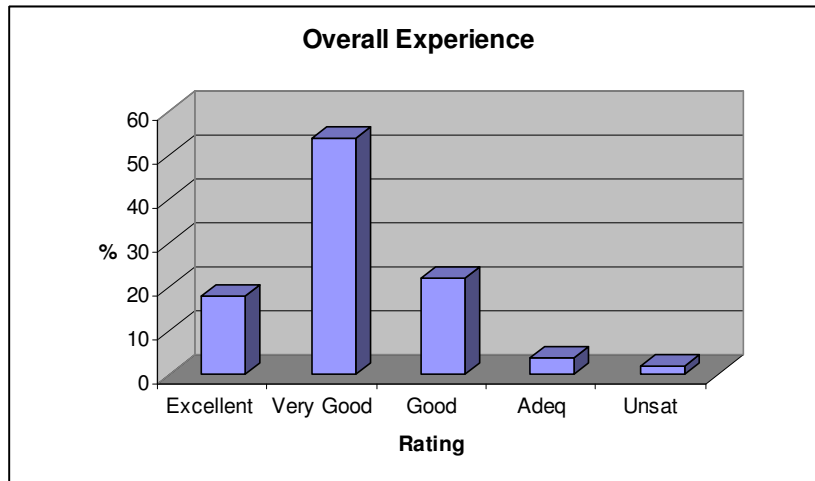


## Introduction

We issued our Customer Satisfaction Survey to all parents in June 2008 and received 61 responses. This year we gave parents the opportunity to respond by e-mail but only one parents used this means to provide their return. Although the return rate was slightly disappointing, we were able to get some useful feedback, a summary of which is provided below. Following this feedback, we have made some changes to how we do things and these are highlighted in this document too. We would like to express out thanks to everyone who took time to complete the questionnaire.

Of those who responded, 33% said that they hardly ever contacted the school; 29% contacted us once or twice a term; 20% once or twice a year; 16% once or twice a month and 2% weekly. We were pleased that 94% said that their experience was good or better. Most parents said that they preferred to contact us by telephone although suggestions were made about increasing the usage of e-mail.



## Communication Methods

We asked parents to rate the methods used to communicate with them and the results were as follows (actual numbers as not everyone used each method):

	Excellent	V. Good	Good	Adequate	Weak	Unsatis
On the telephone	19	19	15	5	0	1
Face to face	12	19	16	0	0	1
By letter	8	18	13	5	0	0
By e-mail	2	2	5	1	2	1
Special Communication needs	1	0	1	0	0	0

We asked parents to let us know why and how often they contacted us

	Every week	Every month	Several times a year	Hardly Ever	Never
	%	%	%	%	%
For advice and information	0	5	27	56	12
To make a complaint	0	0	7	25	68
To get an update	2	0	14	52	32

## **Some parents were happy with the way we are currently doing things saying**

- ❖ I think current service is very good
- ❖ I feel the methods used are appropriate and am happy with the way I receive information. I also feel school staff are approachable and happy to help if I ever feel I need to make contact for whatever reason
- ❖ No improvement necessary, happy with the current provision

## **Main suggestions on how we could improve our communication to better suit your needs**

- ❖ Use e-mail to reduce the reliance on pupil post ensuring parents receive appropriate information and at the same time reducing the school's use of paper
- ❖ Be more specific about when someone will call back
- ❖ Groupcall excellent, can we e-mail absence information?

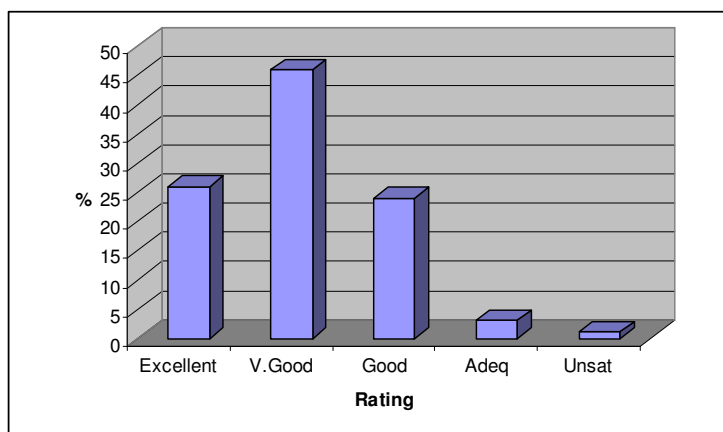
## **What we are doing to make things better**

