

An Daras Multi Academy Trust St Stephens Community Academy

Results of Parent Satisfaction Survey Summer 2023

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

175 pupils have been represented in this survey. We have 227 pupils on roll (Pre-school to Y6)

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.	70%	25%	4%	1%	Vast Majority Agree	95%
2. My child is making good progress at school.	71%	29%	0%	0%	Vast Majority Agree	100%
3. Behaviour in the school is good.	64%	33%	2%	0%	Vast Majority Agree	97%
4. My child gets the right amount of work at home to do.	49%	41%	5%	0%	Vast Majority Agree	90%
5. The teaching is good.	79%	20%	0%	0%	Vast Majority Agree	99%
6. I/we are comfortable about approaching the school with questions or a problem.	75%	21%	3%	0%	Vast Majority Agree	96%
7. The school expects my child to work hard and achieve his or her best.	79%	21%	0%	0%	Vast Majority Agree	100%
8. The school works closely with parents.	64%	30%	5%	1%	Majority Agree	94%
9. The school is well led and managed.	77%	21%	2%	0%	Vast Majority Agree	98%
10. The school is helping my child become mature and responsible.	72%	26%	0%	1%	Vast Majority Agree	98%
11. The school provides interesting activities outside of lessons.	67%	20%	6%	1%	Majority Agree	87%
12. I/we am kept well informed about how my child is getting on:						
A) Through reports	61%	32%	6%	1%	Majority Agree	93%
B) Through parents' evenings	69%	26%	0%	1%	Majority Agree	95%
c) Through the availability of staff after school	51%	36%	12%	0%	Majority Agree	87%
13. I/we find the school website helpful for finding out current information.	57%	35%	5%	1%	Majority Agree	92%
14. My child is safe at school.	82%	15%	1%	0%	Vast Majority Agree	97%
15. There is a good range of learning trips or visits during school hours.	54%	41%	5%	0%	Majority Agree	95%
16. I/we are satisfied with our choice of school.	80%	19%	0%	1%	Vast Majority Agree	99%
17. The school governors are available and accessible for parents.	59%	24%	12%	0%	Majority Agree	83%
18. The school office offers advice and support to parents.	77%	22%	1%	0%	Vast Majority Agree	99%
19. The school office is able to help with any queries I have.	77%	22%	1%	0%	Vast Majority Agree	99%

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

- Good staff and wonderful headship.
- St Stephens encourages great values in the children, whether that be with their learning or kindness towards others or being polite and helpful to visitors on site to mention a few. They encourage children to excel in all aspects of life, not just school. The staff support and encourage every single child. They are all helpful and friendly and go above and beyond to give the children wonderful educational fun lessons, with outdoor learning, trips and visits from outside companies to give the children as many opportunities as possible to learn and develop mentally and physically. Thank you, team St Stephens!
- Gets to know the children and their families.
- Making sure every child has a voice and that they are all reaching their own personal targets.
- Making sure my daughter is getting the right help she needs to be able to progress and learn in a safe and friendly environment.
- Gets to know the children and their families.
- Teaching.
- School office are always happy to help, nothing is ever too much trouble.
- The school is managed extremely well.
- Supportive staff, in all aspects of school, good communication with parents, very approachable, welcomed my children mid- term and they've settled better than we could have imagined.
- School office are great. They help with all my queries and are very responsive.
- The school has created an environment that my daughter feels comfortable in where she is able to learn and engage with others.
- Keeping parents informed. Making children feel cared for and important.
- Keeping in touch with parents regarding their children's progress and behaviour in school.
- Staff available before and after school is really helpful
- All very well.
- Provide a safe approachable environment for pupils to thrive.
- All round great school.
- Staff are supportive and approachable. They show a good understanding towards my daughter and her extra-curricular activities outside of school time.
- Very helpful when it comes to trying to pay for trips, dinners and school activities.
- Bringing children up towards the level they need to be.
- Supports my child with building confidence.
- Support and information.
- Looks after and creates the perfect learning environment for my son the teachers and TA's go above and beyond for him to make sure his day is enjoyable and as productive as possible the care and support they give him is amazing
- After school clubs.
- Provides a good learning curriculum support.
- Communication.
- Welcome the children in the morning well.
- Wrap around care for working parents.
- Varied programme of activities and trips, strong teaching standard, head teacher visible and approachable.
- Communication with speech and language.
- Allergy care and awareness.
- After school clubs. Good teaching, brilliant support for parents and children.
- Lots of activities, they praise really well.
- Offers support to children that get anxious easily. Also helps to bring a piece of mind to the parent.
- Support and information.
- Teachers and Headteacher are always readily available to chat to before and/or after school. PTFA events are enjoyed. Office staff are always very helpful.
- Understands and works with my child's strengths and helps him with his weaknesses, brilliant at supporting him during the school day.

