



# Parent Satisfaction Survey Feedback

## Feedback Summary

Thank you to everyone who completed the Parent Satisfaction Survey 2024 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 ESPS so the more responses we get, the better able we are to assess what is working particularly well and to identify areas for development. This year, we received 177 responses which is higher than last year (119) but lower than previous years. 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.

The survey results show overall high levels of parental satisfaction with the school. We were delighted that for the vast majority of statements, over 90% of respondents either agreed or strongly agreed. These results are an incredibly positive endorsement of the new headship team and ESPS as a whole and confirm that parents’ current perception is of a happy, high performing school.

My child does well at this school (0 point)

[More Details](#)

Strongly agree	106
Agree	60
Neutral	10
Disagree	1
Strongly disagree	0



My child is happy at this school (0 point)

[More Details](#)

Strongly agree	121
Agree	44
Neutral	10
Disagree	2
Strongly disagree	0



The survey showed that 93% of respondents agreed with the statement “My child is happy at this school”, 94% 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 98% would recommend the school to others.

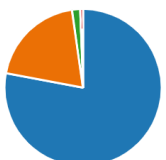
The consistency of these impressive results shows that East Sheen Primary continues to provide a happy, safe and stimulating environment in which children can flourish.

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 for further consideration, as identified through the survey results

I would recommend this school to others (0 point)

[More Details](#)

Strongly agree	138
Agree	35
Neutral	3
Disagree	1
Strongly disagree	0



and verbatim comments. In addition, parents should be aware that the headship team has already acted on a number of the suggestions included in the survey, such as holding an information evening on transition to secondary school and obtaining quotes to replace the Putney Playground gate.

Nathalie Townley

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## Pupils with Special Educational Needs

The school is rightly proud of its inclusive approach to supporting all pupils to fulfil their potential. We continue to be pleased by the impressive progress made by pupils identified as having special educational needs (SEN), recognising that progress concerns not only the academic but also the social and emotional development of pupils. The school has a robust process for identifying children with barriers to learning and additional needs, and creates individual support plans for these pupils. An important part of ensuring that children's needs are properly understood and that the most effective support is in place is working in partnership with parents as part of the continuous 'assess, plan, do, review' cycle that keeps support effective, and targeted. This year, parents of pupils with SEN have been invited termly to review their child's support plan, but we are excited to further develop opportunities for parental involvement in this process through accessing our new online 'EduKey' tool, and by holding separate meetings in autumn and spring for parents of SEN pupils in addition to the regular November and March parent consultations. We hope that this will allow more time to discuss individual needs and further improve the review cycle, maximising the effectiveness of the support in place. The school has engaged a number of additional services this year to further support pupils, including art and dance therapists, specialist dyslexia training for staff, and advice from ADHD embrace, and we look forward to further developing opportunities for support next year.

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## Extracurricular opportunities

The school continued to offer an impressive number of extracurricular clubs, with a great breadth and range of interests accessed. The school's sporting offer remains high, and we were very pleased to introduce NFL football and fencing to East Sheen Primary School this year. The extracurricular offer extends far beyond sport, however. Earlier this year, writers in Year 3 and 4 accessed a writing club and focused on composing poetry and performing this to famous poet, Neal Zetter. The Battle of the Books club took part in an annual competition celebrating a collection of studied books and poems too. We are pleased that all children in Year 4 were able to begin learning the recorder this year, and children continue to be able to access singing, piano, drum, guitar, violin and trumpet lessons in school through the Richmond Music Trust. Our two school choirs had fantastic success, singing again at Westminster Cathedral with the Bach choir, as well as representing the school in professional theatres at both the Barnes Music Festival and Richmond Singing Festival. The school has enjoyed having its pupils perform their instruments in assembly on Wednesday as children come into the hall, and the music leader, Miss Sanders, is hoping to host a concert for musicians later next year to showcase some of the excellent musical talent in school. Many children have also won 'gold disc' awards for their digital creations as part of the M:tech clubs. Children have been able to show this off in school assemblies, and the Film Club used some of the music as part of their winning entry to the Kingston Film Festival. We encourage all children to take part in creative arts during the school day, as well as through these extracurricular opportunities. We hope to see many musicians at our proposed concert next year.

The school is also keen to hear of any particular interests children may have for extracurricular opportunities, as the leadership team regularly reviews the clubs on offer. Expressions of interest should be made through the school office 'FAO: Clubs Coordinator'. Please see the school website for the [full list of clubs](#) being offered in the Autumn term.

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# 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:

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

[More Details](#)

[Insights](#)

Strongly agree	130
Agree	40
Neutral	7
Disagree	0
Strongly disagree	0



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

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 are 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 as summarised in our Ofsted inspection last year:

‘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.’

