

(37 responses)

	Summer Term 2022.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know.	Overall conclusion
1	My child enjoys attending this school.	78%	22%				Vast Majority Agree
2	My child is making good progress at school.	89%	8%	3%			Vast Majority Agree
3	Behaviour in the school is good.	73%	24%	3%			Vast Majority Agree
4	My child gets the right amount of work at home to do.	57%	37%	3%		3%	Vast Majority Agree
5	The teaching is good.	68%	32%				Vast Majority Agree
6	I/we are comfortable about approaching the school with questions or a problem.	73%	21%	6%			Vast Majority Agree
7	The school expects my child to work hard and achieve his/her best.	89%	11%				Vast Majority Agree
8	The school works closely with parents.	46%	45%	6%	3%		Vast Majority Agree
9	The school is well led and managed.	68%	29%	3%			Vast Majority Agree
10	The school is helping my child become mature and responsible.	70%	30%				Vast Majority Agree
11	The school provides interesting activities outside of lessons.	62%	29%	6%		3%	Vast Majority Agree
12	I/we am kept well informed about how my child is getting on						
A	Through reports	35%	53%	9%		3%	Vast Majority Agree
B	Through parents' evenings	38%	47%	9%		6%	Vast Majority Agree
C	Through the availability of staff after school	46%	45%	9%			Vast Majority Agree
13	I/we find the website helpful for finding out current information.	46%	42%	9%	3%		Vast Majority Agree
14	My child is safe at school.	86%	11%	3%			Vast Majority Agree
15	There is a good range of learning trips or visits during school hours	65%	20%	12%		3%	Vast Majority Agree
16	I/we are satisfied with our choice of school.	65%	32%	3%			Vast Majority Agree
17	The school governors are available and accessible for parents.	30%	55%	9%	6%		Vast Majority Agree
18	The school office offers advice and support to parents.	59%	35%	3%	3%		Vast Majority Agree
19	The school office is able to help with any queries I have.	62%	32%	6%			Vast Majority Agree

Comments on what the school does particularly well:

- Advice, help and assistance.
- If I ever have a problem or concern regarding either of my children it has always been dealt with quickly and with great understanding.
- Keeps us updated on all relevant information.
- We are happy with most things.

- My girl is safe and she is learning the best!
- Quality of teaching.
- Approachability of staff.
- Resources and activities
- General care for the children.
- Family Support (Mrs Baxter) is amazing and we would be lost without it (her)
- The teaching is fantastic.
- My child is happy in school and content with her school work.
- The progress of learning.
- Treats my child as an individual.
- Wellbeing, safeguarding and emotional support is excellent.
- The SEN provisions are fantastic and so helpful.
- Teacher's understanding and patience with my child is brilliant.
- The inclusion of children who are 'a little bit different' is above and beyond.
- Incredible school.
- Really happy with all aspects of the Area Resource Base. Our daughter is doing so well and thriving.

St Stephens Reply:

An ENORMOUS thank you for all your positive, constructive and kind comments. At St Stephens Community Academy we strive to deliver a high quality, engaging and inclusive education- a safe environment where all pupils can flourish and reach new goals. We believe that all our pupils can and will achieve in all aspects of the curriculum. We recognise and encourage different talents; social development and life skills are clear and ever-present priorities to support our pupils through their future adventures with us and beyond. Our partnership with you is key to ensure this happens –we all want the very best for your child/ren.

Comments on how the school could be improved:

- Informing parents of PE days.

St Stephens Reply:

At the beginning of each term the children bring home a Curriculum Overview that will state what day PE is in their class. This is also on the website on their class page. Obviously other events may also require sportswear and we will endeavour to text, send a letter out or speak with parents at the end of the day to pass this information on. If you are ever unsure please ask we will be more than happy to let you know.

- The anti-bullying policy could do with being made clearer to pupils and parents.

St Stephens Reply:

Thank you this has recently been reviewed and is available on our website under the whole school policies tab [Welcome to St Stephens Community Academy \(ststephenscornwall.co.uk\)](#). Relationships and unacceptable behaviour /bullying are part of our on-going Spiritual, Moral and Social Curriculum. If we are aware of a problem or are alerted to difficulties we do our utmost to address this swiftly and with full support from all parties.

