



## Parent Survey 2018 - What did you say?

303 parents completed the survey = 37% (up 12% on last year)

Every year Nord Anglia Education runs a Parent Satisfaction Survey for all of its schools. Thank you to everyone who took part. Your feedback is a vital part of our planning process to help us to continue to improve our school and the learning experience of your children. We would like to share with you the top line findings from this years survey.

### Top 3 Successes

1. My child is happy at school
2. My child feels safe at school
3. My child and their teachers have a good relationship

### Top 3 Increases

1. Satisfaction with the performing arts facilities
2. Look and feel of buildings and facilities
3. I am happy with the response I receive when I contact the school with questions or concerns

### Top 3 Areas for Improvement

1. Satisfaction with the school bus service
2. Satisfaction with school meals
3. The school contacts me to tell me about my child's successes outside of academic progress

## Top 5 Action Points

- 1 Our children are happy at school, they feel safe and have a great relationship with their teacher. However, parents would like to be better informed about their academic progress and their successes, as well as how to support their child's learning at home.

*ACTION:* The way we feedback to parents in both Primary and Secondary Schools is being reviewed and the Leadership team are committed to making sure parents feel informed.

- 2 Parents asked for improvements to the food services provided in terms of the quality, cost and canteens.

*ACTION:* The contract with Epicure, our food service provider, is being reviewed and we will introduce a Food Committee with parents to look for continuous improvement. The secondary canteen will be redesigned over the summer.

- 3 Parents are generally satisfied with the facilities, particularly for the performing arts, but are looking for improvements to provide more stimulating learning environments, better playgrounds and play equipment.

*ACTION:* All Primary classrooms will be upgraded this summer, along with the libraries in both schools which will be converted into Makerspaces to support our new STEAM programme with MIT.

- 4 Some parents felt there was a lack of progress with language skills development.

*ACTION:* We will have a new Head of Inclusion next year for a whole school approach to the provision of EAL. There will be an extended school day in Early Primary and Primary school for more language acquisition and extended provision for both Mandarin and Korean.

- 5 Parents would also like to see more opportunities for their children to be involved in sport for those not selected for sports teams, a wider range of exciting CCAs at lower cost and less expensive trips.

*ACTION:* Our focus will be on more local trips next year, we have a new Head of Sport and Enrichment to look at developing a more inclusive sports programme and to develop the range of CCAs on offer.