# What makes ESPS Special?

We asked you what makes our school special, and this is what you said:



# Parent Satisfaction Survey – Results Summary 2016 – 2024

Agreement with statements	Year of survey							
	2023-2024	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016
<b>Base : All respondents</b>								
Number of Respondents	177	119	195	309	194	229	222	272
My child is happy at this school	92%	94%	95%	96%	95%	96%	97%	97%
My child does well at this school	92%	93%	92%	91%	90%	91%	91%	89%
Children behave well in school	94%	85%	93%	88%	82%	85%	85%	86%
Teaching is good	94%	92%	94%	93%	94%	93%	93%	93%
The school makes me aware of what my child will learn during the year	91%	88%	90%	78%				
I am kept well informed about how my child is getting on	82%	78%	70%	65%	80%	74%	71%	71%
I am satisfied with the opportunities I have to discuss my child's progress	81%	80%	72%	60%	84%	74%	69%	73%
There is a good range of subjects available to my child at this school.	85%	92%	90%	83%	89%	84%	83%	88%
I feel comfortable about approaching the school with questions or a problem or complaint.	91%	92%	94%	87%	87%	85%	84%	86%
Staff expect my child to work hard and do their best	91%	90%	93%	86%	89%	90%	94%	89%
The school promotes worthwhile attitudes and values	95%	95%	96%	94%	92%	94%	95%	95%
The school is led and managed well	96%	97%	94%	88%	86%	85%	89%	88%
Staff treat my child fairly	95%	92%	94%	90%	90%	88%	91%	88%
The school seeks the views of parents and takes account of their suggestions and concerns	96%	87%	83%	70%	71%	70%	73%	74%
The school encourages me to be involved in its life and work	93%	96%	94%	79%	87%	85%	89%	90%
Staff encourage my child to become mature and independent	95%	96%	96%	90%	91%	93%	94%	92%
There is a good range of activities that my child finds interesting and enjoyable	93%	92%	90%	88%	91%	90%	93%	94%
I am happy with the variety of extra-curricular clubs	92%	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)	62%	50%	56%	82%	78%	74%	79%	81%
I am happy with the school lunches	65%	68%	63%	56%	64%	44%	58%	48%
I am satisfied with the condition of the school buildings	92%	92%	90%	90%	95%	95%	74%	74%
I am satisfied with the condition of the school grounds	93%	87%	93%	90%	87%	90%	55%	70%
I am happy with the quality of school trips	90%	92%	87%	n/a	90%	86%	91%	89%
My child was helped to settle in when they started at the school	94%	98%	94%	91%	93%	88%	91%	94%
My child feels safe at this school	96%	97%	96%	95%	90%			
I would recommend this school to others	96%	97%	96%	92%	93%	88%	93%	93%
Taking everything into account I am satisfied with the school	96%	97%	97%	92%	93%	90%	94%	94%
The amount of homework is ...								
Too much	1%	2%	2%	0%	1%	1%	2%	1%
Just right	64%	55%	59%	60%	65%	60%	70%	71%
Too little	27%	36%	33%	31%	31%	35%	24%	24%
Don't Know	7%	8%						
The number of school trips is ...								
Too much	0%	0%	1%	n/a	0%	0%	1%	1%
Just right	81%	77%	72%	n/a	86%	78%	89%	85%
Too little	13%	16%	23%	n/a	11%	11%	8%	10%
Don't Know	4%	7%						
<b>Base : All respondents with children in Year 6</b>								
	2023-2024	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016
Number of Respondents	26	13	28	30	26	27	20	27
Taking everything into account, how would you rate your time at this school?								
Excellent	73%	92%	54%	67%	69%	44%	75%	48%
Very Good	0%	0%	39%	30%	19%	22%	20%	41%
Good *(no longer an option from 2021)	0%	0%	0%	0%	8%	26%	5%	11%
Fair	23%	0%	4%	3%	4%	7%	0%	0%
Poor	4%	8%	4%	0%	0%	0%	0%	0%
<b>Base : All respondents whose children attend breakfast club</b>								
	2023-2024	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016
Number of Respondents	69	48	69	82	39	54	56	67
I am happy with the quality of breakfast club	71%	65%	81%	76%	83%	84%	97%	89%

Base : All respondents whose children attend on-site after school care led by NS Sport	2023-2024	2022-2023	2021-2022	2020-2021	2018-2019	2017-2018	2016-2017	2015-2016
Number of Respondents	145	93	162	254	69	37	53	69
I am happy with the quality of the NSSport provision	91%	97%	92%	89%	97%	69%	80%	95%