- Communication (on occasion) via Reception –although I know this is a work in progress.
- Better communication.
- Communication could be streamlined.

St Stephens Reply:

As noted certain areas are being targeted. We have been having connection problems with our phone lines and our IT providers ICT4 have been alerted to this on a regular basis. Please do always leave a voice message if the line fails -we do check this very regularly. Our use of phone calls, emails, texts, fortnightly newsletters, class letters, Twitter and website news/class blogs do cover many avenues of communication. If you have any other ideas that you think would be worth pursuing PLEASE come and see us –we'd be more than happy to try other systems if they are workable for us.

We are delighted to inform you that we have now secured 2 secretaries who will be working in the school office. Mrs Carrie Julian will be working Wed-Friday and, from September, Mrs Sandra Pollard will be working Mon-Tuesday. Until both are in post permanently Mrs Claire Paul will be supporting. A huge thank you to Mrs Paul for this. Thank you also for your patience –the job is a complex one, learning new systems and managing a school day is by no means easy.

- Children being let out on time.

St Stephens Reply:

Apologies if on the rare occasion the children are let out a little bit late. The staff do try their utmost to manage the end of day routines but sometimes things do happen that are unavoidable and must be addressed e.g. an accident, lost items. Thank you for your consideration we do appreciate that you may have other pick- ups or work to get to.

- More thorough reports.

St Stephens Reply:

Legally a school must provide a written report once a year. These are produced at the end of the summer term and we will inform you soon when they will be sent to you. These are very detailed and indeed compared to many other reports we have viewed from local schools they are incredibly comprehensive. Alongside this we do provide short /mini written reports with targets each term and an additional Accelerated Reader report for the children from Year2 on the programme. Unfortunately, due to a surge in CV19 cases we had to cancel the last face to face parent meetings but usually these happen twice a year so you have the opportunity to discuss your child's progress. We are also more than happy for you to make an appointment to meet with your child's class teacher at a mutually convenient time throughout the year.

- Homework marked.

St Stephens Reply:

The teachers do their utmost to mark all homework set. Apologies if some things have been missed. Please do speak with your child's class teacher when you are concerned as there will be a genuine reason why this has happened. Thank you for your consideration.

- It is a real shame that swimming lessons aren't going ahead. It would be nice to do this again.

St Stephens Reply:

We totally agree. This is not a decision that was made lightly. At the beginning of the year the pool was not open to schools due to CV19 and in this final term it was purely a financial dilemma. With the cost of fuel and resources increasing almost daily in this current climate we simply could not afford to pay for coaches for every year group. If we were within walking distance of the pool we would have been able to plan for all lessons again. Teaching swimming and water safety during Key Stage 1 or 2 is a requirement of the national curriculum PE programme of study. However, we have always tried to enable ALL our pupils across both key stages to attend because we recognise the importance, especially living so near to the coast. Since 2017, it is a requirement to report the attainment figures of all year 6 pupils for swimming and water safety. This is the factor that made us prioritise our Year 6 cohort in this summer term. We do hope our budget with the on-going financial implications enables swimming to happen again in the next school year for all year groups. We will keep you updated.

- How discussion about the length of school skirts was managed.

St Stephens Reply:

We can only sincerely apologise if how the discussion was managed has caused upset. This certainly was not the intention and we believed it was done in an open, positive and supportive manner. We will take on board the comment made and review our practice. If you would like to discuss this further we'd be more than happy to arrange a meeting.

We are reviewing our uniform policy, we do not stipulate a different dress code for boys or girls. Our code is for all: tops, trousers, shorts, skirts and dresses. We do however expect uniform to be of a reasonable length and size so the child can relax at school and not be restricted or embarrassed e.g. some children are finding it hard to sit down comfortably because their skirt length is so short. Whilst this might be fashionable we would rather they can focus on their learning rather than being on trend. What they chose to wear out of school is obviously completely your decision.

- I honestly can't think of anything that needs improving. Fantastic school!
- It's perfect as it is for my daughter.

St Stephens Reply:

Many thanks as always for all your positive support. We know there is always room for improvement so please do let us know what else we can do to improve or adapt –all ideas are gratefully received. Working together is key.

Thank you to everyone who took the time to complete the survey and we will do our utmost to action all the requests.