



St Stephens Community Academy

Parental Satisfaction Survey – January 2018 /Analysis and Response

(Tallies to more than 56 as some parents have more than one child at the school)

| Spring Term 2018 | Strongly agree | Tend to agree | Tend to disagree | Strongly disagree | Not Applicable | Conclusion |
|--|----------------|----------------|------------------|-------------------|----------------|---------------------|
| 1. My child enjoys attending the academy. | 71% (40/56) | 27% (15/56) | 2% (1/56) | 0 | 0 | Vast Majority Agree |
| 2. My child is making good progress at the academy. | 79% (44/56) | 20% (11/56) | 0 | 2% (1/56) | 0 | Vast Majority Agree |
| 3. Behaviour in the academy is good. | 54% (30/56) | 36% (20/56) | 11% (6/56) | 0 | 0 | Tend to Agree |
| 4. My child gets the right amount of work at home to do. | 50% (28/56) | 20% (22/56) | 12% (6/56) | 0 | 0 | Tend to Agree |
| 5. The teaching is good. | 66% (37/56) | 30% (17/56) | 4% (2/56) | 0 | 0 | Vast Majority Agree |
| 6. I/we are comfortable about approaching the academy with questions or a problem. | 61% (34/56) | 34% (19/56) | 5% (3/56) | 0 | 0 | Vast Majority Agree |
| 7. The academy expects my child to work hard and achieve his or her best. | 71% (40/56) | 27% (15/56) | 2% (1/56) | 0 | 0 | Vast Majority Agree |
| 8. The academy works closely with parents. | 38% (21/56) | 46% (26/56) | 14% (8/56) | 2% (1/56) | 0 | Tend to Agree |
| 9. The academy is well led and managed. | 43% (24/56) | 41% (23/56) | 13% (7/56) | 4% (2/56) | 0 | Tend to Agree |
| 10. The academy is helping my child become mature and responsible. | 57% (32/56) | 39% (22/56) | 4% (2/56) | 0 | 0 | Vast Majority Agree |
| 11. The academy provides interesting activities outside of lessons. | 54% (30/56) | 43% (24/56) | 4% (2/56) | 0 | 0 | Vast Majority Agree |
| 12. I/we am kept well informed about how my child is getting on : | | | | | | |
| a)Through reports | 54% (30/56) | 34% (19/56) | 13% (7/56) | 0 | 0 | Tend to Agree |
| b)Through parents evenings | 57% (32/56) | 39% (22/56) | 4% (2/56) | 0 | 0 | Vast Majority Agree |
| c)Through the availability of staff after school | 46% (26/56) | 36% (20/56) | 14% (8/56) | 4% (2/56) | 0 | Tend to Agree |
| 13. I/we find the academy website helpful for finding out current information | 39% (22/56) | 39% (22/56) | 14% (8/56) | 2% (1/56) | 5% (3/56) | Tend to Agree |
| 14. My child is safe at the academy | 77% (43/56) | 23% (13/56) | 0 | 0 | 0 | Vast Majority Agree |
| 15. There is a good range of learning trips or visits during academy hours | 59% (33/56) | 34% (19/56) | 4% (2/56) | 2% (1/56) | 2% (1/56) | Majority Agree |
| 16. I/we are satisfied with our choice of school/academy | 61% (34/56) | 34% (19/56) | 4% (2/56) | 2% (1/56) | 0 | Majority Agree |
| 17. The school governors are available and accessible for parents | 36% (20/56) | 35% (20/56) | 11% (6/56) | 4% (2/56) | 14% (8/56) | Tend to Agree |
| 18. The school's pastoral team offer advice and support to parents | 30% (17/56) | 42% (24/56) | 7% (4/56) | 2% (1/56) | 18% (10/56) | Majority Agree |

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| 19. The school office is able to help with any queries I have | 61% (34/56) | 32% (18/56) | 7% (4/56) | 0 | 0 | Majority Agree |
| 20. Please comment on what the academy does particularly well: | <p><i>'the importance of reading'</i></p> <p><i>'great teaching in Year Six. The adults are preparing children well for further transition into college'</i></p> <p><i>'good teaching/my child likes their teachers'</i></p> <p><i>'good liaison with Launceston college'</i></p> <p><i>'my child has come along well so I feel like she is getting all the help and more'</i></p> <p><i>'setting homework at a good pace- neither too much or too hard'</i></p> <p><i>'supporting children with Special Education Needs'</i></p> <p><i>'using fair discipline'</i></p> <p><i>'having friendly staff including lovely receptionists'</i></p> <p><i>'my child has come on leaps and bounds with her learning and speech. She enjoys schools and making new friends'</i></p> <p><i>'great interesting lessons and activities for the children, makes going to school fun but at the same time they are learning'</i></p> <p><i>'there is the offer of a range of after school clubs'</i></p> <p><i>'my daughter enjoys creative/ hands on activities in class and extra-curricular activities such as Samba. Being an Eco leader is also a very positive experience for her'</i></p> <p><i>'mixing with other children in the academy. Visiting college and having special days e.g. Maths Day etc'</i></p> <p><i>'keeps parents informed'</i></p> <p><i>'teaching my children'</i></p> <p><i>'the academy is very good at helping our child to be independent and believe in himself'</i></p> <p><i>'the encouragement and support staff give to the pupils is above and beyond'</i></p> <p><i>'the academy teachers my daughter very well'</i></p> <p><i>'good communication, friendly and welcoming to all my children. Knowledgeable of their individual needs strengths and weaknesses. Always on hand for help and advice'</i></p> <p><i>'staff are amazing and great to talk to and are really supportive of the pupils'</i></p> <p><i>'my child has made amazing progress since being St. Stephens. I love the opportunity for learning outside and I impressed with my child's reading skills'</i></p> <p><i>'teaches my children well'</i></p> <p><i>'provides out of school opportunities e.g. after school clubs. Homework and communication on topic work and ideas through curriculum letters'</i></p> <p><i>'my child enjoys her lessons and work set. Teachers are all very approachable'</i></p> | | | | | |

