



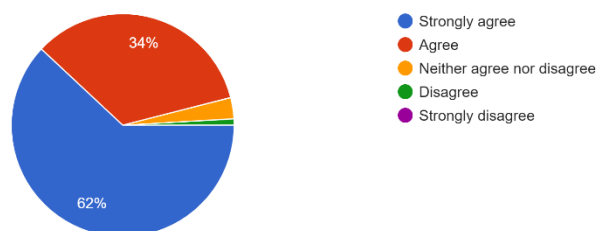
Parent Satisfaction Survey Feedback

Feedback Summary

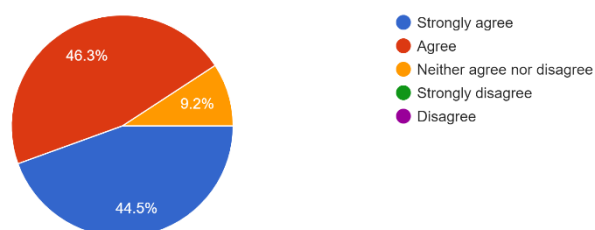
Thank you to everyone who recently completed the Parent Satisfaction Survey 2021. This is one of the ways in which the Governors and School Leadership Team seek the views of parents and we place great importance on your responses. This was the twelfth online return for the survey. We had 309 questionnaires completed at the time of the review, which is the highest number ever received. A number of the questions have been updated this year in-line with the latest Ofsted Parent View questions and we have added some specific questions about remote learning during this year's Covid 19 lockdown. We also changed the online platform to Google Forms as this has become the standard survey tool for the school. The Governors and Leadership team value both positive comments and suggestions for improvement and encourage all parents to use this opportunity to share their views and contribute to the school's priorities and development.

Once again, the survey results show overall high levels of parental satisfaction with the school; most results are in the high 80's or 90's. These results are an incredibly positive endorsement of East Sheen Primary and confirm that parents' current perception is of a happy, high performing school. The survey showed that 96% of respondents agreed with the statement "My child is happy at this school". 91% agreed that "My child does well at this school" while 93% of respondents agreed that "Teaching is good". 92% agreed that, taking everything into account, they were satisfied with the school and 92% would recommend the school to others.

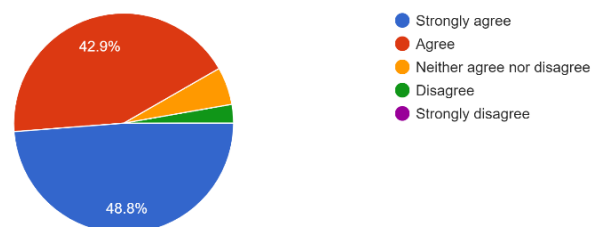
My child is happy at this school
326 responses



My child does well at this school
326 responses



Taking everything into account I am satisfied with the school
326 responses



The consistency of these results shows that East Sheen Primary continues to provide a happy, safe and stimulating environment in which children can flourish. You also told us “We love the school and its sense of identity and values and believe the teaching is excellent.”; “Staff have been wonderful with our child, and we are very happy. He loves school!”; “We love the school and it's clear what high standards it holds itself to in every way, and how much the children can thrive there”; “Wonderful school with truly caring and kind Head, and an extraordinary community of parents. My children skip into school every day and are extremely happy. I couldn't ask for anymore” and “A huge thank you to the staff at ESPS who make school a fun and exciting place to be.”



The full table of results and comparison with previous years is provided at the end of this feedback. Governors and the Senior Leadership Team have reviewed and discussed the responses in detail. Below we have expanded on some of the areas highlighted for further consideration, as identified through the survey results or verbatim comments.