	<ul style="list-style-type: none"> • Teachers communication through the school app has been very useful, so thank you. What is particular good is when we get reminded of an event or activity that the child is taking part in on the day before. • Very impressed with everything regarding the school. • After school club provision and communication through their app. • Year 6 teachers are outstanding - Thank you. • Listening and being pro-active when dealing with any concerns and being supportive to both child and parent. • St Stephens have recently offered a personalised homework grid for my child, and the effort they have gone to has changed my child's view of learning at home. She is confident with the accessible home learning and is thriving in an environment that meets her needs. • There is good communication and we are kept updated. • Cares and supports children. • Supports students. • Year 1 teacher is amazing. • Year 4 teacher is amazing and has really helped this year. The teacher has really helped to get her confidence back. • The extracurricular activities clubs after class very good. • Fantastic office staff. Good range of after school activities. PTFA provides fun activities and supports the school well. • Staff are understanding and genuinely care about the students. Staff keep the parents informed of everything involving the child and school life. • Lovely caring environment. • Everything we're happy with! • Bond with the children. • Great support network throughout the school for the children and the parents. • The support for my child and ourselves is really good and has made a massive difference to us. • Helping with things outside of school, e.g. foodbanks, support groups etc. • I am just so thankful for all the staff's support to my family over the years. I'd like to mention the Year 1 teacher has been absolutely amazing at supporting my child and is always so attentive and helpful. She really is a credit to the school. • Giving help and advice for things outside of school. E.g. foodbanks, help and advice etc. • Always someone around to help. • Phonics my daughter is doing amazing. I'm really happy about the school and teachers, she also enjoys going. • The school keeps us very informed on what is going on with our children especially when the need extra support. • Informing me of everything. • I cannot praise every single member of staff at this school enough, you have done so much for myself as a parent, the children individually and all of us as a family. I am always praising the school and I just feel so lucky to be able to say my children love their education. Thank you so much. <p>St. Stephens' reply: Thank you so much for your wonderfully positive comments. St Stephens is a forward-thinking academy. We are continually involved in professional development and will regularly trial new initiatives and use research to consider new strategies 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.</p>
<p>21. Please comment on how the school could be improved. Some key comments and trends:</p>	<ul style="list-style-type: none"> • I don't have any issues and can't think of any improvements. My daughter is happy going and I can see the progress she is making. • None • No way it's perfect. • No changes required. <p>St. Stephens' reply:</p>

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.

- Some cookery classes, dance classes and drama Classes.
- More space needed for clubs e.g. after school clubs.
- Making after school clubs more accessible for children that really want and enjoy attending this clubs.
- After school sports clubs i.e., netball not just football to have some continuity as a team to progress team building and skills.
- Better after school clubs all ages.
- A variety of sports - gymnastics, netball for both KS1 and 2
- My child cannot attend any after school clubs due to the council taxi and the distance from our home means I cannot pick her up as we don't have transport so my daughter misses out on a lot of fun activities that she wants to do due to this.
- The only thing I can think of is the children say they wish they could go on the bus on trips more but I understand the financial strain around this!
- Early breakfast club start.

