

An Daras Multi Academy Trust St Stephens Community Academy

Results of Parent Satisfaction Survey Summer 2024

Please note: If the % do not add to 100 this is due to some questions having been left blank.

Dear Parents/ Carers

I would like to say an enormous thank you for taking the time to complete this annual parental survey. Working together we can ensure the very best for your children. Obviously if you have any questions, concerns, ideas or thoughts you do not need to wait for the survey to voice them. Our door is always open.

Kind regards

Maura Furber.

Summer Term 2023	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Conclusion	Overall judgement
1. My child enjoys attending school.	72%	26%	1%	1%	Vast Majority Agree	98%
2. My child is making good progress at school.	74%	24%	1%	1%	Vast Majority Agree	98%
3. Behaviour in the school is good.	66%	25%	4%	1%	Vast Majority Agree	91%
4. My child gets the right amount of work at home to do.	67%	28%	2%	0%	Vast Majority Agree	95%
5. The teaching is good.	85%	13%	2%	0%	Vast Majority Agree	98%
6. I/we are comfortable about approaching the school with questions/problem.	84%	12%	3%	1%	Vast Majority Agree	96%
7. The school expects my child to work hard and achieve his or her best.	79%	20%	1%	0%	Vast Majority Agree	99%
8. The school works closely with parents.	67%	27%	5%	1%	Vast Majority Agree	94%
9. The school is well led and managed.	74%	24%	1%	1%	Vast Majority Agree	98%
10. The school is helping my child become mature and responsible.	68%	26%	5%	1%	Vast Majority Agree	94%
11. The school provides interesting activities outside of lessons.	65%	28%	5%	1%	Vast Majority Agree	93%
12. I/we am kept well informed about how my child is getting on:						
A) Through reports	61%	31%	6%	1%	Vast Majority Agree	92%
B) Through parents' evenings	71%	19%	5%	1%	Vast Majority Agree	90%
C) Through the availability of staff before/after school	53%	38%	9%	0%	Vast Majority Agree	91%
13. I/we find the school website helpful for finding out current information.	49%	47%	4%	0%	Vast Majority Agree	96%
14. My child is safe at school.	82%	17%	0%	0%	Vast Majority Agree	99%
15. There is a good range of learning trips or visits during school hours.	70%	25%	4%	0%	Vast Majority Agree	95%
16. I/we are satisfied with our choice of school.	79%	18%	3%	0%	Vast Majority Agree	97%
17. The school governors are available and accessible for parents.	54%	27%	7%	2%	Majority Agree	81%
18. The school office offers advice and support to parents.	79%	20%	1%	0%	Vast Majority Agree	99%
19. The school office is able to help with any queries I have.	76%	23%	1%	0%	Vast Majority Agree	99%

20. Please comment on what the school does particularly well:

- St Stephens is the warmest, joyfulest primary school with such friendly staff and happy pupils. I think the communication between school and parents is faultless and each individual child plays a huge part in the school as a whole, it's lovely to see.
- Range of activities, visits and trips. Promotes thinking of others and the environment as well as taking responsibility.
- Being welcoming and inclusive to all, constructing very creative teaching ideas, and inspiring children to become the best versions of themselves.
- Pre-school is relaxed and flexible. I know my child is loved and well cared for.
- The school notices every child. Takes the time and care to learn about each child as an individual and celebrate them.
- The school and staff are nurturing and respectful and supportive. They go above and beyond to each individuals' needs.
- Communicates well.
- Myself and my child are comfortable and confident with her school.
- Everything no complaints my daughter loves going.
- Everything.
- The children are settled and happy.
- The staff are friendly and approachable.
- The environment is great all my kids attended here and loved it.
- Very helpful with everything.
- The school staff are fantastic with the children and I feel really comfortable leaving my child in their care.
- Managed bad behaviour well to avoid disruption to lessons. My child fully enjoys the lessons .
- Keeping my children motivated through their school work and sport activities.
- Wrap around care for working parents.
- After school clubs.
- Great enrichment activities. Excellent teaching resulting in my child making good progress across all subjects.
- Providing a happy learning experience in an encouraging manner.
- The teachers have time for parents even if it is at the end of the day.
- Listening and acting upon parent's views/worries about children individually
- Approachable staff, aftercare clubs.
- Friendly, great support and great teachers.
- Learning for my son's needs.
- Provides a very safe and open environment for my daughter to express her thoughts and feelings.
- Lessons are done on paper with repetition.
- Amazing preschool, wonderful staff, always encourage the children to learn through exploration and imaginative play.
- The school is amazing in general, great choice of clubs, lovely teachers who support the students really well.
- The Pre-School is absolutely fantastic, very supportive and inclusive. They go above and beyond
- My son's teachers are amazing and have taught him so much
- Very friendly atmosphere, workload for class F is small but the right amount for her age.
- Supporting children and parents

