

Duke of Norfolk School Parent/Carer questionnaire - 2021

Thank you to all parents and carers that took the time to complete our survey. Your feedback is really important to us and we will continue to use the comments and information provided to inform our future strategies.

Quantitative analysis

126 parents/carers completed the survey (although some provided multiple responses due to having more than one child in school) and we have been able to provide comparative data using the 2019 parent survey for some questions – these results are highlighted below.

Interpretation

- A significant majority (95%+) of respondents agree or strongly agree that their child(ren) enjoy(s) coming to school; feel(s) safe at the school; and that the school has a caring and supportive ethos.
- A majority or a large majority of respondents agree or strongly agree with all other statements except Q7 (bullying), Q8 (SEND), Q9 (communication) and Q14 (remote learning). These questions will be addressed below.
- A small (but significant) minority (22%) is dissatisfied with the ways the school communicates with them and with the remote learning provision.
- A very small minority feel dissatisfied with how the school ensures its pupils are well behaved; the management of health & safety and school closures; and parents' evenings.

Commentary

Progress

There was a decrease in satisfaction from 94% in 2019 to 87% in 2021; however, this drop can be explained by the increase in the number of parents stating they didn't know whether they were happy or not. This would suggest that either the Covid pandemic has led to parents being unsure as to how their child has progressed (due to the amount of time out of school etc) or could highlight that the school needs to provide more information about pupil progress and what this means/looks like.

School response: We appreciate that there have been changes to way progress is reported in terms of levels and grade comparisons. We will look to provide information to parents/carers in our next newsletter about what the current definitions (e.g. working at, working below, significantly below) mean and how to interpret that information.

Behaviour / bullying

There was an increase in dissatisfaction relating to pupil behaviour from 3% in 2019 to 9% in 2021. This may be a result of the challenges the school faced in relation to the impact that Covid pandemic had on pupils, rather than a comment on the school's internal policies (which governors believe to be effective).

School response: We would agree with the governors' interpretation as we have been dealing with more behavioural issues than when compared to pre-pandemic levels. We continually seek to remind pupils of what constitutes good behaviour and how they need to make 'good choices' when it comes to their behaviour.

With regards to bullying, there was a decrease in satisfaction from 61% in 2019 to 48% in 2021; however, this drop can be explained by the increase (31% to 46%) in the number of parents stating that the question was not applicable / they didn't know. Given the similar figures in relation to parent dissatisfaction, this would indicate there is no cause for concern.

School response: We agree with this as the school remains vigilant in regard to bullying and deals with all cases swiftly and effectively.

SEND

There was a decrease in satisfaction from 60% in 2019 to 50% in 2021; however, this drop can be explained by the increase (35% to 49%) in the number of respondents stating that the question was not applicable / they didn't know. Whilst this is likely to indicate that they have had no contact with these issues, we believe this could be an area for the school to highlight more of its activities/provisions.

School response: We have a dedicated notice board outside the school where all relevant information is displayed. However, we are keen for parents to be clear about the provisions we have in place and so we will include further details in our newsletters.

Communication

It is pleasing to see a slight improvement in the number of respondents who are satisfied with the school's communication (74% to 77%); however, this still leaves 22% of respondents who are not satisfied. Governors are aware this is an ongoing source of tension but is difficult to address, given the differing views of parents and the wide availability of communication mediums. We are aware of efforts made by the school to improve communications (Facebook page/improved website) but this continues to be an issue that requires focus.

School response: We agree that this continues to be an issue, with some parents/carers wanting more and other wanting less. Therefore, striking the right balance is difficult. Moving forwards, we will use the newsletter as the primary source of information, along with our website. We will also seek to issue relevant reminders via our text service two days before the event.

