



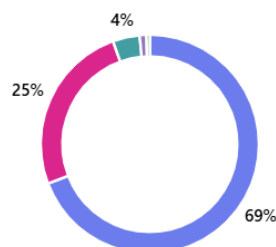
# Parent Satisfaction Survey Feedback

## Feedback Summary

I would like to thank all those who completed the Parent Satisfaction Survey at the beginning of the summer term. This is one of the ways in which governors and the school's headship team seek the views of parents and we place great importance on your responses. Our vision is for every child to have the best possible educational experience at East Sheen Primary, so the more responses we get, the better able we are to assess what is working particularly well and to identify areas for development. The governors and leadership team value both positive comments and suggestions for improvement and encourage all parents to use the annual Parent Satisfaction Survey to share their views and contribute to the school's priorities and development. This year, we received 201 responses which is higher than the last three years.

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

● Strongly agree	139
● Agree	51
● Neutral	8
● Disagree	2
● Strongly disagree	1

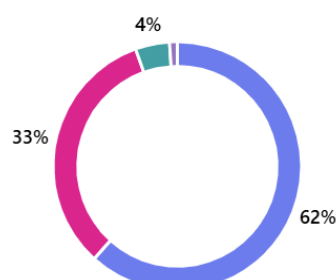


We were absolutely delighted with the 2025 survey results which highlight very high levels of parental satisfaction. For the vast majority of statements, over 90% of respondents either agreed or strongly agreed. These results are an incredibly positive endorsement of the headship team and ESPS as a whole and confirm that parents' current perception is of a happy, high performing school with a very strong sense of community.

The survey showed that 94% of respondents agreed with the statement "My child is happy at this school", 95% agreed that "My child does well at this school", while 96% 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 99% would recommend the school to others.

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

● Strongly agree	124
● Agree	66
● Neutral	9
● Disagree	2
● Strongly disagree	0



The consistency of these impressive results shows that ESPS continues to provide a happy, safe and stimulating environment in which all children can flourish.

The full table of results and comparison with previous years is provided at the end of this feedback. Governors and the headship team have reviewed and discussed the responses in detail. Below we have expanded on some of the areas highlighted in the verbatim comments.

Nathalie Townley  
Chair of Governors

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## Nurture as a whole school strength

We were pleased that parents commended the school's prioritising of pupil wellbeing, and that the school's purpose to nurture children is celebrated as a strength by parents. The school leadership team is excited to be continuing to enhance the provision of nurture across the school for all pupils in a number of ways. The leadership team uses clear, evidence-informed rationale for implementing strategies that use nurture principles to maximise pupils' engagement in and readiness for learning, embed responsible and respectful behaviour principles, and support pupils to feel happy and safe in school. Next year, the school will be continuing its journey as an Attachment Aware Schools Award winner, working to achieve the silver award, following the bronze award earned in 2023.

The journey started through the revision of the behaviour policy and training for all staff in emotion coaching and understanding a trauma-informed approach to managing behaviour. The impact is clear: behaviour for learning across the school is exemplary, and behaviour is addressed through reflection, regulation and learning. This year, the school has implemented a number of strategies to broaden this approach into improving lunchtime behaviour, with an operational overhaul of how lunch is served to and enjoyed by children.

Feedback from staff, pupils and parents has been positive, and lunchtime behaviour incidents have decreased and remain infrequent. The school has also introduced five nurture groups for pupils to access additional support, based on the [Nurture UK principles](#). This has supported pupil confidence, and helped children feel better able to embrace their learning in lessons at school. All staff are now working to introduce consistent behaviour visual displays across the school, ensuring classrooms are predictable and expectations clear. School leaders and teachers will be updating existing behaviour visuals to be more in line with these principles, and we are excited to see how pupils respond.

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## Smart Technology and Screen Use

The school is always keen to listen to and learn from feedback, and one example where parental feedback has supported policy change both in our school and across the local authority is the soon-to-be-published position statement on the use of smartphones in primary schools. The school is clear about its responsibilities to educate children about the safe use of technology, neither demonising technology nor overblocking its use. Instead, the school has a clear and ever-evolving policy for teaching online safety, and embeds the teaching about safe and effective use of technology in its PSHE curriculum.

There is, however, growing evidence about the potential harmful effects that the use of smartphones in primary-aged pupils can have, and from September 2025, smartphones will not be permitted in school by pupils. Some of the harmful effects include the impact that gaming or smartphone addiction can have on sleep, body confidence and mental health. This is largely fed by the constant access to the internet on smart devices.

The school balances the use of technology in its teaching with the many opportunities to learn and play practically, outside or through imaginative activities in the classroom. It hopes that by demonstrating the

benefits of using technology to support learning, for example the immediate feedback and quick rehearsal that online maths homework can provide, and the adaptive questioning that online comprehension tests develop, as well as emphasising the importance of time away from screens for learning and socialising, that children will learn to be critical in evaluating the benefits and risks to using online platforms in work and at play.

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## The Power of Community

In the responses to the survey, we were struck by just how important parents and carers found our shared sense of community. The word community appeared over 74 times in the feedback.

We are incredibly lucky to have built a wonderful sense of community within the school walls and beyond. We picked out a couple of comments that summarised this sense of community people referred to time and again.