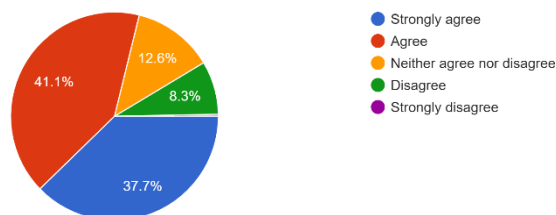
Chris Styles

Communication with Teachers

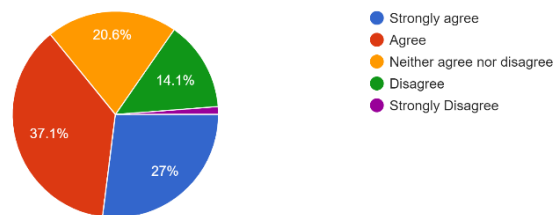
Opportunities to engage with teachers face-to-face and spend time in school to find out more about your child’s learning and progress, have been significantly reduced over the course of the pandemic. Alternative measures have been implemented wherever possible, such as recorded curriculum evenings at the beginning of the year and remote parent consultations, but they are of course no replacement for direct contact with teachers and time spent in school. Parents/carers haven’t been able to enter classrooms and have missed out on seeing the work on the walls, cosy reading corners, and the larger displays around school, all of which would normally contribute to building a much more complete picture of the learning experience your child enjoys at ESPS.

As we emerge from COVID-19 restrictions, the school will be better able to engage with parents. We look forward to welcoming our community back into classrooms and sharing the amazing work of all our pupils. The Headship Team recognises how important it is that parents are engaged in their child’s learning and hope to capitalise on some of the changes implemented as a result of COVID-19, that have had a positive impact. This will include things such as remote consultations for parents unable to attend consultations in school and alternative ways of sharing information about learning. Many parents/carers reported that they really appreciated the greater insight they had into their child’s learning during the spring lockdown.

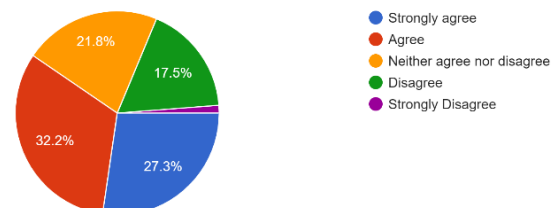
The school makes me aware of what my child will learn during the year
326 responses



I am kept well informed about how my child is getting on.
326 responses



I am satisfied with the opportunities I have to discuss my child’s progress.
326 responses



“...you do excellent things with the children, you just don’t share that you do them! We really enjoyed gaining an insight into what the children were learning each week.....”

Reception parent

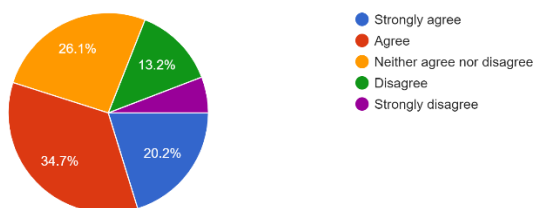
We recognise that even at the best of times, not all parents/carers are able to spend time in school or are able to attend curriculum evenings or consultations, so it is worth being aware that there are other ways to access information about what your child is learning. A curriculum bulletin is shared at the beginning of

each term (when not in lockdown, as this impacts on what is taught). These are available at any time in the year group pages of the school website [here](#) – along with a timetable for the relevant year group. The website is a great supplementary source of information to help understand what your child is learning. Year Group specific information can be found [here](#) and information about the curriculum and how it is taught can be found [here](#). The curriculum maps, which detail what pupils learn about in the foundation subjects in each year group, help to gain a much greater sense of the breadth of curriculum at ESPS.



School Lunches

I am happy with the school lunches
326 responses



There have been necessary changes to the lunchtime offer as a result of COVID-19, including the temporary removal of the very popular self-service salad bar. This has impacted on the lunchtime experience of pupils, particularly of older pupils, who return to the salad bar to “top up” on food if they are still hungry after their first serving. Salad options have still been available from the main counter, but not as self-service. Next term, the salad bar should be back in action. The school will also continue to work closely with our caterers, Accent, to ensure that the lunchtime experience is a healthy and positive one.

