that respondents feel this way because governors work very much in the background for the most part – though you may see us at parents' evenings and school events at church, etc.

4. Statements about our school

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

- I know what my child is currently learning about (3 disagree, 8%);
- I know how well my child is coping with school (1 person disagrees, 3%);
- I know when homework is set and what needs to be done (1 person disagrees, 3%);

- The school provides sufficient opportunities for children to participate in extra-curricular activities (1 person disagrees, 3%).

The same person disagrees with the first, third and fourth aspects above, so this represents a parent/carer who clearly does not feel happy with the school.

5. Communications

The pattern of responses for communications is very similar to the previous item: there is one person who scored “disagree” across all four communications aspects, and this is the same person who has issue in question 4.

6. School environment

Likewise, the same person as noted about scored this question as either adequate, and poor in three cases (Technology, Sports and Food). Two other respondents felt that books are poor, and one of them also felt that the playground is poor. So, once again, the overall picture is that the majority are happy, but there is a small number of parents/carers who feel there are issues in some cases.

7. Individual comments

There are a number of useful items of feedback here – for example the suggestion that homework could be flagged on Class Dojo. We also note the feedback about the food (this is the same person who marked it as poor in question 6).

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 starting Class Cafes which will give parents the chance to look at their child's books and speak with the teacher too.

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).

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.

We will re-run the survey again towards the end of the academic year to see if there are any emerging patterns or trends, and we will keep you posted about next steps.

St. Andrew’s CE Junior School Governors, November 2023