**“There is a genuine sense of community. Everyone seems to truly care and get involved, from staff to parents, which creates a really supportive environment.”**

**“The sense of community, amazing teachers who really inspire my child, welcoming and helpful staff, varied extra-curricular offering and last but not least an exceptional headship team!”**

We see our role as being at the centre of providing support and care to all our children and families. We understand that everyone needs to be supported in different ways, but we always try to ensure our approach at East Sheen Primary is child-centred and focussed on successful outcomes for all. We have become a hub for wider community services to ensure that all families can access the support they need.

Whether it is the staff, PTA, reading volunteers or parents and carers, we have collectively created something truly special at ESPS and remain committed to continuing this drive. It is heartening to see that so many parents have experienced this spirit of community and focussed on this in the survey.

# Parent Satisfaction Survey – Results Summary 2016 – 2025

Agreement with statements	Year of Survey								
	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	
<b>Base : All respondents</b>									
Number of Respondents	201	177	119	195	309	194	229	222	
My child is happy at this school	94%	92%	94%	95%	96%	95%	96%	97%	
My child does well at this school	95%	92%	93%	92%	91%	90%	91%	91%	
Children behave well in school	93%	94%	85%	93%	88%	82%	85%	85%	
Teaching is good	96%	94%	92%	94%	93%	94%	93%	93%	
The school makes me aware of what my child will learn during the year	91%	91%	88%	90%	78%				
I am kept well informed about how my child is getting on	84%	82%	78%	70%	65%	80%	74%	71%	
I am satisfied with the opportunities I have to discuss my child's progress	83%	81%	80%	72%	60%	84%	74%	69%	
There is a good range of subjects available to my child at this school.	94%	85%	92%	90%	83%	89%	84%	83%	
I feel comfortable about approaching the school with questions or a problem or complaint.	92%	91%	92%	94%	87%	87%	85%	84%	
Staff expect my child to work hard and do their best	89%	91%	90%	93%	86%	89%	90%	94%	
The school promotes worthwhile attitudes and values	96%	95%	95%	96%	94%	92%	94%	95%	
The school is led and managed well	96%	96%	97%	94%	88%	86%	85%	89%	
Staff treat my child fairly	95%	95%	92%	94%	90%	90%	88%	91%	
The school seeks the views of parents and takes account of their suggestions and concerns	86%	96%	87%	83%	70%	71%	70%	73%	
The school encourages me to be involved in its life and work	92%	93%	96%	94%	79%	87%	85%	89%	
Staff encourage my child to become mature and independent	94%	95%	96%	96%	90%	91%	93%	94%	
There is a good range of activities that my child finds interesting and enjoyable	94%	93%	92%	90%	88%	91%	90%	93%	
I am happy with the variety of extra-curricular clubs	93%	92%	92%	83%	n/a	85%	83%	82%	
My child has been bullied and the school dealt with the bullying quickly and effectively * (question change for 2022)	60%	62%	50%	56%	82%	78%	74%	79%	
I am happy with the school lunches	70%	65%	68%	63%	56%	64%	44%	58%	
I am satisfied with the condition of the school buildings	94%	92%	92%	90%	90%	95%	95%	74%	
I am satisfied with the condition of the school grounds	96%	93%	87%	93%	90%	87%	90%	55%	
I am happy with the quality of school trips	93%	90%	92%	87%	n/a	90%	86%	91%	
My child was helped to settle in when they started at the school	95%	94%	98%	94%	91%	93%	88%	91%	
My child feels safe at this school	97%	96%	97%	96%	95%	90%			
I would recommend this school to others	99%	96%	97%	96%	92%	93%	88%	93%	
Taking everything into account I am satisfied with the school	97%	96%	97%	97%	92%	93%	90%	94%	
The amount of homework is ...									
Too much	1%	1%	2%	2%	0%	1%	1%	2%	
Just right	69%	64%	55%	59%	60%	65%	60%	70%	
Too little	24%	27%	36%	33%	31%	31%	35%	24%	
Don't Know	6%	7%	8%						
The number of school trips is ...									
Too much	1%	0%	0%	1%	n/a	0%	0%	1%	
Just right	81%	81%	77%	72%	n/a	86%	78%	89%	
Too little	12%	13%	16%	23%	n/a	11%	11%	8%	
Don't Know	6%	4%	7%						
<b>Base : All respondents with children in Year 6</b>									
Number of Respondents	23	26	13	28	30	26	27	20	
Taking everything into account, how would you rate your time at this school?									
Excellent	87%	73%	92%	54%	67%	69%	44%	75%	
Very Good	13%	0%	0%	39%	30%	19%	22%	20%	
Good *(no longer an option from 2021)	0%	0%	0%	0%	0%	8%	26%	5%	
Fair	0%	23%	0%	4%	3%	4%	7%	0%	
Poor	0%	4%	8%	4%	0%	0%	0%	0%	
<b>Base : All respondents whose children attend breakfast club</b>									
Number of Respondents	72	69	48	69	82	39	54	56	
I am happy with the quality of breakfast club	78%	71%	65%	81%	76%	83%	84%	97%	

Base : All respondents whose children attend on-site after school care led by NS Sport	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017
Number of Respondents	169	145	93	162	254	69	37	53
I am happy with the quality of the NSSport provision	91%	91%	97%	92%	89%	97%	69%	80%