



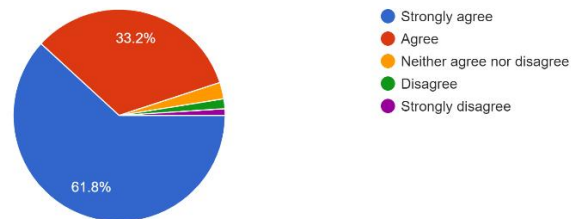
Parent Satisfaction Survey Feedback

Feedback Summary

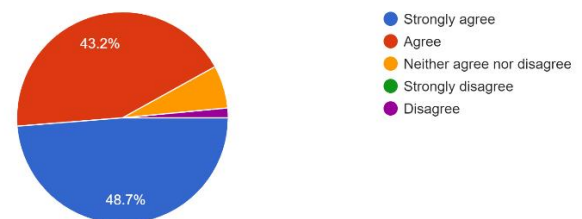
Thank you to everyone who recently completed the Parent Satisfaction Survey 2022. This is one of the ways in which the Governors and School Leadership Team seek the views of parents and we place great importance on your responses. This was the thirteenth online return for the survey. We had 199 questionnaires completed at the time of the review, which is a good response, although lower than last year when we had the highest number ever received. One of the questions has been updated this year in-line with the latest Ofsted Parent View questions and we have reinstated questions which were inappropriate due to Covid 19 lockdowns and so removed last year, e.g. trips. 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 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 95% of respondents agreed with the statement "My child is happy at this school". 92% agreed that "My child does well at this school" while 94% of respondents agreed that "The school is led and managed well". 97% agreed that, taking everything into account, they were satisfied with the school and 96% would recommend the school to others.

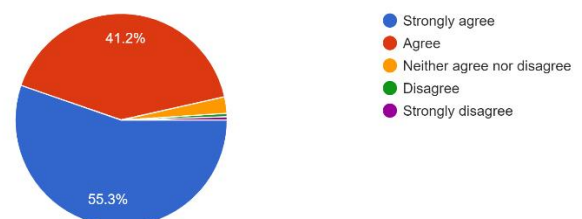
My child is happy at this school
199 responses



My child does well at this school
199 responses



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



The consistency and improvement 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: *“My child was incredibly happy here. I love the inclusivity and sense of community. The children are very kind to each other, there is a lot of laughter and fun”*; *“Our daughter wouldn’t miss a school day for anything, or even a few hours. She loves it, she’s learning what she should be learning and grows slowly but surely into a very confident and content human being”*; *“My child adores school and speaks passionately about her learning and very fondly of her teachers. The school communicates very well with parents and listens to their views”*; *“ESPS is like a very large family where everyone is equally valued”*; *“The staff are so nurturing and caring for each and every child. The school values really do shine through in the children, and they all have a great sense of pride from being at ESPS”*; *“Sense of community, opportunities for parents to help, fab Friday, great sport, lots of extra-curricular”*; *“There’s never a dull moment at ESPS!”*; *“Thank you to all who make ESPS a happy, healthy & safe place for my child to learn”*



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

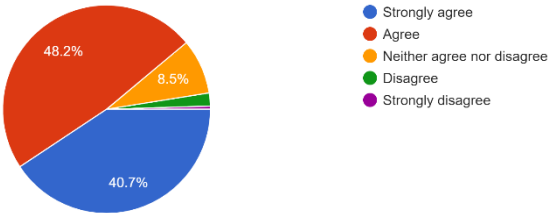
Opportunities to engage with teachers face-to-face and spend time in school to find out more about your child’s learning and progress, had been significantly reduced over the course of the pandemic. With a return to more normal conditions in school this year, parents/carers have been able to attend curriculum evenings at the beginning of the year and parent consultations, have direct contact with teachers and generally spend time in school, enter classrooms and see the work on the walls, cosy reading corners, and the larger displays around school, all of which contribute to building a much more complete picture of the learning experience your child enjoys at ESPS.

The responses this year regarding awareness of the curriculum, activity updates and information on how your child is getting on, and the opportunities you have to discuss your child’s progress have all significantly improved from last year.

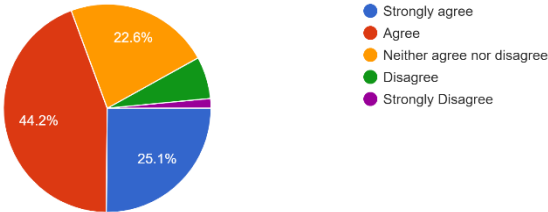
This feedback is supported by the separate Parent Meeting Poll in November 2021 which indicated that 91.7% of you felt well informed.