Remote learning

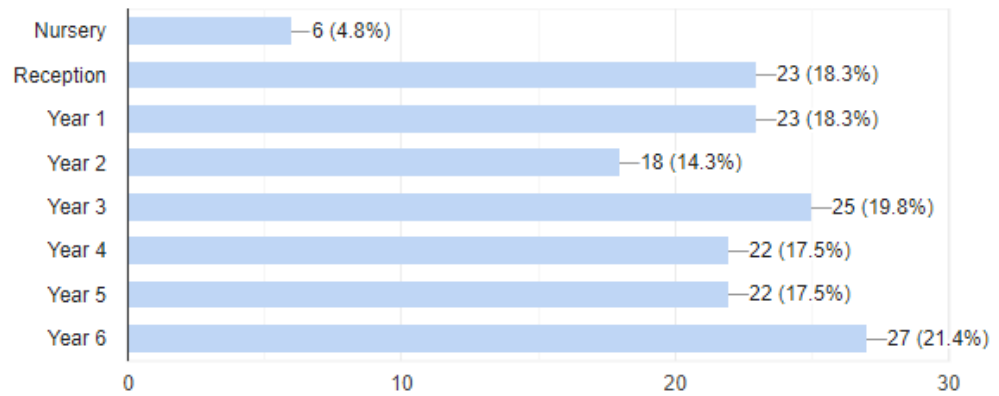
Around ¾ of parents were satisfied with the school's provision of remote learning, and Governors are aware of the level of effort (and success) that the SLT made with regard to the provisions available. Unfortunately, some of decisions made by the school were unpopular (choosing not to provide live lessons in particular); however, Governors understand (and support) the rationale for these decisions in light of staff resourcing, staff wellbeing and prioritising other learning formats.

School response: We thank governors for their continuing support, as well as those parents that have shared their positive feedback. Whilst we appreciate that remote learning has differed from school to school, we chose the learning mechanisms and platforms that we felt would best serve both pupils and staff. It is worth highlighting that we were one of the first (if not the first) amongst Glossopdale primary schools to adopt Google classrooms; and so were able to quickly establish our remote learning provision. Some aspects, such as weekly homework, has remained on this platform due to the success we found in terms of pupil and parental engagement.

Results Summary:

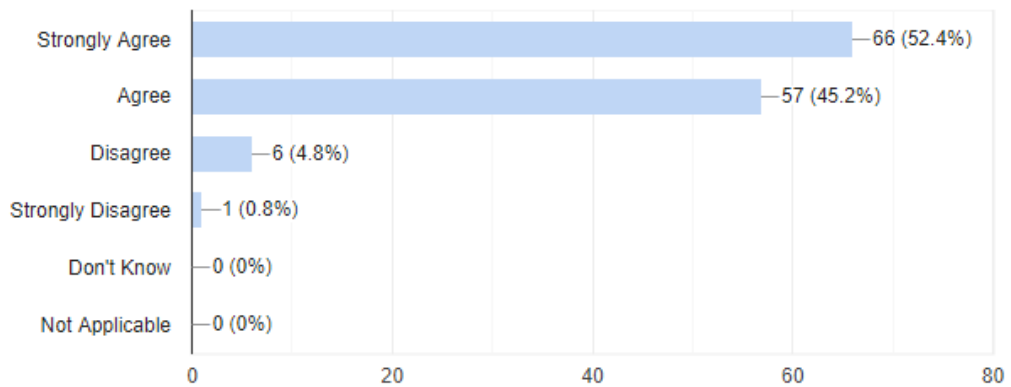
1. My Child(ren) is/are in the following year group (select all that apply).

126 responses



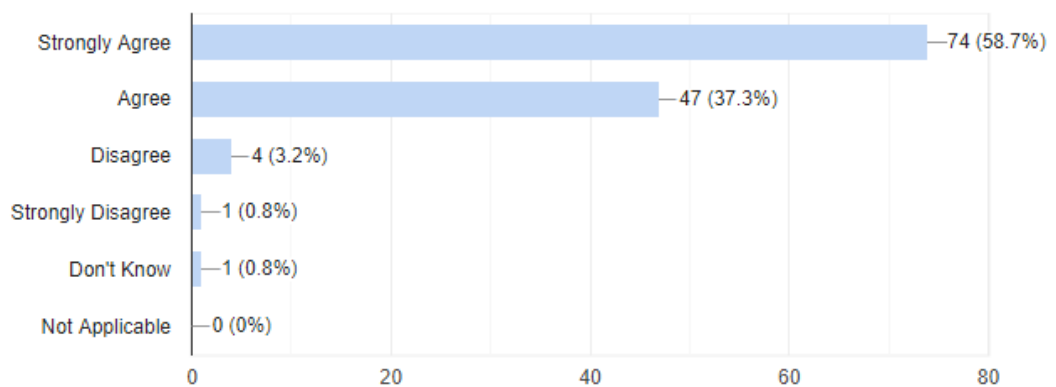
2. My child enjoys coming to school.