St. Stephens' reply:

Thank you so much for your wonderfully positive comments. We pride ourselves at St Stephens on being a forward thinking and outward facing Academy. We are continually involved in professional development and will regularly trial new initiatives and use research to consider new strategies, fine tune our provision and resources to enhance your child's learning journey with us. Please keep checking our website, Facebook page and newsletters for updates of school improvement.

Survey comments

- None
- N/A just brilliant!
- Nothing.

21. Please comment on how the school could be improved. Some key comments and trends:

- Nothing comes to mind
- No way it's perfect.
- No changes required.
- None

St. Stephens' reply:

We are very proud to be a community school serving the St Stephens' area. For this reason, we greatly appreciate all feedback as this gives us the opportunities to further meet the needs of our school 'family' and open new routes of communication and possibilities. Positive and respectful comments on how our school could be improved are always welcome. Please find our responses to key comments made. Many thanks for your continued support.

Survey comments

- More opportunity to talk to staff outside of school hours.
- I would like more communication in regards to my child's poor behaviour. As we have huge struggles at home what might not seem relevant inside the classroom to report back to me, I would like to know if my child has been on reflection or removed from class etc by the teacher.
- Personally, I know my child struggles with friendships and being confident enough to speak to an adult if there is a problem. I know there is a buddy bench and an honesty box but that's still tricking if a child doesn't want to be 'seen' to be struggling.

St. Stephens' reply

Like yourselves the staff have family commitments outside of school hours and their personal life and work life must be balanced. We are always happy to arrange a meeting at a mutually convenient time.

Regarding behaviour we will always inform you if there is an issue that concerns us that we think you should be alerted to. Some behaviours are best dealt with at the time and are not necessary to share. Part of growing up is making decisions, learning how to interact with others and communicate with respect. We have a very clear and shared behaviour policy. Please be assured if we feel that there is something important or urgent we will contact you - this may be a phone call or text.

We are very proactive with supporting additional needs and always have an available adult for your child to approach and to monitor their well-being and social and emotional health. Staff are alerted to friendship issues and we do our very best to help resolve differences- there is always more than one side to any situation and we listen. As you've mentioned each classroom (Y2-Y6) also has a Pupil Voice Box where the children can record any worries or concerns. This is checked by the class teacher daily. We recommend that you speak with the staff so we can be alert to any concerns so we can keep a special eye on your child and check in with them regularly.

Survey comments

- More trips. Pupils who missed out during CV19.
- Offering more access to class 7 with activities and parents evening
- Could be more after school clubs for ks1
- It would be lovely if in the future the pre-school could also take advantage of the after-school wrap around care.

St. Stephens' reply:

We always plan enrichment events for the children throughout the school year, including a variety of trips linked to our curriculum and residentials (Y5/Y6). Our wonderful PTFA regularly support us by funding coaches. Due to the high cost of travel, our sustainability travel plan and our aim to lower expenses for families we regularly bring visitors/groups of people into the school. We are always very happy for our community to suggest any trips they consider worthwhile - please do let us know so we can consider them in the future and plan the budget accordingly.

At present we do not have plans to offer the wrap around facility to our pre-school children because this will involve additional staff that we do not have. If this changes in the future we will send out a survey to find out the uptake to ensure it is financially viable. We agree it would be a lovely option.

We will endeavour to continue offering access to a range of activities for pupils in Class 7. Enrichment within the school is obviously offered to all the pupils if relevant and worthwhile-we have a fully inclusive stance on this. Class 7 parents have timetabled appointments with the teacher termly. These meetings generally involve a range of other professionals and so appointments are made in the school day rather than the evening to accommodate attendance and a longer time slot.