Whilst these are really good results the Headship Team recognise how important it is that parents are engaged in their child’s learning and they will be engaging with parents on this subject in the Autumn term to improve our understanding and explore how the school can enhance communications further.

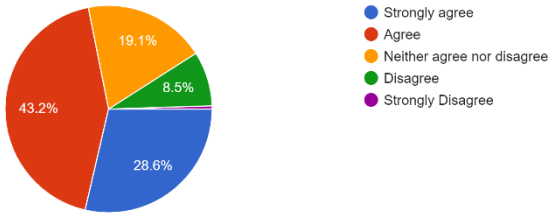
The school makes me aware of what my child will learn during the year
199 responses



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



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



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. These are available at any time in the year group pages of the school website – 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.



My child has been bullied and the school dealt with the bullying quickly and effectively

At East Sheen Primary School, we take any reported instances of bullying very seriously and governors monitor reported instances of bullying throughout the year. Detailed evaluation of the parent satisfaction survey reveals that there was an issue with how the question relating to bullying was answered, caused by a change to the way in which we seek responses to this particular question.

Other survey elements and verbatim responses support this:

- My child is happy at this school – 95% strongly agree or agree (2.5% neither agree nor disagree)
- My child feels safe at this school – 96% strongly agree or agree (4% neither agree nor disagree)
- Of the 25% who reported that their child had been bullied, 92% stated that their child was happy at the school, 6% neither agreed nor disagreed
- Verbatims of those who reported that their child had been bullied were nearly all incredibly positive about the school.

This also corresponds with responses to the most recent pupil and staff surveys.

However, we would like to emphasise that bullying has no place in our school and this is something that we will continue to monitor closely. We strongly encourage any parent/carer to talk to your child's class teacher if you have any concern about your child, so that the school can support all the children involved and work to resolve any situation. We want 100% of children in the ESPS community to feel safe, valued and respected.

Bullying is unwanted, intentional behaviour that involves a real or perceived power imbalance. The behaviour is repeated or has the potential to be repeated over time. Bullying includes actions such as making threats, spreading rumours, sending unwanted messages via email, physical or verbal abuse and excluding someone from a group on purpose.

Parent Engagement with School

The pandemic 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 over the last two years.

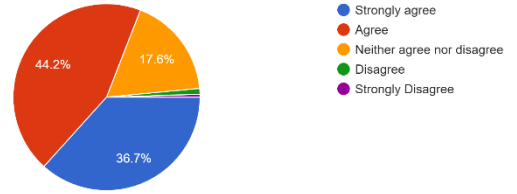
Many of the normal school activities had been suspended and it is completely understandable that in last year's survey parents indicated that they did not feel as involved in school life as they had in previous years.

Our top priority has been to get back to normal as soon as possible. The results this year show that many more of you now feel you have better dialogue with the school, and you are encouraged to get involved in the school life and work.

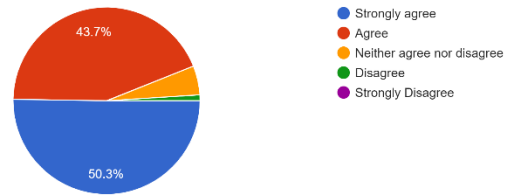
There are so many different things that parents can get involved with. Here are some ideas for next year: volunteering in the classroom, accompanying classes on school trips, attending curriculum evenings and parents' evenings in person, class assemblies and concerts, sports day, the carol service, the 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.

More information about how you can get involved with and support ESPS is available [here](#).

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



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



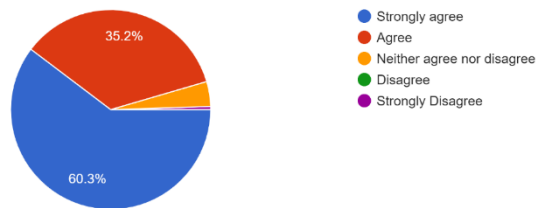
Values at ESPS

At East Sheen Primary School our purpose is to nurture happy, confident children who think deeply about themselves and others in preparation for the challenges ahead.

We do this by inspiring and celebrating:

- **Curiosity and love for learning**
- **Collaboration and kindness**
- **Creativity and enthusiasm**
- **Resilience and achievement**

The school promotes worthwhile attitudes and values.
199 responses



We sometimes simplify this to **Happy, Curious, Resilient, Kind** and as governors, we know from talking to children and staff, that these values are held dear and deeply embedded in school life.