126 responses



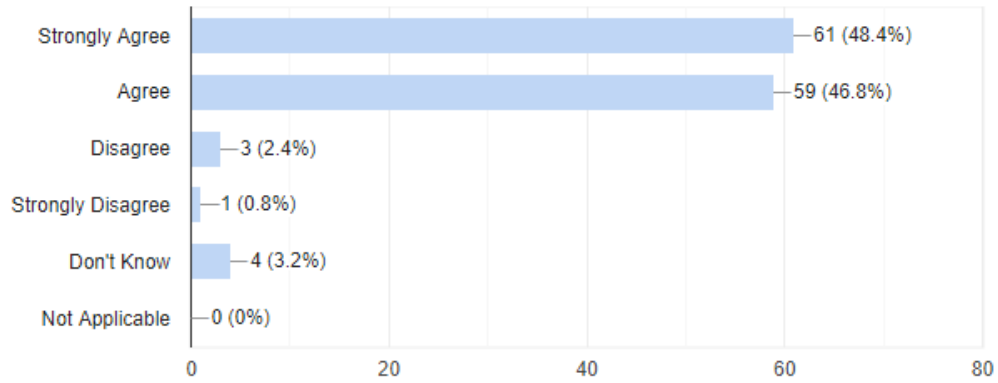
3. My child feels safe at school.

126 responses



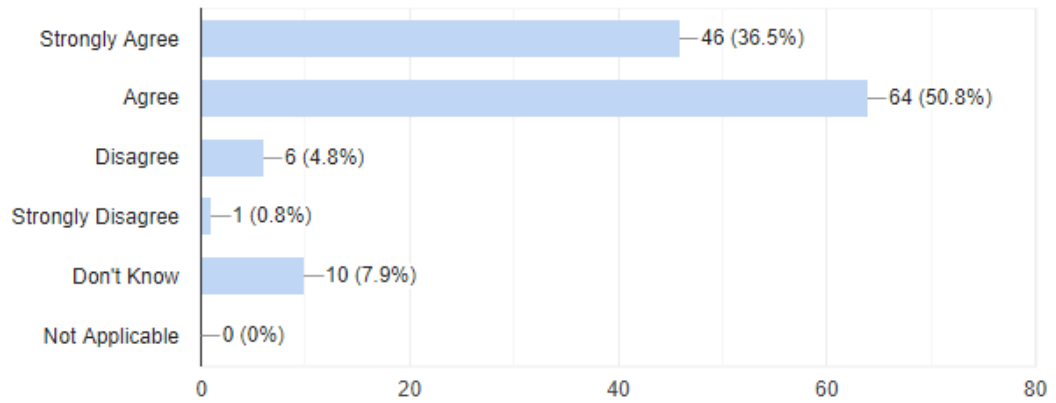
4. The school has a caring and supportive ethos.

126 responses



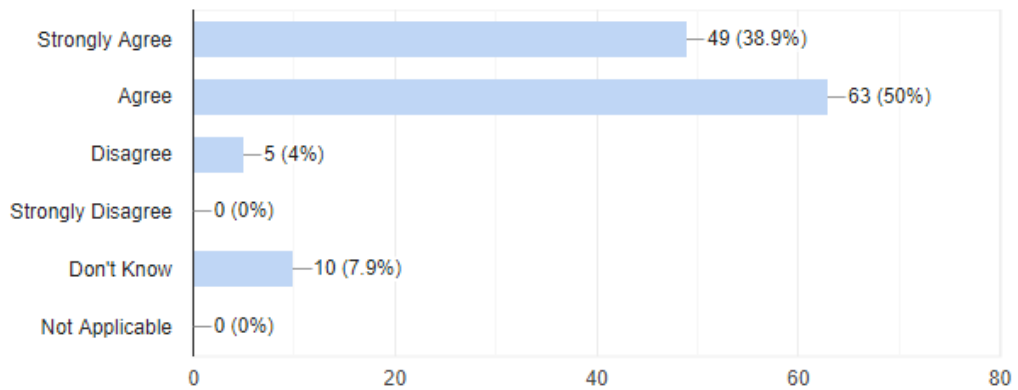
5. I am happy with the progress my child is making.