- ✓ We have purchased software to make it easier for us to communicate with parents by e-mail. We will ask parents to provide e-mail details when completing pupil data checks in the summer
- ✓ We are considering the feasibility of e-mailing Groupcall absence information to parents who wish to use this facility
- ✓ We have installed a dedicated absence reporting line to improve the overall effectiveness of our absence monitoring arrangements
- ✓ We are reviewing the arrangements in place to ensure that parents receive a response from a member of staff within an agreed timescale

## Our Service Standards

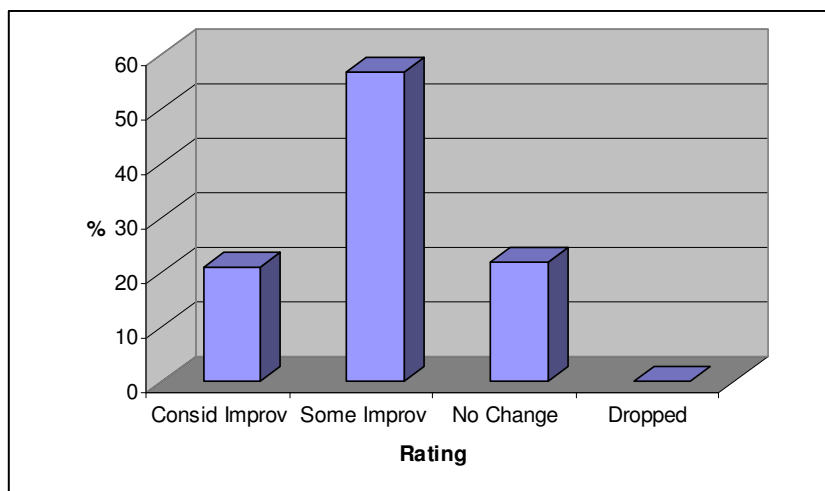
	Excellent	V. Good	Good	Adequate	Weak	Unsatis
	%	%	%	%	%	%
How clear and easy to understand are our standards?	44	32	20	4	0	0
How well do they meet your needs?	38	37	18	7	0	0

### How well do we perform against the standards?



- ✓ We were pleased to note that 96% of respondents thought that we were performing well compared with 94% in 2007 and 84% in 2006

### How well have we performed against the standards over the last 2 years?



- ✓ We were delighted that 78% of those who commented at this section felt that there had been some or considerable improvement in our performance against the standards over the last two years. Encouragingly no-one felt that standards had dropped.
- ✓ One parent commented that 'Calls to the office no longer ring out, answered quickly and by friendly staff – thank you!'
- ✓ We have completed a survey during the last academic session of parents' satisfaction with parents' evenings. We have made a number of changes to the organisation of parents evenings using the feedback provided.

## Providing a Professional Educational Service

	Excellent %	Very Good %	Good %	Adeq %	Weak %	Un- Sat %
Providing a wide range of learning experiences for your children.	28	47	21	4	0	0
Valuing and supporting you	28	35	27	8	0	2
Giving you the opportunity to comment on, shape and influence initiatives within the school	20	35	30	11	2	2
Giving you personal attention	20	39	25	15	0	1
Providing a friendly and welcoming atmosphere at all times	28	47	18	5	0	2
Ensuring ease of access to our buildings when you visit	22	40	30	7	0	1
Providing attractive, clean and comfortable premises for parents and visitors	18	25	27	26	2	2
Having staff with the right skills and knowledge	24	41	27	8	0	0
Understanding your cultural needs	27	39	24	8	0	2
Giving you choices of appointment times	24	31	33	10	0	2
Finding out what parents want	19	40	30	9	0	2
Finding out what pupils want	21	34	31	12	2	0
Placing prime importance on the safety, care and welfare of all individuals	21	51	23	4	2	0

### **What we are doing to improve our service**

- ✓ One parent felt that parents should be consulted about anything which might involve cost to them. We are working on this and have included in our summer mailshot, a summary of some of the trips and outings which will take place during the session
- ✓ Some parents felt that we fell short in terms of the provision of attractive, clean and comfortable premises for parents and visitors. We hope that the refurbishment project which started earlier in the year will improve our facilities considerably
- ✓ Building a valuable partnership with the Parents' Forum through which parents can provide input to school policy and decision-making.