Survey verbatims report that ESPS is a warm, welcoming and inclusive community. This is key to creating an environment where all children can aspire to and achieve high standards in reading, writing and arithmetic and importantly, develop a love for learning across all areas of the curriculum, preparing them to become key contributors to the wider world.

We are pleased that our parent/carer community continue to feel as positively as we do, about our values and ethos.

Parent Satisfaction Survey

– Results Summary 2015 – 2022

Agreement with statements	Year of survey						
	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Base : All respondents							
Number of Respondents	195	309	194	229	222	272	269
My child is happy at this school	95%	96%	95%	96%	97%	97%	98%
My child does well at this school	92%	91%	90%	91%	91%	89%	88%
Children behave well in school	93%	88%	82%	85%	85%	86%	91%
Teaching is good	94%	93%	94%	93%	93%	93%	92%
The school makes me aware of what my child will learn during the year	90%	78%	Change in the question from 20-21				
I am kept well informed about how my child is getting on	70%	65%	80%	74%	71%	71%	74%
I am satisfied with the opportunities I have to discuss my child's progress	72%	60%	84%	74%	69%	73%	75%
There is a good range of subjects available to my child at this school.	90%	83%	89%	84%	83%	88%	86%
I feel comfortable about approaching the school with questions or a problem or complaint.	94%	87%	87%	85%	84%	86%	84%
Staff expect my child to work hard and do their best	93%	86%	89%	90%	94%	89%	94%
The school promotes worthwhile attitudes and values	96%	94%	92%	94%	95%	95%	98%
The school is led and managed well	94%	88%	86%	85%	89%	88%	89%
Staff treat my child fairly	94%	90%	90%	88%	91%	88%	87%
The school seeks the views of parents and takes account of their suggestions and concerns	83%	70%	71%	70%	73%	74%	77%
The school encourages me to be involved in its life and work	94%	79%	87%	85%	89%	90%	92%
Staff encourage my child to become mature and independent	96%	90%	91%	93%	94%	92%	96%
There is a good range of activities that my child finds interesting and enjoyable	90%	88%	91%	90%	93%	94%	94%
I am happy with the variety of extra-curricular clubs	83%	n/a	85%	83%	82%	83%	84%
My child has been bullied and the school dealt with the bullying quickly and effectively * (question change for 2022)	56%	Change in the question from 21-22					
I am happy with the school lunches	63%	56%	64%	44%	58%	48%	70%
I am satisfied with the condition of the school buildings	90%	90%	95%	95%	74%	74%	87%
I am satisfied with the condition of the school grounds	93%	90%	87%	90%	55%	70%	89%
I am happy with the quality of school trips	87%	n/a	90%	86%	91%	89%	94%
My child was helped to settle in when they started at the school	94%	91%	93%	88%	91%	94%	92%
My child feels safe at this school	96%	95%	90%	Change in the question from 18-19			
I would recommend this school to others	96%	92%	93%	88%	93%	93%	97%
Taking everything into account I am satisfied with the school	97%	92%	93%	90%	94%	94%	95%
The amount of homework is ...							
Too much	2%	0%	1%	1%	2%	1%	1%
Just right	59%	60%	65%	60%	70%	71%	75%
Too little	33%	31%	31%	35%	24%	24%	22%
The number of school trips is ...							
Too much	1%	n/a	0%	0%	1%	1%	1%
Just right	72%	n/a	86%	78%	89%	85%	88%
Too little	23%	n/a	11%	11%	8%	10%	10%
Base : All respondents with children in Year 6							
Number of Respondents	28	30	26	27	20	27	37
Taking everything into account, how would you rate your time at this school?							
Excellent	54%	67%	69%	44%	75%	48%	70%
Very Good	39%	30%	19%	22%	20%	41%	27%
Good *(no longer an option from 2021)	0%	0%	8%	26%	5%	11%	3%
Fair	4%	3%	4%	7%	0%	0%	0%
Poor	4%	0%	0%	0%	0%	0%	0%
Base : All respondents whose children attend breakfast club							
Number of Respondents	69	82	39	54	56	67	69
I am happy with the quality of breakfast club	81%	76%	83%	84%	97%	89%	90%
Base : All respondents whose children attend on-site after school care led by NS Sport							
Number of Respondents	162	254	69	37	53	69	37
I am happy with the quality of the NSSport provision	92%	89%	97%	69%	80%	95%	90%