

# 2018 PARENT/CARER SURVEY ANALYSIS



6/11/2018

Analysis of Questionnaires Completed by  
the Parents and Carers during March 2018.

This report analyses the Questionnaires completed by the parents and carers of St Winefride's which were distributed and returned during March 2018.

# 2018 Parent/Carer Survey Analysis

**ANALYSIS OF QUESTIONNAIRES COMPLETED BY THE PARENTS AND CARERS DURING MARCH 2018.**

## **Introduction**

The purpose of this report is to outline the fundamental findings of the Parental/Carer Questionnaires (hereafter referred to as parent surveys, surveys or questionnaires, not to discriminate but to make reading simpler) conducted during March 2018.

## **Method**

The validity of questionnaires as a tool for accurately gauging the feelings and opinions of the respondents has been found to be robust on many occasions in areas as diverse as canine feelings to workplace injuries, and although some of these sources are now quite old their findings still stand as valid today (Cone, 1998; Hayes, Nelson, & Jarret, 1986; Hayes & Follette, 1993; Haynes, 1998; Silva, Psychometric foundations and behavioral assessment, 1993; Silva, Treatment utility, 1993; Koch, Lunde, Gjulem, Knardahl, & Veiersted, 2016).

Surveys were issued to every parent in the school on 12<sup>th</sup> March 2018 and by the break for Easter on 29<sup>th</sup> March a total of 92 responses were received, slightly up on the total received in the previous year. The breakdown of these responses is shown in Appendix A, and a summary of total percentages is shown in Appendix B. If a message, such as “don’t know” was written in place of a tick this was assumed to mean “don’t know” etc. Some respondents did not fill in all the boxes and therefore questions 3, 4, 9, 11 & 12 have only 91 responses. Percentages shown may not add up exactly to 100% due to rounding.

Question 3 is a new question, relating to how safe parent/carers feel their children are online, and therefore no comparisons to previous years may be made.

Most respondents noted the name of their children's year group as requested, some their class and some named their child. Three however either named their child or left the form blank, these were grouped together as 'others'.

Appendix C will consist of selected comments by the parents.

The year groups are to be used for analysis only (e.g. to see if there are significant variations between year groups in their responses) and not to identify individual children or parents. Some parents did however sign their names and their anonymity must be considered, and their names removed/covered up if these surveys are made available to outside of the Governing Board and Senior Leadership Team (SLT). Both the Governing Board and the SLT will at all times adhere to the school's Data Protection Policy and the General Data Protection Regulation, when dealing with these questionnaires. The questionnaires themselves are in Appendix D (Folder kept in Headteacher's office) further divided into year groups.

The questionnaires and their results are summarised below.

### **Summary of results**

From experience of analysing these types of questionnaire in the past, a result of 90%+ of parent agreeing/strongly agreeing has been found to indicate that the school is performing extremely well in that area.

#### **1. My child is happy at school**

In this category all the parent/carers but two, that responded felt that their child was happy at St Winefride's. Obviously this is a very pleasing result, however work must be done to ensure that in future all parent/carers feel that their child is happy at St Winefride's. Unfortunately due to anonymity it is not possible to contact the unhappy parent/carers to ascertain the cause of their child's unhappiness.

## **2. My child feels safe at school**

Again every respondent except two indicated that their child felt safe at St Winefride's. One disagreed and one 'Didn't Know'. Although it is disappointing that any parent/carers would feel that their child is not safe at St Winefride's, 98% of respondents agreeing with the statement is very positive as if a child does not feel safe they cannot be expected to learn effectively.

## **3. My child feels safe online**

This is new question introduced this year. While it is not strictly a school issue as the children at St Winefride's, are as safe as they can be at school, due to safety filters and strict supervision, it was felt that it would be worthwhile raising the parent/carers awareness around the subject. This question proved by far the hardest for the parent/carers to answer with over 14% answering 'Don't Know', the vast majority of whom were those with children in Reception. This is to be expected as these are the children who, you would assume, have the most restricted access to the internet, and most access they have will be monitored closely. The school holds regular online safety sessions for both the children and their parent/carers as well as highlighting issues in the newsletter as they arise. Therefore the fact that 97% of parent/carers that expressed an opinion, other than 'Don't Know', thought that their child is safe online is a reassuring result, although this is likely to be an area that requires very careful monitoring in the future.

## **4. My child is making good progress at school**

A very satisfying 100% of parent/carers thought that their child is making good progress. The SLT investigated whether the termly school reports needed adjusting last year to show children's progress even more clearly than they do at the present and the resulting change seems to have borne fruit.