We are always looking to offer a range of clubs(lunchtime and after school) so there is a good choice of for all ages. We do try our utmost to offer a balance of clubs for KS1 and KS2 and are always happy to follow up any ideas that are offered. We are obviously reliant on staff volunteering and the capacity of any outside providers. We currently have 4 clubs available for KS1 pupils ranging from Lego, Cosy Club to Athletics and Taekwondo. We also offer wrap around care until 5.30 every day if this would help.

Survey comments

- Rewarding good behaviour/achievements

St. Stephens' reply:

As a school we believe positive reinforcements and rewards should be applied clearly and fairly to reinforce the routines, expectations, and norms of the school's behaviour culture and policy. *Our main 'reward' is intrinsic; pupils' feeling proud of themselves/each other and their achievements. This self-worth and belief is the most powerful motivator.*

We do also show praise/reward in a variety of other ways. Examples include:

- ✚ verbal praise;
- ✚ stickers and reward charts when needed;
- ✚ communicating praise to parents via phone call or written correspondence (text or postcard);
- ✚ certificates, prize ceremonies or special assemblies;
- ✚ termly badges that recognise the whole child e.g. Firm Friend and Happy Helper, alongside subject specific badges.
- ✚ achievements outside of school shared in class, newsletters and assemblies;
- ✚ weekly class attendance cup;
- ✚ positions of responsibility, such as a Reading Ambassador, Peer mediator or being entrusted with a particular decision or project such as our Chicken Leaders and UNICEF Steering group;
- ✚ Selecting a prize from the 'Gold' box or being chosen to have lunch on the Gold table and
- ✚ whole-class or year group rewards, such as a popular activity e.g. non -school uniform or extra playtime.

If you have something special to share about your child that you would like recognised please do speak to their class teacher or the office- we love to hear about and celebrate their achievements. Apologies if we have missed something to celebrate.

Survey comments

- I find the website a little bit tricky to navigate. Sometimes information is a little late or limited so it leaves you questioning the best course of action

St. Stephens' reply:

Apologies if reminders do not always reach you in enough time -we will do our utmost to ensure future notices are sent in good time or other methods e.g. posters on class windows, Facebook messages etc. are up to date.

We update and review our school website on a daily basis. Our Trust Improvement Officer audits the website so it is compliant for the Department of Education at least once a year. Please do let us know what would help make things easier for you so we can action this.

Survey comments

- Enhancing security of the schools Facebook page to ensure that posts uploaded to the school page cannot be shared to other notice boards and other public groups so as to protect children's identities and personal information.

St. Stephens' reply:

As a community school we do recognise that our community love to share and celebrate our achievements and we do our utmost to adhere to and respect parental wishes regarding social media and take this matter very seriously. We are very aware of the impact this can have. Please accept our sincere apologies if there has been a situation where this has been an issue and contact the school immediately to rectify. Please note we only ever mention children's first names or year groups in our posts.

Survey comments

- Could be more educated on all stages of neurodivergent stages in both males and females

St. Stephens' reply:

At St. Stephens part of our strap line is "Celebrate Individuality" and one of our school values is "Advocacy". As a Gold Rights Respecting school this is something we are passionate about. There are 9 protected characteristics under the Equality Act 2010 that all schools should be able to demonstrate. At St Stephens no form of discrimination is tolerated and we expect pupils to show respect for those who share the protected characteristics.

The 9 Protected Characteristics are:

- ✚ Age
- ✚ Religion or Belief (also referred to as Belief and Non-Belief)
- ✚ Disability
- ✚ Gender reassignment
- ✚ Marriage and Civil Partnership
- ✚ Pregnancy and Maternity
- ✚ Race
- ✚ Sex (Gender)
- ✚ Sexual orientation

At St Stephens Community Academy, we ensure that our children are given opportunities to develop age-appropriate knowledge and understanding through a well-planned and delivered curriculum. In our Relationships and Sex Education curriculum, St Stephens Community Academy aims to:

- ✚ Provide a framework in which sensitive discussions can take place
- ✚ Prepare pupils for puberty, and give them an understanding of sexual development and the importance of health and hygiene
- ✚ Help pupils develop feelings of self-respect, confidence and empathy
- ✚ Create a positive culture around issues of sexuality and relationships

Please contact the school if you wish to discuss this further or if you feel particular support is needed for your child. We do completely understand how tricky growing up is today with social media, internet availability and advertised expectations.