St. Stephens' reply:

We currently run 13 different lunchtime and after school clubs here at St Stephens and are incredibly proud of the wide range of extra- curricular activities we offer your children, a provision that is matched by very few other schools across the county. To enable all pupils to access these activities, we do not charge for any, with the exception of the football sessions run by Plymouth Argyle. We are continually exploring new ideas for clubs and activities to offer even greater diversity and suitability for all different age ranges. We always try hard to strike a balance between academic, sport and creative opportunities. If you have ideas for new and exciting activities we would be delighted to hear from you. We are also reliant on our staff who volunteer to run the clubs alongside groups that support our school. Any volunteers to help run or support new or existing clubs would also be welcomed. We would love to find a netball coach who would be happy to run a weekly training session after school-if you know someone please let us know.

We do have to limit the number of children attending some of our clubs in order to maintain a safe and effective staff to pupil ratio. However, we try our utmost to accommodate all children for at least one of their club choices and put them on the waiting list in case a space does become available for other choices. This is a very time-consuming task for the office staff as there can be over 150 children applying for places. Unfortunately, we are unable to accommodate children who go home on public transport if the parent/carer cannot pick them up at the end of the session.

If you do need child care our '**wrap around**' after school club runs until 5.30p.m. every day and can be paid for via the School Money Parent App.

Our current **Early Breakfast club** provision linked to our 'wrap around' care facility starts at 8.a.m. At present we do not have plans to start this earlier as the staff who are responsible for the club have their own families to attend to and their work life balance must be respected. If this changes in the future we will send out a survey to find out the uptake to ensure it is financially viable.

- I would prefer set prices of homework every week rather than the grid they can choose from.
- Less homework.
- More communication with parents around assessments.
- Would like an opportunity to look at school books at parents evening.
- I would like to be more regularly informed on my child's progress so I can support him more in areas he needs to improve.
- Working better alongside children with additional needs and supporting the parents to help get the help and support that's needed.

- Possibly more contact/catch ups about child's learning, e.g. around the world challenge updates etc, but the parents' evenings and other meetings are extremely well informed enough to be able to track progress.
- Working better alongside children with additional needs and supporting the parents to help get the help and support that's needed.
- A little more help with children that struggle.
- Gather the children that has no one to play with to join in with activities or help teachers with things so there not just on their own.

St. Stephens' reply:

We are always more than happy for you to speak with your child's class teacher regarding these points. Please do not hesitate to speak with us if we need to be more explicit regarding support or individual homework needs. We hope that the 'homework menu' provides you with as little or as much homework as you would like to do with your child rather than giving a set expectation each week. We know that some families will find homework challenging due to work shifts and family commitments. Class information pages have a link to Assessments in key parts of the school. We do hold regular meetings for parents each year to discuss, explain and share assessment details. If you are unable to attend information is on the school website.

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 on the playground and we do our very best to help resolve differences- there is always more than one side to any situation and we listen. Each classroom also has a Pupil Voice Box where the children can record any worries or concerns. This is checked by the class teacher daily.

We do take on board the comment regarding an opportunity to look at books during parent's evenings. This is something we will discuss. At the end of each school year completed exercise books will be sent home with your child. Books that are not finished will be passed up to their new class and then sent home at the end of that school year. We give parents/carers the opportunity to meet with their child's teacher at least every term and we produce a written report at the end of each school year.

- School dinners are adequate but there is room for improvement.
- School dinners when a parent marks it should show in class what's been marked

St. Stephens' reply:

Apologies if our school dinner app doesn't always get it right. The office team work tirelessly to ensure every child gets the right meal that they have ordered on a daily basis. The Trust agree that there is room for improvement with our current school dinner provider and we have been in talks with other catering companies. Freshness, quality and sustainability are key factors. Members of our pupil UNICEF steering committee and Mrs Furber, along with representatives from all the Trust schools, attended a food tasting session with local providers. Pupil voice was strongly heard. We will confirm changes ASAP.

- Learning languages earlier.

St. Stephens' reply:

In theory we know this is an excellent idea and we wish there were more hours in a school day to achieve and prioritise this. The legal requirement is for a modern foreign language to be taught from Y3-Y6. This is timetabled in and Spanish is our language of choice- we have two fluent Spanish speakers on the staff. If you are bilingual/multilingual we strongly recommend and support you using both or more languages at home.

