



# Parent Satisfaction Survey Feedback

## Feedback Summary

Thank you to everyone who completed the Parent Satisfaction Survey 2023 at the end of the summer term. This is one of the ways in which the governors and the school's senior leadership team seek the views of parents and we place great importance on your responses. This was the fourteenth online return for the survey. We had 119 questionnaires completed at the time of the review, which is fewer than usual, but follows the recent Ofsted Inspection Parent View Questionnaire, and so we were not surprised to have lower uptake this year. 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.

In line with the Ofsted Parent View results, the survey results show overall high levels of parental satisfaction with the school; responses agreeing with the statements are often in the high 80s or 90s. 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 94% of respondents agreed with the statement "My child is happy at this school", 93% agreed that "My child does well at this school", while 97% 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 97% would recommend the school to others.

The consistency and improvement of these results shows that East Sheen Primary continues to provide a happy, safe and stimulating

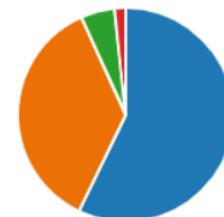
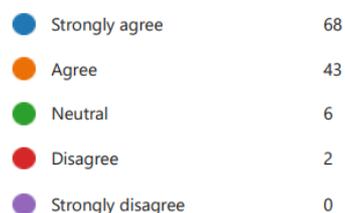
environment in which children can flourish. You also told us "The school really lives and breathes its values and I love that East Sheen puts the happiness of its pupils front and



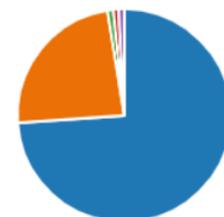
### 2. My child is happy at this school (0 point)



### 3. My child does well at this school (0 point)



### 34. Taking everything into account I am satisfied with the school (0 point)



centre of all that it does”; “The teachers are amazing! The kids run into school and cannot wait to learn!” “It’s an amazing school, the teachers are genuinely committed, and everyone goes the extra mile. The parent network is dynamic and everyone pulls together for the children. The sport and after school provision is first class”; “It feels like a family – from the pupils, all staff and parents and I believe we all have the same goal in mind. To ensure our children have a great learning experience full of learning opportunities”; “It’s a wonderful learning environment for my child and you can see a huge effort goes into the mental and physical wellbeing of every child”; “It is dynamic, inclusive, has an incredible standard of teaching and pastoral care. My children both love going to school. What more could a parent ask for. It takes a dedicated community of front and behind the scenes staff to make it what it is. Thank you”; “It’s such a wonderful, supportive, creative and inclusive environment where children can develop and be themselves. Everyone from teachers, to leadership, ground staff, parents, PTA, etc, is so passionate about what a great place it is. We are very lucky to be part of it” “Well rounded environment that champions not only academic success but sporting achievements, music and the arts. The school really supports each child and tries to help them be the best they can be. Great community spirit”; “My child has always been enthusiastic about school and has made some lovely friends”

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

## Feedback on children’s progress

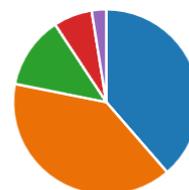
An important part of the school-home partnership to support pupil progress is keeping parents informed about how their children are performing at school. Ofsted inspectors highlighted that ‘Teachers meticulously check what pupils have learned. They are quick to pick up and resolve any misconceptions.’ This demonstrates that teachers have an excellent knowledge of how the children in their class are performing. To help communicate with parents when there are concerns about progress, the school is investing in an online tool for those children with special educational needs who may need additional support. This will enable staff and parents to communicate and share information about the support in place and progress being made.

7. I am kept well informed about how my child is getting on. (0 point)

[More Details](#)

[Insights](#)

● Strongly agree	46
● Agree	47
● Neutral	15
● Disagree	8
● Strongly disagree	3

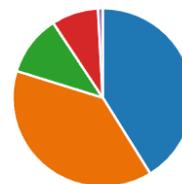


8. I am satisfied with the opportunities I have to discuss my child's progress. (0 point)

[More Details](#)

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● Strongly agree	49
● Agree	46
● Neutral	13
● Disagree	10
● Strongly disagree	1



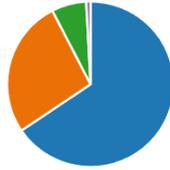
Feedback from parent consultations highlighted some inconsistency in the feedback that was provided by different year group meetings. To help ensure that useful and accurate information is provided to parents in both the November and March parent consultations, the leadership team have established an agenda for teachers to follow. This should ensure that parents have a clear picture of how well their children are progressing. The school is required to report termly, which it does through parent consultations in the first two terms and a written report in the third term. This is far from the only opportunity to discuss children’s progress. Teachers are happy to meet to discuss concerns parents have and will be proactive in reaching out when concerns arise. Teachers will also share successes through the presentations of certificates, stickers and ‘Wow’ cards.

# Extracurricular opportunities

19. I am happy with the variety of extra-curricular clubs. (The school offers over 40 clubs opportunities, please see school website for details)

[More Details](#)

Strongly agree	78
Agree	32
Neutral	8
Disagree	0
Strongly disagree	1



The school was able to offer more extracurricular clubs than ever in 2022-23, with an impressive 47 different clubs offered per week. The leadership team strongly believe in offering pupils a range of opportunities to explore new passions and take student views into account when planning which clubs to offer.

