



## Parent Survey Report 2021

Thank you to all who completed the survey. This summary captures the overall themes of the results and captures what is working well and what we need to look at to develop and improve. We share this openly and with the belief that every view articulated is valuable and helps us to consider the day-to-day experiences for parents across the school.

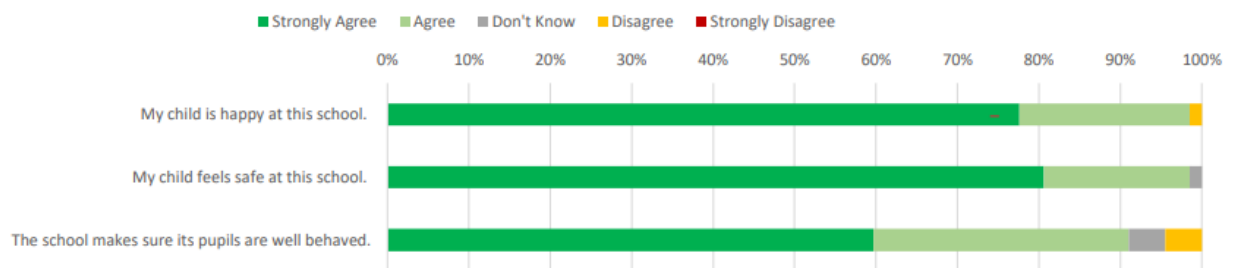
Headlines:

99% of parents say their child is happy at our school.

99% of parents say their child feels safe at our school.

Net promoter score of 82

### My school:



The overall response to this area is very positive, with parents feeling our school is somewhere the children feel happy, safe and are well behaved.

### Actions:

As we restarted the new academic year we have been keen to emphasise the establishment phase of our behaviour methods. This was when then shared with all parents at the welcome evenings.

### Progress:



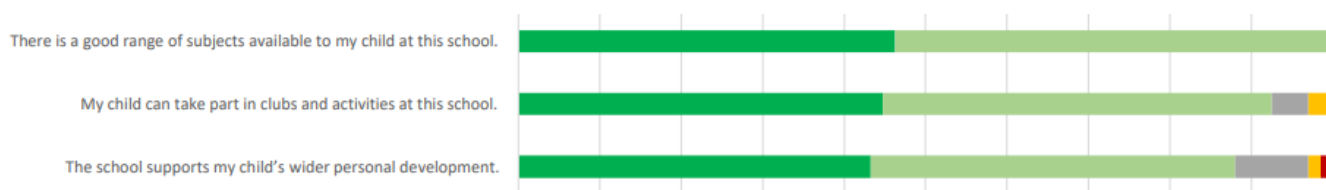
The overall positive view of the curriculum provision is good but having had two years disrupted by Covid 19 some questions around the learning across a particular year group is understandable.

Actions:

Curriculum details were shared at parent welcome evenings and details of the curriculum is regularly shared on the class team. School website information on curriculum has also been reviewed over the summer to provide additional information about whole school strategies.

Parent reporting methods are to return to our normal calendar this year with meetings in autumn and summer and the report in the spring. A summary of where the child is against age related expectation in English and maths will be reintroduced in the reporting methods.

**Curriculum offer**



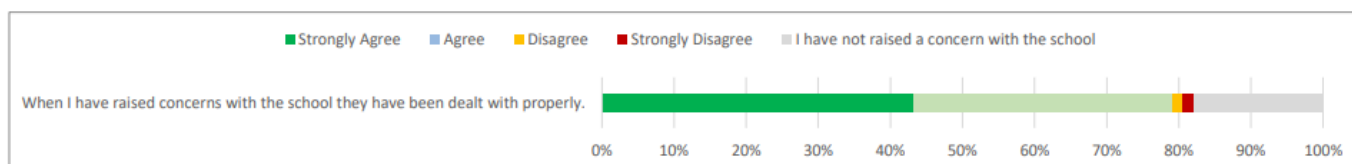
The breadth of curriculum coverage is captured here with the reinstated clubs offer recognised. The support for children's wider personal development is an area which we are aware has been limited by the restriction on some activities over the past two academic years.