126 responses



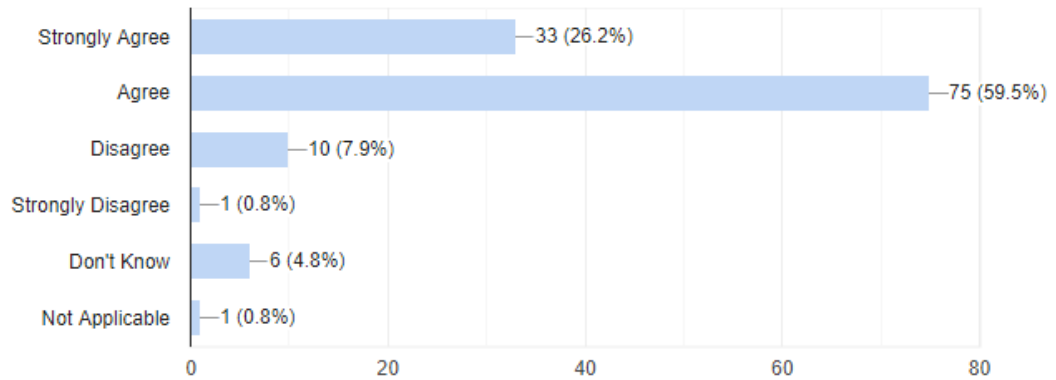
6. The school is helping my child develop values/morals.

126 responses



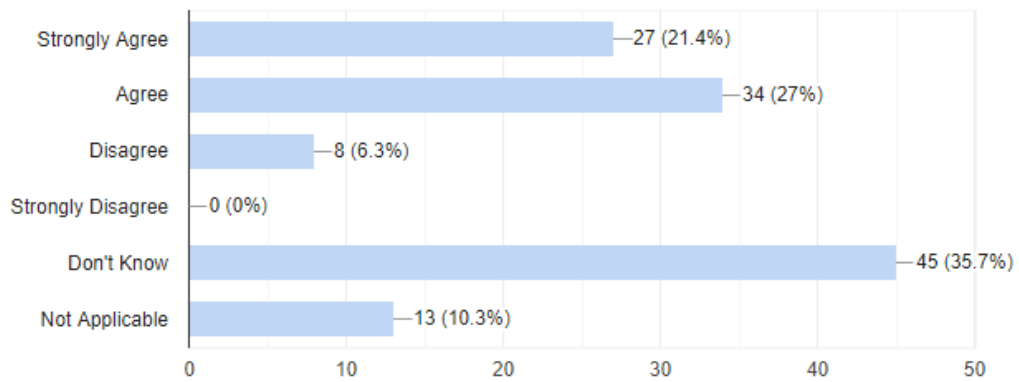
7. The school makes sure its pupils are well-behaved.

126 responses



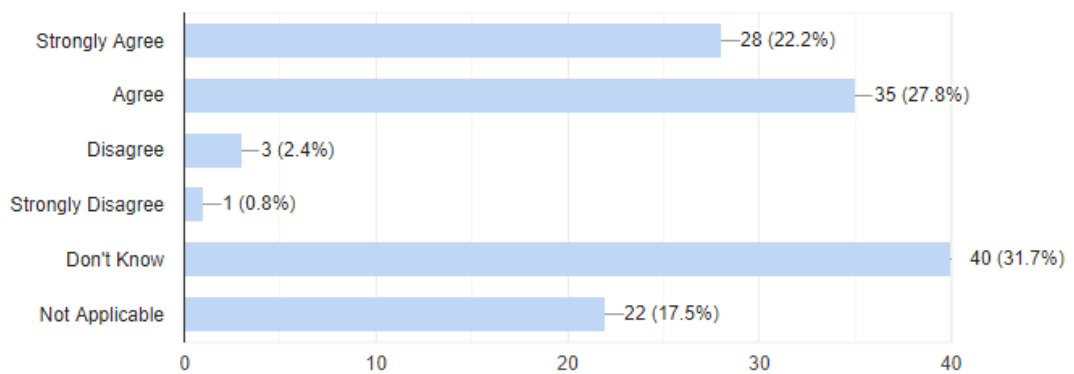
8. The school deals with cases of bullying effectively.