We support the mission that every child should enjoy a healthy lunch at school whether that be a hot school

lunch or a packed lunch. The school recognises the important connection between a healthy diet and a pupil’s ability to learn effectively and achieve high standards in school.

Next year, the school hopes to be able to invite parents/carers to sample the food provided by Accent. Previously, this has helped to reassure parents that the lunchtime offer is both tasty and healthy. We also hope that parents will be able to resume joining their child for lunch on occasion, by prior arrangement with Marie in the school office, as a special treat or to mark a special event such as a birthday.



Further information about school meals can be found [here](#).

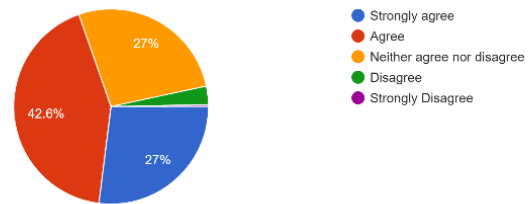
Parent Engagement with School

The pandemic has significantly disrupted school life and the effect of this has been particularly strongly felt by parents new to the school, especially those with children who joined Reception this year or last.

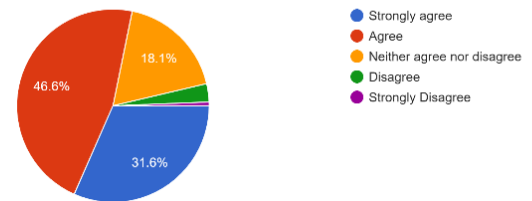
Many of the normal school activities have been suspended and it is completely understandable that parents do not feel as involved in school life as they have in previous years.

Our top priority is getting back to normal as soon as possible. There are so many things parents usually get involved with that we are keen to reinstate the moment we can: volunteering in the classroom, accompanying classes on school trips, attending curriculum evenings and parents' evenings in person, class assemblies and concerts, sports day, the carol service, the Christmas show, the summer and Christmas fairs, PTA socials, having lunch with your child on their birthday, even just chatting with the teacher at the end of the day... The school is planning to include a few special events next year to make up for some of what has been missed.

The school seeks the views of parents and takes account of their suggestions and concerns.
326 responses



The school encourages me to be involved in its life and work.
326 responses



COVID-19 Learning Offer Responses

A year ago, at the end of the 2019/2020 academic year, parents and carers were asked to complete a survey about their experiences of remote learning during the first lockdown period. Based on the feedback received, the remote learning offer was completely revised and specifically adapted to best suit the context of our school and the needs of the families and pupils in our school community.

The COVID-19 questions in this year's PSS survey sought to understand how well parents/carers felt the new remote offer met the needs and expectations of pupils and their families.

We are pleased that a significant majority of parents agreed that both appropriate teaching and learning content was provided and that the school continued to engage with, support and encourage their children.

Parents/carers of pupils across the school broadly reported the same level of agreement across year groups about how the school engaged with, supported and encouraged their child. There were however more noticeable disparities between year groups with regards to the provision of teaching and learning content. This will be taken into account during any future remote learning.

A range of views were expressed in the verbatims, often expressing opposing opinions, demonstrating that there is no "one size fits all" solution to remote learning. The revised remote learning offer was purposefully designed to be age appropriate and flexible enough that all pupils would be able to access the content, whatever their home circumstances, whilst also taking into account the duality of teaching pupils both in school and at home simultaneously, and the challenges many experienced with internet bandwidth and connectivity.

Further information about the remote learning offer is available [here](#).

Here are a selection of responses relating to home learning from parents/carers who agreed that we could share their verbatims.

"The staff went above and beyond, so much feedback and encouragement, super impressed"

"..The second lockdown was so much better, with the live sessions and videos explaining the work.."

"Good balance between structured support for learning and flexibility on what was possible to achieve at home"

"Well done to the gang for adapting so quickly and making the lessons so interactive and engaging..."

"...maybe smaller live group sessions would have been more valuable"

"... Liked the fact that things were recorded and you could do it at your own pace"

"Absolutely fantastic! The video power points were engaging and not too long..."