## **5. My child is well looked after**

For this question 97% of parent/carers considered that their child was well looked after. Only one response disagreed and again the anonymity of the questionnaire prevents the school from taking direct action to reassure the

affected parent/carers. It is perhaps relevant to note that the negative response in this case came from a parent/carers who answered six out of 13 questions with 'Disagree' and two with 'Don't Know', which strongly indicates that they believe there is a significant problem, however neither the teachers in the year group, nor the SLT have been informed of any such problem by a parent/carers from the year group affected. Efforts should be made on a very general basis to improve the feeling of safety for every child and to keep a sharp lookout of indications of bullying.

## **6. My child is taught well at this school**

Pleasingly every parent that responded indicated that their child is taught well at St Winefride's. The staff (and governors) at the school should feel proud of this achievement.

## **7. My child receives appropriate homework**

From experience this question is usually a provocative question. Parent/carers will disagree/strongly disagree and agree/strongly agree for exactly the same reason, some will think it too easy, some too hard. In this context only one parent/carers disagreeing, (this was, in part, more to do with seeing the homework after it had been marked, rather than the appropriateness) can be seen to be an endorsement of the homework policy at the school, especially as the format introduced after the first of these annual surveys, seems to be continuing to work very effectively.

## **8. The school makes sure that the children are well behaved**

For this question a 92% positive response is very welcome, although four parent/carers answering 'Don't Know' could be seen as slightly worrying as all of these responses came from Year 4 and up, by which stage you would feel that the parent/carers would have a strong feel for the ethos of the school and how the school ensure their behavior is acceptable at all times. It may be a worthwhile exercise to reissue the school's 'Behaviour for Learning Policy' to reassure those parent/carers who may be unaware of it.

## **9. The school deals effectively with bullying**

This is the question that has provided the highest number of 'Don't Know' responses, 15 in total. Anecdotally this is because most of our parent/carers have not had to deal with their child being bullied as, thankfully, incidents of bullying are few and far between. Those that are brought to the school's attention are dealt with swiftly and to the satisfaction of all involved. There were three questionnaires that returned a 'Disagree' response, one of which has been previously noted. The other two replies did also express a concern about their child's happiness at school in one case and the school's response to concerns being raised in the other. The three negative responses must not be ignored and even more strenuous attempts must be made to reassure parent/carers that bullying will not be tolerated and will be dealt with effectively. Overall 80% of parent/carers felt the school deals with bullying effectively and this rises to 96% if the 'Don't Knows' are included, leaving only 4% responding negatively.

#### **10. The school is well led and managed**

The vast majority of respondents (except two that replied 'Don't Know') agreed that the school is well led and managed. This is obviously a very pleasing result for the SLT and the Governing Board.

#### **11. The school responds well to any concerns raised**

Another very high approval rate of 97% (if 'Don't Know' is removed) shows that the school does indeed respond well to any concerns raised. It may be surmised that the five 'Don't Know' replies have not, as yet, had to raise any such concerns. However three parent/carers were of the opinion that their concerns were not responded to well, unfortunately as the replies were anonymous it is very difficult for the school to be able to react and ensure that the concerns are now responded to in the manner the parent/carers would like. Efforts will be made to ensure that all concerns raised by parent/carers are dealt with effectively and to the satisfaction of all concerned.

#### **12. I receive valuable information about my child's progress**

Yet another very high response of 99% from the parent/carers, with only one reply not agreeing. The SLT made this one of their main targets after a

previous survey and it is particularly satisfying to receive a ringing endorsement from the parent/carers in the category, although parent/carers expectations may need to be managed more effectively in Phase 1 so that they are aware of what and how information they are likely to receive during the course of the academic year.

### **13. I would recommend this school to another parent**

Two parent/carers ticked the 'Don't Know' box, both of whom had other concerns. Apart from this every other parent would recommend St. Winefride's to another parent including a wonderful 64 out of 90 who would 'Strongly Agree' to this question.

### **Conclusion**

There is little doubt that this Parent/Carer survey is, again, wonderful news for the school. It shows that many of the plans put in place after previous surveys have borne fruit and the parent/carers are very happy with how the school is run and how well their children do while at St Winefride's. It is vital, however, to continue to address all concerns raised by parent/carers in the timely manner in which they are now conducted. There are isolated cases of parent/carers feeling dissatisfied with the way the school deals with issues and bullying, but it must be emphasised that this is, again an overwhelmingly positive set of results for the school.

These questionnaire responses also need putting into context with regard to an incident earlier in the academic year. Due to this incident, about an unauthorised letter that went viral on the internet and in the media, it was entirely possible that this questionnaire could have produced significantly different results. For the answers to be very much in line with previous years is a testament to how well the school leaders dealt with the situation at the time and how they have rebuilt the parent/carers confidence in how the school is led and managed.