126 responses



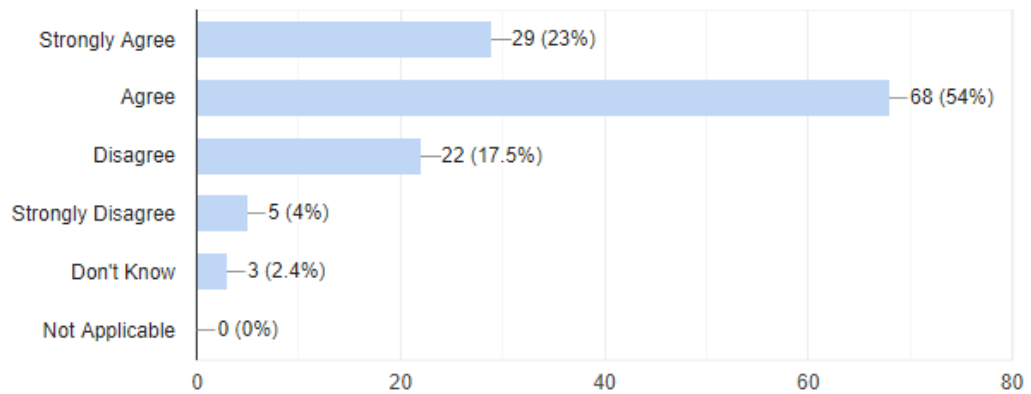
9. The school supports children with special educational needs and disabilities (SEND) effectively.

126 responses



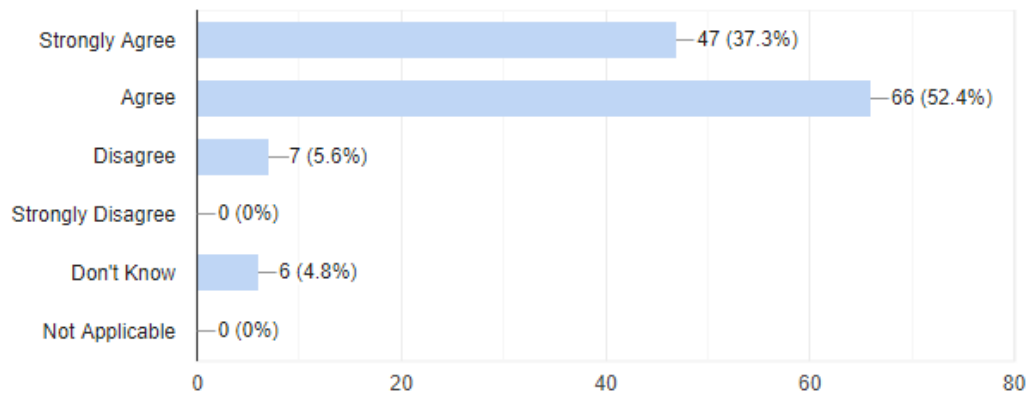
10. The school communicates effectively about school events and activities (e.g. texts, newsletter, letters and website).

126 responses



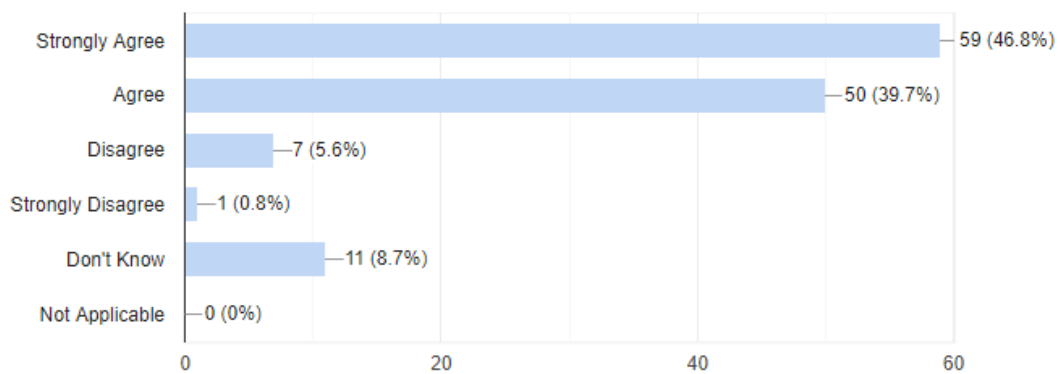
11. The school is a welcoming place to visit.

