



Naunton Park Primary School, Cheltenham
Parent Satisfaction Questionnaire 2019
Results of the Survey

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From the Headteacher and Chair of Governors

It is wonderful to be able to bring you the findings of our Parental Satisfaction Survey 2019. Respondents were extremely positive in their assessment of many aspects of the school, and there was a wide range of comments emphasising things that parents feel we do particularly well. Just as importantly the survey elicited a range of constructive comments on areas where we could improve helping inform plans for the further development of the school. As it is often in life, it is the negative responses that concern us the most and are the ones that we wish to improve.

We are very grateful to all those who participated in the survey at this time (**101** responses). We, along with the Governing Body, feel strongly that as a school we should always be striving to be better and these types of activities really help us to gauge our progress across a range of key areas of school life

We hope you find the rest of the document of interest. Please do contact us if you wish to discuss any issues raised in any more detail.

With kind regards

Mrs Nikki Hill & Mrs Nicole Flint
Headteacher Chair of Governors

About the questionnaire

Background

- ✓ A Parental Questionnaire exercise was undertaken in order to assess current parental satisfaction with key areas of school provision.
- ✓ The questions informed by best practice in other schools and the current concerns of the school.
- ✓ The questionnaire was sent home to all parents.
- ✓ Respondents were assured of complete anonymity.
- ✓ Parents were presented with a series of positive statements about the school and asked to choose from the following responses in each case:
 - **strongly agree, agree, disagree, strongly disagree, don't know**
- ✓ Respondents were also given the opportunity to add other comments or feedback.

Response

- ✓ **101** completed questionnaires were returned.
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Results

	Strongly Agree	Agree	Combined 'agree' statements	Disagree	Strongly disagree	Don't Know
My child enjoys school	52%	47%	99%		1%	
My child feels safe and secure in school	56%	43%	99%	0.9%		
My child is treated fairly in school	46%	46%	92%	2%		6%
My child experiences a creative and exciting curriculum	43%	50%	93%	5%		2%
My child is encouraged to try hard and achieve their best	47%	45%	92%	3%	1%	4%
My child is taught well and makes excellent progress	43%	46%	89%	5%		6%
I receive useful information about how my child is achieving and working at school	24%	56%	80%	13%	2%	5%
My child is confident, or is growing in confidence and is not afraid to have a go	51%	43%	94%	5%	1%	0%

Results

	Strongly Agree	Agree	Combined 'agree' statements	Disagree	Strongly disagree	Don't Know
My child is valued and is supported as an individual at school	47%	44%	91%	5%		4%
School encourages my child to lead a healthy lifestyle	39%	49%	88%	6%	2%	4%
School supports all areas of my child's development, including social, emotional and moral wellbeing	39%	49%	88%	4%	2%	6%
School enables my child to feel and be part of the community and to understand the importance of team work	43%	50%	93%			7%
School provides appropriate support and information for parents	26%	63%	89%	9%		2%

Results

	Strongly Agree	Agree	Combined 'agree' statements	Disagree	Strongly disagree	Don't Know
Staff are approachable and willing to help and listen	60%	36%	96%	3%		1%
Staff help my child to feel included, valued and successful	52%	40%	92%	3%		5%
The children in school behave well	24%	58%	82%	4%	1%	13%
The children in school are respectful, well-mannered and kind	23%	63%	86%	6%		8%
I am happy with school lunches	13%	43%	56%	24%	5%	15%
I am happy with provision of school trips	46%	48%	94%	5%	1%	
The school has an effective Governing Body	21%	36%	57%	3%		40%
I know who the members of the Senior Leadership Team are	27%	34%	61%	20%	1%	18%