## Providing Information to You

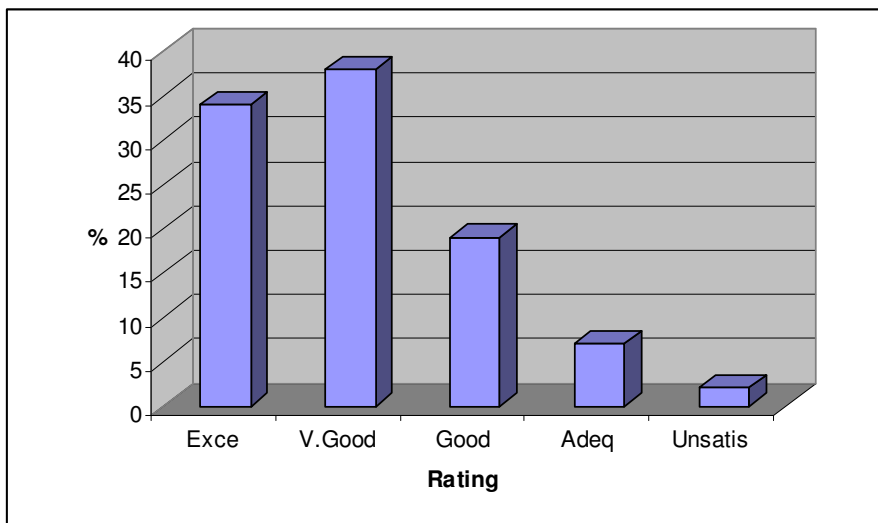
	Excellent %	Very Good %	Good %	Adeq %	Weak %	Un-satis %
Providing easy access to information about our school	21	34	40	3	0	2
Providing contact details that are easy to find	20	33	42	3	0	2
Enabling you to contact us at times that suit you	22	34	34	6	2	2
Providing easy access to information for people with special needs or disabilities	17	35	37	11	0	0
Ensuring that you see or get through to the right person quickly	22	29	37	10	0	2
Enabling you to discuss issues in private	27	36	33	4	0	0
Providing clear written information that is easy to understand	28	41	23	6	2	0
Providing clear verbal information (e.g. explanations, advice) that is easy to understand	25	37	33	5	0	0
Informing you about changes to services provided by the school	26	39	28	5	2	0
Telling you about any charges for services	23	39	30	4	2	2
Setting timescales for information to be given to you....	19	50	24	3	2	2
and meeting these	17	48	26	4	3	2

### How we are responding to your comments

- ✓ Looking at how we can ensure that you receive a response to any request for information within an agreed timescale
- ✓ One parent said, 'Groupcall is excellent for informing me of reports and letters as kids often forget to empty bags. We are therefore looking at how we can extend the use of Groupcall and e-mail for communicating with parents to ensure that information gets home on time

## Service Delivery

**Overall experience of the service you received throughout your time at school**



- ✓ We were pleased that 91% of those who responded felt that they had received a service overall which was good or better. .

### **Other aspects of service delivery**

	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Adequ</b>	<b>Weak</b>	<b>Un-satisfact</b>
We agree with you at the outset what you can expect from the service we provide within the school	20	37	36	7	0	0
We deliver the service we promised	20	43	28	9	0	0
We give you clear timescales for the delivery of the service you have requested....	17	42	30	11	0	0
deliver within them....	19	43	28	10	0	0
or if there is a delay we tell you	17	37	40	4	2	0
Our staff are empowered to put things right at the first point of contact where appropriate	20	36	31	13	0	0
We deal effectively and quickly with concerns or complaints that you have	17	45	28	6	2	2
Ensuring that you know how to make an enquiry, comment or complaint	35	38	20	7	0	0

## **Some General Comments**

We asked parents to suggest three areas where the school could improve the service we deliver and also to list 3 areas where the school is providing an excellent service. The many comments made in all of the individual returns have been summarised and will be reviewed by the school's senior management team and the Parents' Association early in the new session.

Common suggestions for improvement included:

- Concern about the standard of the school's accommodation
- E-mails instead of paper
- Interview times to be kept to at parents' evenings
- School staff to respond within agreed timescales
- More information on internal school events

Areas where parents felt that we were providing an excellent included:

- Keeping parents up to date/information sharing
- Caring, positive staff, who are friendly and approachable
- Encouragement of pupils
- Regular reports and keeping parents informed of progress
- Pupil Support

June 2008