Little more may be said other than to congratulate the management and staff of St Winefride's on another almost flawless survey and to recommend that they keep up the good work.

## Works Cited

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## Appendix A

Parents and Carers Q1. My child is happy at school.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	10	8				18	100%	100%
Year 1	11	6				17	100%	100%
Year 2	13	7	1			21	95%	95%
Year 3	6	1	1			8	88%	88%
Year 4	10	2				12	100%	100%
Year 5	9	3				12	100%	100%
Year 6		1				1	100%	100%
Others	2	1				3	100%	100%
<b>Total</b>	<b>61</b>	<b>29</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>92</b>	<b>98%</b>	<b>98%</b>

Parents and Carers Q2. My child feels safe at school.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	11	7				18	100%	100%
Year 1	10	7				17	100%	100%
Year 2	15	5			1	21	95%	100%
Year 3	6	1	1			8	88%	88%
Year 4	7	5				12	100%	100%
Year 5	9	3				12	100%	100%
Year 6		1				1	100%	100%
Others	1	2				3	100%	100%
<b>Total</b>	<b>59</b>	<b>31</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>92</b>	<b>98%</b>	<b>99%</b>

Parents and Carers Q3. My child feels safe online.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	2	6	1		8	17	47%	89%
Year 1	9	6			2	17	88%	100%
Year 2	11	9			1	21	95%	100%
Year 3	4	4				8	100%	100%
Year 4	4	6		1	1	12	83%	91%
Year 5	7	4			1	12	92%	100%
Year 6		1				1	100%	100%
Others	1	2				3	100%	100%
<b>Total</b>	<b>38</b>	<b>38</b>	<b>1</b>	<b>1</b>	<b>13</b>	<b>91</b>	<b>84%</b>	<b>97%</b>

Parents and Carers Q4. My child is making good progress at school.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	10	8				18	100%	100%
Year 1	11	5				16	100%	100%
Year 2	14	7				21	100%	100%
Year 3	5	3				8	100%	100%
Year 4	5	7				12	100%	100%
Year 5	6	6				12	100%	100%
Year 6	1					1	100%	100%
Others	2	1				3	100%	100%
<b>Total</b>	<b>54</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>100%</b>	<b>100%</b>

Parents and Carers Q5. My child is well looked after.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	9	8			1	18	94%	100%
Year 1	11	6				17	100%	100%
Year 2	12	9				21	100%	100%
Year 3	6	1	1			8	88%	88%
Year 4	6	5			1	12	92%	100%
Year 5	7	5				12	100%	100%
Year 6		1				1	100%	100%
Others	1	2				3	100%	100%
<b>Total</b>	<b>52</b>	<b>37</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>92</b>	<b>97%</b>	<b>99%</b>

Parents and Carers Q6. My child is taught well at this school.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	14	4				18	100%	100%
Year 1	11	6				17	100%	100%
Year 2	12	9				21	100%	100%
Year 3	5	3				8	100%	100%
Year 4	7	5				12	100%	100%
Year 5	8	4				12	100%	100%
Year 6	1					1	100%	100%
Others	3					3	100%	100%
<b>Total</b>	<b>61</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>92</b>	<b>100%</b>	<b>100%</b>

Parents and Carers Q7. My child receives appropriate homework.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	12	6				18	100%	100%
Year 1	9	8				17	100%	100%
Year 2	10	11				21	100%	100%
Year 3	5	2	1			8	88%	88%
Year 4	6	6				12	100%	100%
Year 5	8	4				12	100%	100%
Year 6	1					1	100%	100%
Others	2	1				3	100%	100%
<b>Total</b>	<b>53</b>	<b>38</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>92</b>	<b>99%</b>	<b>99%</b>

Parents and Carers Q8. The school makes sure that the children are well behaved.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	12	6				18	100%	100%
Year 1	11	6				17	100%	100%
Year 2	15	5	1			21	95%	95%
Year 3	5	2	1			8	88%	88%
Year 4	4	7			1	12	92%	100%
Year 5	7	2	1		2	12	75%	90%
Year 6					1	1	0%	0%
Others	1	2				3	100%	0%
<b>Total</b>	<b>55</b>	<b>30</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>92</b>	<b>92%</b>	<b>97%</b>

Parents and Carers Q9. The school deals effectively with bullying.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	5	4			8	17	53%	100%
Year 1	9	5			3	17	82%	100%
Year 2	12	6	2		1	21	86%	90%
Year 3	4	3	1			8	88%	88%
Year 4	5	6			1	12	92%	100%
Year 5	6	4			2	12	83%	100%
Year 6		1				1	100%	100%
Others	1	2				3	100%	100%
<b>Total</b>	<b>42</b>	<b>31</b>	<b>3</b>	<b>0</b>	<b>15</b>	<b>91</b>	<b>80%</b>	<b>96%</b>