The school's wide-ranging extracurricular clubs include Film Club, M:Tech, Latin, Orchestra and a number of sports clubs. Last year, the school was pleased to introduce Spanish, Turkish and Mandarin clubs, as well as Chamber Choir and Lego Robotics.

This year, the school is keen to continue to increase the number of sporting opportunities available to pupils. Working in partnership with Next Steps Sport and the Richmond School Sport Partnership, the school has already booked in a number of competitive and non-competitive sporting events. The hope is that more children than ever will represent the school in 2023-2024, an ambitious target, given that 258 pupils in Years 1-6 represented the school in sports in the 2022-2023 academic year.

# 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

12. The school promotes worthwhile attitudes and values. (0 point)

Strongly agree	84
Agree	29
Neutral	5
Disagree	1
Strongly disagree	0



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 mathematics and importantly, can 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, and that in our recent Ofsted inspection, inspectors made the following summary:

'Everyone works together to make sure that the school is successful and a happy place for pupils to thrive. Pupils enjoy their learning and achieve high standards. Teachers inspire them to do their best. Pupils have very positive attitudes, and their behaviour is consistently exceptional in lessons and around the school. They like to receive 'respect' tokens for being kind and well-mannered to each other and staff.'

# Parent Satisfaction Survey

## – Results Summary 2016 – 2023

Agreement with statements	Year of survey						
	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016
<b>Base : All respondents</b>							
Number of Respondents	119	195	309	194	229	222	272
My child is happy at this school	94%	95%	96%	95%	96%	97%	97%
My child does well at this school	93%	92%	91%	90%	91%	91%	89%
Children behave well in school	85%	93%	88%	82%	85%	85%	86%
Teaching is good	92%	94%	93%	94%	93%	93%	93%
The school makes me aware of what my child will learn during the year	88%	90%	78%				
I am kept well informed about how my child is getting on	78%	70%	65%	80%	74%	71%	71%
I am satisfied with the opportunities I have to discuss my child's progress	80%	72%	60%	84%	74%	69%	73%
There is a good range of subjects available to my child at this school.	92%	90%	83%	89%	84%	83%	88%
I feel comfortable about approaching the school with questions or a problem or complaint.	92%	94%	87%	87%	85%	84%	86%
Staff expect my child to work hard and do their best	90%	93%	86%	89%	90%	94%	89%
The school promotes worthwhile attitudes and values	95%	96%	94%	92%	94%	95%	95%
The school is led and managed well	97%	94%	88%	86%	85%	89%	88%
Staff treat my child fairly	92%	94%	90%	90%	88%	91%	88%
The school seeks the views of parents and takes account of their suggestions and concerns	87%	83%	70%	71%	70%	73%	74%
The school encourages me to be involved in its life and work	96%	94%	79%	87%	85%	89%	90%
Staff encourage my child to become mature and independent	96%	96%	90%	91%	93%	94%	92%
There is a good range of activities that my child finds interesting and enjoyable	92%	90%	88%	91%	90%	93%	94%
I am happy with the variety of extra-curricular clubs	92%	83%	n/a	85%	83%	82%	83%
My child has been bullied and the school dealt with the bullying quickly and effectively * (question change for 2022)	50%	56%	82%	78%	74%	79%	81%
I am happy with the school lunches	68%	63%	56%	64%	44%	58%	48%
I am satisfied with the condition of the school buildings	92%	90%	90%	95%	95%	74%	74%
I am satisfied with the condition of the school grounds	87%	93%	90%	87%	90%	55%	70%
I am happy with the quality of school trips	92%	87%	n/a	90%	86%	91%	89%
My child was helped to settle in when they started at the school	98%	94%	91%	93%	88%	91%	94%
My child feels safe at this school	97%	96%	95%	90%			
I would recommend this school to others	97%	96%	92%	93%	88%	93%	93%
Taking everything into account I am satisfied with the school	97%	97%	92%	93%	90%	94%	94%
The amount of homework is ...							
Too much	2%	2%	0%	1%	1%	2%	1%
Just right	55%	59%	60%	65%	60%	70%	71%
Too little	36%	33%	31%	31%	35%	24%	24%
Don't Know	8%						
The number of school trips is ...							
Too much	0%	1%	n/a	0%	0%	1%	1%
Just right	77%	72%	n/a	86%	78%	89%	85%
Too little	16%	23%	n/a	11%	11%	8%	10%
Don't Know	7%						
<b>Base : All respondents with children in Year 6</b>							
Number of Respondents	13	28	30	26	27	20	27
Taking everything into account, how would you rate your time at this school?							
Excellent	92%	54%	67%	69%	44%	75%	48%
Very Good	0%	39%	30%	19%	22%	20%	41%
Good *(no longer an option from 2021)	0%	0%	0%	8%	26%	5%	11%
Fair	0%	4%	3%	4%	7%	0%	0%
Poor	8%	4%	0%	0%	0%	0%	0%
<b>Base : All respondents whose children attend breakfast club</b>							
Number of Respondents	48	69	82	39	54	56	67
I am happy with the quality of breakfast club	65%	81%	76%	83%	84%	97%	89%
<b>Base : All respondents whose children attend on-site after school care led by NS Sport</b>							
Number of Respondents	93	162	254	69	37	53	69
I am happy with the quality of the NSSport provision	97%	92%	89%	97%	69%	80%	95%