Results

	Strongly Agree	Agree	Combined 'agree' statements	Disagree	Strongly disagree	Don't Know
The Leadership Team are approachable, are keen to hear feedback and respond to questions that I have	24%	34%	58%	7%	2%	33%
I would recommend this school to others	53%	36%	89%	6%	1%	4%
I am happy with the grounds and the look of the school	37%	55%	92%	5%	1%	2%
The outdoor environment is improving	30%	48%	78%	9%	1%	12%
I find the school's website up to date and helpful	33%	53%	86%	9%		5%
The school manages behaviour well	27%	48%	75%	9%	1%	15%

Results

	Strongly Agree	Agree	Combined 'agree' statements	Disagree	Strongly disagree	Don't Know
I am happy with the amount and quality of homework	24%	49%	73%	19%	4%	4%
The school communicates regularly and effectively with parents	28%	52%	80%	16%	2%	2%

Comments: What we do well

Respondents made positive comments about very many aspects of the school, particularly around key themes and areas as follows:

Staff

- Teachers are brilliant.
- Staff have time for us.
- Staff care and are working to help my child.
- All staff are helpful, keen to listen and approachable.
- Thanks to all staff for their hard work.
- Thank you to all staff for their hard work and dedication.
- Some amazing and dedicated members of staff.
- New school office team are fantastic.

Atmosphere and ethos

- Lovely nurturing environment.
- Valuable community.
- A happy and vibrant school.
- Children are keen to go into school.
- Warm, safe and stimulating environment.

Academic matters

- SEND support is great – very inclusive.

Communications

- Park Life is brilliant – informative, celebratory and reliable.
- Communication has improved, particularly Park Life.
- Website is a definite improvement.

Opportunities – shows, events and clubs

- Fantastic topics, great trips and creative activities all year round.
- Super range of trips and enrichment activities.
- Great provision of after school activities.
- Girls' Football Team is a positive.
- Excellent school trips and great variety of clubs on offer.
- Netball club is brilliant.

Leadership

- Great decision to have the separate door for OSCC parents.
- Headteacher has gone above and beyond to support my child.
- Mrs Hill and Miss Hudson always on the playground, fosters a community atmosphere.
- Provision of clubs has greatly improved.
- Strong leadership in place.

General

- Wonderful, well-balanced school experience.
- Fantastic provision.
- Wonderful school, child flourishes under the care received.

Comments: What we should improve on

Respondents raised comments about different aspects of the school, and from this we were able to identify 5 key focus areas:

Focus Area	Action plan
1. Homework	We are altering the expectation for homework from September 2019. More detailed, separate, communication has been sent out explaining this further. Homework will purely consist of regular reading, age appropriate spellings and times table practise.
2. School lunches	Comments directed specifically to the provision of meals will be passed to Caterlink, who provide our catering contract. We are bound to this contract for a specified period time. The cook is always happy to receive feedback. If the feedback is linked to the menu creation, that has to be passed back to the nutrition team at Caterlink.
3. Outdoor learning/playground provision	<p>We are looking to develop the outdoor learning space during next academic year, to include Forest School Provision. Mr O'Connor will be training to become a Forest School Leader and we will be working with volunteers, the PTA and Governing Body in order to develop the space effectively.</p> <p>Some areas of the playground do need repair and some love. Mr Hyett has started to remove the damaged benches and we have had new playground markings completed.</p> <p>More equipment/resources have been ordered for the children to use during lunchtime play.</p>

4. Consistency in behaviour	We are re-evaluating our Behaviour Policy in Autumn Term 2019 as we are embarking on the Restorative Practice approach. This will look at rewards, sanctions and, more importantly, relationships. We will share more details with parents early in the term.
5. Communication linked specifically to class requirements and cancellation of clubs.	<p>If your child is required to bring something into school, we will give you as much notice as we can. It is appreciated that, in our busy lives, the more notice the better.</p> <p>As much as is possible, if a club needs to be cancelled due to the weather, we will endeavour to still run the club inside. On some occasions this is not possible i.e. if there are a large number of children attending the club and there are numerous indoor clubs taking place on the same day.</p>