126 responses



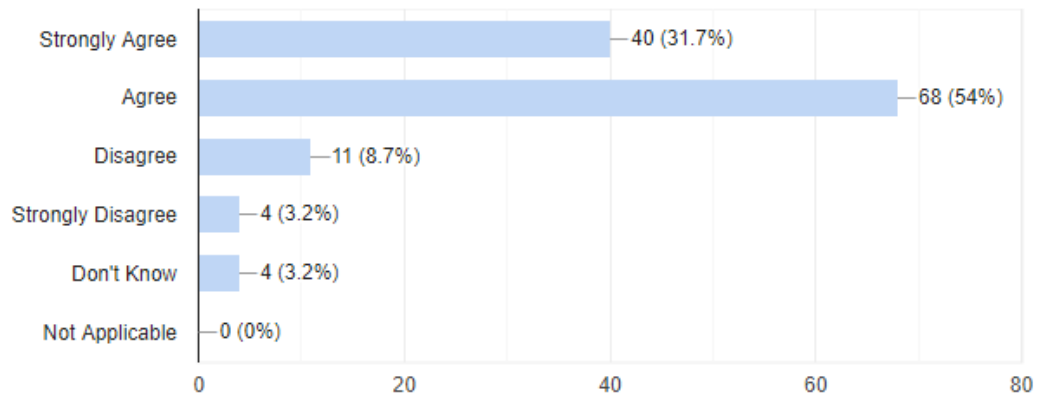
12. I would recommend this school to other families.

126 responses



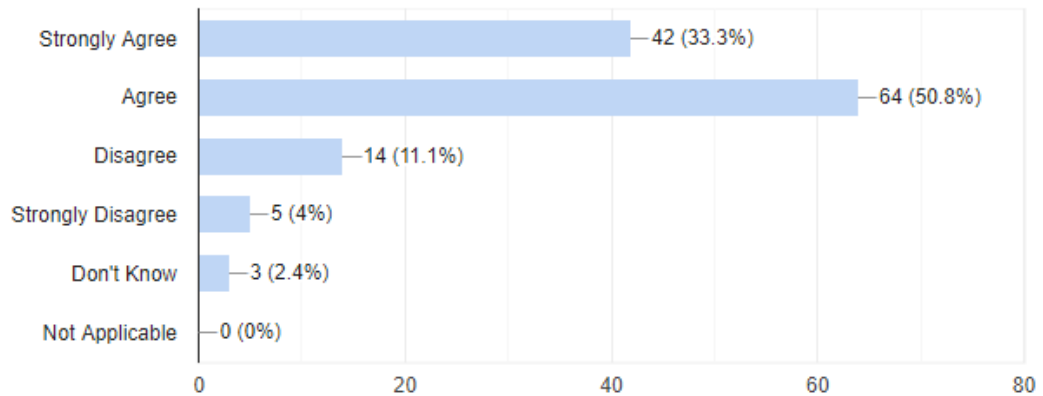
13. The school has implemented appropriate and effective health & safety measures.

126 responses



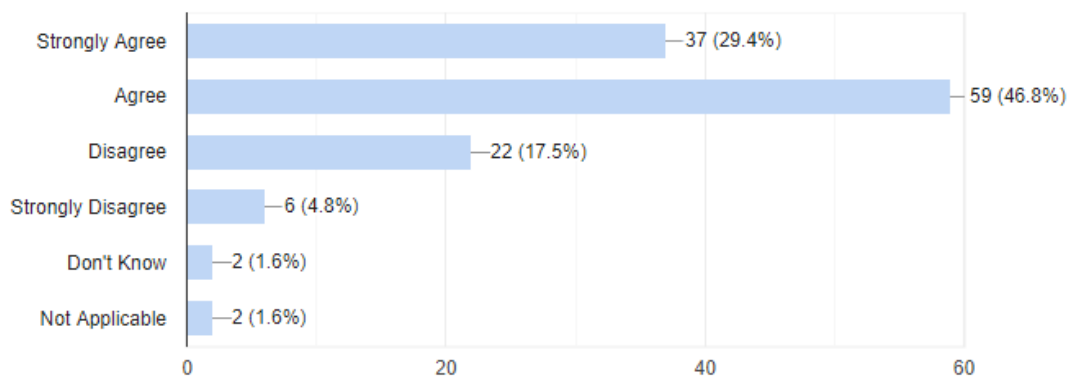
14. The school has managed any covid-related school closures effectively.

126 responses



15. The school implemented appropriate and effective remote learning provision for my child.

126 responses



16. It was helpful to be able to have parents' evenings carried out by phone.

126 responses