- Communication with teachers at the end of the day regarding any issues throughout the day.
- Sometimes notice for things is a bit short e.g. reminders come through at 8.15am when we're leaving home.
- Better virtual communication for changes or reminders as texts don't always come through.
- Website needs to be able to navigate easier. It's not obvious where certain information is so you have to search for it.

St. Stephens' reply:

The end of the day is ALWAYS busy and it might not be the most appropriate place/time to have personal conversations. If you would like to make an appointment to speak with your child's teacher please either contact the school office or arrange it with them. 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.

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.

- What would be lovely is if when the children are given certificates in the weekly assembly if their parents could be contacted and allowed to attend or have a monthly assembly for each class where certificates/badges etc. are given out so parents could be there to see.

St. Stephens' reply:

Thank you for this lovely idea. We will see if this is manageable in the future.

- Respect parent's wishes regarding the publication of their children's images on Facebook and the school website.

St. Stephens' reply:

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.

- Stricter discipline for bullies. "Reflection zones" do not work if repeat offenders frequently get sent there. They become desensitized. Also, more awareness for pupils who may be being bullied but are too afraid to speak up.
- Children being allowed to get away with picking on others because they 'have issues at home', this isn't a good enough excuse to be unkind and hurtful to others.
- More discipline with uniform and haircuts.

St. Stephens' reply:

Promoting positive behaviour, self-discipline and respect alongside preventing bullying is a key priority at St. Stephens and always will be. We review our behaviour policy every year

so it is fit for purpose. This written policy is on our website or a copy is available at the school office. We have a clear policy, consistently and fairly applied, which underpins the high standards of behaviour expected of all pupils at all times. The pupils are all aware of the positive ways they can be noticed and equally the sanctions that will be used for unacceptable behaviour. All 'discipline' is proportionate –if you believe something is

'unfair' please ask to see your child's teacher or contact Mrs Furber to discuss the matter fully. The door is always open and our action is swift. Teachers are responsible for all the pupils in their class and give equal attention to all.

We are a Trauma Informed School. We do not believe in the punitive method of discipline, we recognise that sometimes children find it hard to regulate their behaviour and when they cannot make the right choices the adults will support them. We will work together to ensure support for the child is given by family and friends alongside our pastoral and safeguarding team - we will always discipline /support the pupils on school premises. We are very aware that strategies need adapting to fit individual needs. Bullying is something we do not tolerate and we ask for concerns to be voiced asap, especially if this is something that has happened outside of school and is now impacting your child within school.

Staff members are permitted to remind pupils of the correct uniform if they attend in incorrect items, in accordance with the school's Behaviour Policy. Pupils are lent or given correct items such as school jumpers or PE kit as needed. The school takes its

legal obligation to avoid discriminating against any protected characteristic unlawfully very seriously, and aims to ensure that the uniform policy is as inclusive as possible so that all pupils are supported to access a school uniform which is comfortable, suitable for their needs, and reflects who they are. We do our very best to support our families with pre- loved uniforms and always help if we can.

- Would enjoy swimming lessons to be part of PE

St. Stephens' reply:

We totally agree and feel rather sad that we cannot offer this to all our student -this is something we used to do. Unfortunately, Launceston Swimming Pool was closed during CV19 and the pool was sold so lessons were unavailable. Fortunately, the pool has now reopened however the cost of transport is extortionate to take the children to and from the site and it is too far to get the children to walk there. The Trust currently have one mini bus and are looking to fund another in the future -this could solve so many of our transport cost issues. We have prioritised the Year 6 cohort this year because the National Curriculum expects us to assess their capabilities before they start at Secondary school. Swimming for all age groups is not a compulsory expectation. However, living so close to the sea as we do, we would highly recommend you as parents taking your own children swimming as often as possible to develop their water confidence and swimming skills.

- The update of preschool building and outer space.

St. Stephens' reply:

We have a rolling programme of building maintenance and improvement, we are currently awaiting fire security work to be started within the main building and security fencing, gates and lighting around the school site. Finding contractors able to complete the work and resources within budget is an on-going issue for many of us currently. The Trust have highlighted the need to update the current pre-school provision and plans are underway. Once details are confirmed with all the above we will update you.