Parents and Carers **Q10**. The school is well led and managed.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	10	8				18	100%	100%
Year 1	9	8				17	100%	100%
Year 2	14	6			1	21	95%	100%
Year 3	6	1			1	8	88%	100%
Year 4	7	5				12	100%	100%
Year 5	10	2				12	100%	100%
Year 6		1				1	100%	100%
Others	2	1				3	100%	100%
<b>Total</b>	<b>58</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>92</b>	<b>98%</b>	<b>100%</b>

Parents and Carers **Q10**. The school responds well to any concerns raised.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	9	5			3	17	82%	100%
Year 1	9	7			1	17	94%	100%
Year 2	12	7	1		1	21	90%	95%
Year 3	4	3	1			8	88%	88%
Year 4	4	7	1			12	92%	92%
Year 5	8	4				12	100%	100%
Year 6		1				1	100%	100%
Others	1	2				3	100%	100%
<b>Total</b>	<b>47</b>	<b>36</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>91</b>	<b>91%</b>	<b>97%</b>

Parents and Carers **Q12**. I receive valuable information about my child's progress.

Year Group	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total	% SA + A	% SA + A- DK
Reception	8	10				18	100%	100%
Year 1	10	5	1			16	94%	94%
Year 2	10	11				21	100%	100%
Year 3	4	4				8	100%	100%
Year 4	5	7				12	100%	100%
Year 5	8	4				12	100%	100%
Year 6	1					1	100%	100%
Others	1	2				3	100%	100%
<b>Total</b>	<b>47</b>	<b>43</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>99%</b>	<b>99%</b>

Parents and Carers **Q13**. I would recommend this school to another parent.

<b>Year Group</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>	<b>Total</b>	<b>% SA + A</b>	<b>% SA + A- DK</b>
Reception	12	6				18	100%	<b>100%</b>
Year 1	13	4				17	100%	<b>100%</b>
Year 2	14	6			1	21	95%	<b>100%</b>
Year 3	5	2			1	8	88%	<b>100%</b>
Year 4	8	4				12	100%	<b>100%</b>
Year 5	10	2				12	100%	<b>100%</b>
Year 6		1				1	100%	<b>100%</b>
Others	2	1				3	100%	<b>100%</b>
<b>Total</b>	<b>64</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>92</b>	<b>98%</b>	<b>100%</b>

## Appendix B

	All Parents and Carers Responses	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
1	My child is happy at school.	66.30%	31.50%	2.17%	0.00%	0.00%
2	My child feels safe at school.	64.13%	33.69%	1.09%	0.00%	1.09%
3	My child feels safe online.	41.76%	41.76%	1.09%	1.09%	14.29%
4	My child is making good progress at school.	59.34%	40.66%	0.00%	0.00%	0.00%
5	My child is well looked after	56.52%	40.22%	1.09%	0.00%	2.17%
6	My child is taught well at this school.	66.30%	33.70%	0.00%	0.00%	0.00%
7	My child receives appropriate homework	57.61%	41.76%	1.09%	0.00%	0.00%
8	The school makes sure that the children are well behaved	59.78%	32.61%	3.26%	0.00%	4.35%
9	The school deals effectively with bullying	46.15%	34.07%	3.30%	0.00%	16.48%
10	The school is well led and managed	63.04%	34.78%	2.17%	0.00%	0.00%
11	The school responds well to any concerns raised	51.65%	39.56%	3.30%	0.00%	5.49%
12	I receive valuable information about my child's progress	51.65%	47.25%	0.00%	0.00%	1.10%
13	I would recommend this school to another parent.	69.57%	28.26%	0.00%	0.00%	2.17%

## Appendix C

Selected comments by parents:

Reception

*"Please carry on the good and wonderful work."*

*"We are really pleased with the progress our son has made since September."*

*"My child is very happy."*

*"Excellent school."*

*"He is learning so many good things from school."*

Year 1

*"We are really pleased with the school and we think highly of you all."*

*"My daughter is always happy."*

*"My child is happy in school...He enjoys learning and understands the way he is being taught."*

*"More homework."*

Year 2

*"St Winefride's is the best school I ever come across"*

*"We love the school."*

*"Thank you."*

*"Under the Stewardship of Mr Underwood the school is progressing well every year."*

*"Teachers and staff were all nice and brilliant in looking after welfare of the children."*

Year 3

*"My child is improving well."*

*"I wish more homework is given than present."*

Year 4

No comments

Year 5

*"I think the school staff is doing a wonderful job."*

*"I'm so happy in my child's school."*

Others

*"St Winefride's is a very good school."*