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| | <p><i>'the teaching of Year One is 1st Class. Thank you so much'</i></p> <p><i>'so far my child's time at St Stephan has been wonderful for helping him improve areas where he was struggling and is now on target'</i></p> <p><i>'encouraging my child to do their best and making clear next steps in learning'</i></p> <p><i>'developing resilience in children and various praise awards'</i></p> |
| <p>21. How could we improve the academy?</p> <p>Some key comments and trends.</p> | <p><i>'keep up the good work'</i></p> <p><i>'we are quite happy with how everything is'</i></p> <p>Academy reply:</p> <p>Thank you for these comments. We have made some changes to develop the academy further collecting views from parents, staff and children. We continue to evolve and develop using all the different viewpoints.</p> <p><i>'communication with parents and teachers' 'newsletters are poorly written'</i></p> <p>Academy reply:</p> <p>We have found our parents like communication in conflicting ways so we provide communication through all these methods to help:</p> <ul style="list-style-type: none"> • Text messages • Newsletters • Website • Paper letters • Dairy date letters from the office • Twitter • The School Office • Please choose the communication method you prefer. <p><i>'offer more sports after school, more homework to support learning'</i></p> <p><i>'homework should be more structured. More support for struggling pupils'</i></p> <p>Academy reply:</p> <p>As an academy we provide homework that suits different parent views e.g. 'we need structured homework/ we need less homework'. The homework menu provides you with as little and as much as you would like to access. We encourage weekly homework.</p> <p><i>'information about test and evaluations/ results and analysis taken from them'</i></p> <p><i>'keeping parents informed more regularly about their child's progress in order for parents to address any weak areas that they can support their children with'</i></p> <p>Academy reply:</p> <p>Parents are always welcome to come into school to see this information. We present academic information at parent meetings twice a year with written report slips and the end of year report. We also host regular drop in events for parents.</p> <p><i>'packed lunch policy, water policy and access to toilets'</i></p> <p>Academy reply:</p> <p>All children are allowed to go to the toilet when they need to go. All adults and children drink</p> |

water through the day as part of being healthy. Our policy remains that all children are encouraged to eat the items in their lunch box unless parents inform us otherwise. Please only put in the items that you want them to eat. All children do sit with their friends in their house teams. House teams provide children with the opportunity to mix with children from across the school.

*'lunchtimes. Children to play with their friends and not to be told what to do at lunchtimes'
'playtimes are not happy ones'*

'sports leaders role means there is no time to talk to friends and everything in school is organised for them'

'I think the House teams are unhelpful'

Academy reply:

House teams were set up last year to help lunchtime organisation and to help develop our school as a wider community. All children get to play and socialise with their friends at playtime and lunchtime. Some children have chosen to sign themselves up to be sports leaders. They are in role for 30 minutes each day for one week out of three. Activities are set up at lunchtime to encourage lots of different activities to broaden experiences and encourage more fun. Children choose where they want to play. The behaviour and number of incidents at lunchtime has significantly improved since this was introduced last year.

'we do not agree that you should pay for clubs'

'lack of clubs'

Academy reply:

The charge for clubs was introduced due to budget cuts from the government. The school does not have money to run after schools clubs. Our MAT asked the school to charge for clubs to cover the cost of the adult running the club. Teachers are recommended to not run clubs due to work load reduction which has been an academy focus since 2015. The academy is exploring other options for clubs to be offered after school.

'look at school attendance on a pupil by pupil basis'

Academy reply:

All attendance is looked at already on a pupil by pupil basis. If a child's attendance is below 95% you may get a letter from the school. The school has to address attendance that is below target as recommended by the county Education Welfare Officer.

'new reading books in the higher bands- the condition of the books would put me off wanting to choose and read them'

Academy reply:

We agree. We have used our budget money this year on reading resources across the school and purchasing new books at Key Stage Two. We are going through are old books and taking them out of stock. Our PTFA are supporting us with new books. However do visit our library as we have a great stock of new books in the library.

'my child is made to read the same book. Also teachers should be reading with the children so they can see for themselves'

Academy reply:

All our teachers listen to each child read at least once a week. Reading is about the

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| | <p>understanding and comprehension of a book as they enjoy reading. Therefore re-reading a book to further explore the text is an important skill. However children are able to change their books at least a couple of times a week. Children also have regular access to the school library.</p> |
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'greater stretch and challenge in all tasks'

Academy reply:

We are working with all our teachers to provide the right pitch and challenge in lessons. Our recent experience with the Shanghai Maths teachers have provided teachers with a host of new materials.