Actions

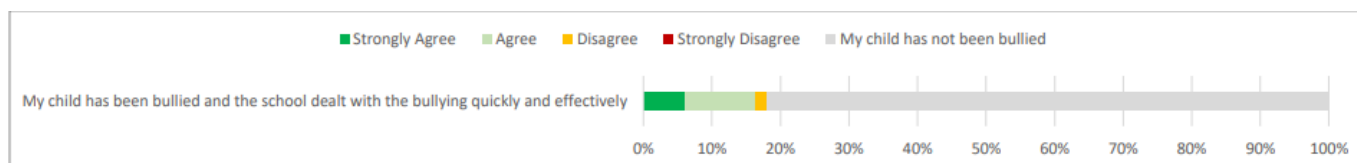
To ensure the full range of clubs run for this academic year and that new opportunities can be added where possible.

The return to the full curriculum experience at Church Langton with elements which have been restricted in the last two years, such as swimming lessons, being re-established.

**Concerns and Bullying**



The overall response where concerns have been raised is very positive but we strive to ensure that all parents feel concerns are dealt with effectively.



We seek to ensure that any bullying behaviour is managed in line with our policies and actively promote the methods in which we expect the children to treat each other.

## Actions

Parent Forum will be discussing the way in which concerns are raised and the methods the school uses to respond to these.

We have signed up to take part in the Leicestershire Local Authority Anti-Racism audit this year to further consider how we can respond to any incident of race related behaviour in school.

*How likely are you to recommend this school to another parent?*

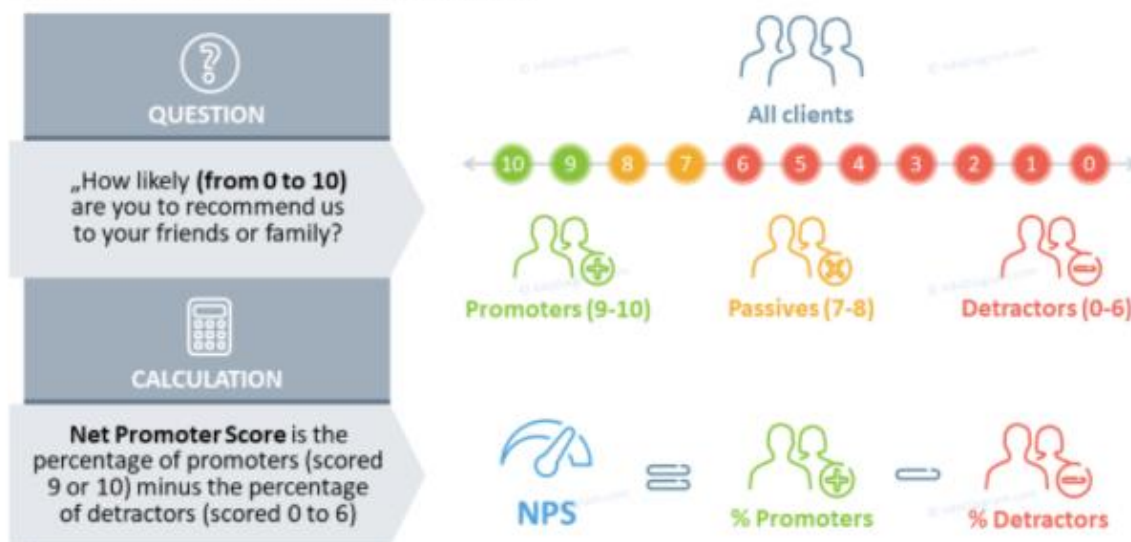
### **Net Promoter Score = 82**

We have used net promoter scores this year in place of the usual yes/no question because it gives more insight into how enthusiastically parents promote the school. Parents were asked to rate answer on a scale of 0-10 where 0 is very unlikely and 10 is very likely to recommend the school. The responses are divided into three categories:

- **Promoters** (score 9-10) are loyal enthusiasts.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who might damage your reputation through negative word-of-mouth.

The net promoter score is calculated by subtracting the percentage of detractors from the percentage of promoters. It can range from -100 (if every respondent is a Detractor) to a high of 100 (if every respondent is a Promoter).

## Net Promoter Score Calculation Formula and NPS Categories Explanation



**We are very pleased to receive such a strong overall response to this question and the survey as a whole.**

## Additional comments:

What the school does well



---

## And finally...

Thank you to all who have provided feedback either through the survey or through individual conversations. We work hard as a school to create the best climate for pupils and staff and will always endeavour to listen with the aim to learn and improve.