"...Children should be on full time online class... I believe your lockdown teaching method should be reviewed"

"...not enough feedback or demand from the teacher to ask my children to work harder or correct papers handed in"

"I felt there wasn't enough connection with the teacher apart from very short weekly meetings"

"The material/videos provided was fabulous. Very well done. The only downside was the live lesson internet connectivity with the teacher was poor..."

"The second lockdown remote learning was excellent. I was so pleased with the planning and regular communication by the teachers..."

Parent Satisfaction Survey

– Results Summary 2015 – 2021

Agreement with statements	Year of survey					
	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Base : All respondents						
Number of Respondents	309	194	229	222	272	269
My child is happy at this school	96%	95%	96%	97%	97%	98%
My child does well at this school	91%	90%	91%	91%	89%	88%
Children behave well in school	88%	82%	85%	85%	86%	91%
Teaching is good	93%	94%	93%	93%	93%	92%
The school makes me aware of what my child will learn during the year	78%					
I am kept well informed about how my child is getting on	65%	80%	74%	71%	71%	74%
I am satisfied with the opportunities I have to discuss my child's progress	60%	84%	74%	69%	73%	75%
There is a good range of subjects available to my child at this school.	83%	89%	84%	83%	88%	86%
I feel comfortable about approaching the school with questions or a problem or complaint.	87%	87%	85%	84%	86%	84%
Staff expect my child to work hard and do their best	86%	89%	90%	94%	89%	94%
The school promotes worthwhile attitudes and values	94%	92%	94%	95%	95%	98%
The school is led and managed well	88%	86%	85%	89%	88%	89%
Staff treat my child fairly	90%	90%	88%	91%	88%	87%
The school seeks the views of parents and takes account of their suggestions and concerns	70%	71%	70%	73%	74%	77%
The school encourages me to be involved in its life and work	79%	87%	85%	89%	90%	92%
Staff encourage my child to become mature and independent	90%	91%	93%	94%	92%	96%
There is a good range of activities that my child finds interesting and enjoyable	88%	91%	90%	93%	94%	94%
I am happy with the variety of extra-curricular clubs	n/a	85%	83%	82%	83%	84%
If my child was bullied the school resolved the issue quickly and effectively	82%	78%	74%	79%	81%	77%
I am happy with the school lunches	56%	64%	44%	58%	48%	70%
I am satisfied with the condition of the school buildings	90%	95%	95%	74%	74%	87%
I am satisfied with the condition of the school grounds	90%	87%	90%	55%	70%	89%
I am happy with the quality of school trips	n/a	90%	86%	91%	89%	94%
My child was helped to settle in when they started at the school	91%	93%	88%	91%	94%	92%
My child feels safe at this school	95%	90%				
I would recommend this school to others	92%	93%	88%	93%	93%	97%
Taking everything into account I am satisfied with the school	92%	93%	90%	94%	94%	95%
The amount of homework is ...						
Too much	0%	1%	1%	2%	1%	1%
Just right	60%	65%	60%	70%	71%	75%
Too little	31%	31%	35%	24%	24%	22%
The number of school trips is ...						
Too much	n/a	0%	0%	1%	1%	1%
Just right	n/a	86%	78%	89%	85%	88%
Too little	n/a	11%	11%	8%	10%	10%
Due to the disruption caused by Covid-19 we have included additional questions to help us understand your experience during the lock down and bubble closures this academic year (since September 2020)						
I am satisfied that the school continued to engage with, support and encourage my child.	84%					
I am satisfied that the school provided appropriate teaching and learning content that my child was able to access.	83%					
Base : All respondents with children in Year 6						
Number of Respondents	30	26	27	20	27	37
Taking everything into account, how would you rate your time at this school?						
Excellent	67%	69%	44%	75%	48%	70%
Very Good	30%	19%	22%	20%	41%	27%
Good	0%	8%	26%	5%	11%	3%
Fair	3%	4%	7%	0%	0%	0%
Poor	0%	0%	0%	0%	0%	0%