

Moorgate Primary Academy Parent Questionnaire January 2022

By Numbers (brackets indicate the previous questionnaire result in October 2020)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at this Academy	48% (65%)	38% (33%)	2% (2%)	0% (0%)	13% (0%)
My child feels safe at this Academy	52% (33%)	41% (67%)			7% (0%)
My child makes good progress at this Academy	46% (44%)	46% (53%)	2% (1%)	0% (1%)	5% (2%)
My child is well looked after at this Academy	46% (61%)	41% (37%)	2% (2%)	2% (-)	9% (1%)
My child is taught well at this Academy	48% (57%)	43% (40%)	4% (-)	- (-)	5% (3%)
My child receives appropriate homework for their age	20% (43%)	52% (47%)	5% (7%)	2% (0%)	21% (2%)
This Academy ensures the pupils are well behaved	38% (49%)	50% (42%)	7% (6%)	2% (-)	4% (3%)
This Academy deals effectively with bullying	27% (36%)	29% (32%)	7% (6%)	5% (1%)	32% (26%)
This Academy is well led and managed	41% (50%)	38% (41%)	0% (5%)	4% (-)	18% (4%)
This Academy responds well to any concern I raise	29% (45%)	40% (47%)	7% (2%)	5% (-)	20% (6%)
I receive valuable information from the Academy about my child's progress	29% (44%)	52% (41%)	9% (5%)	4% (-)	7% (2%)
I would recommend this Academy to another parent	41% (55%)	41% (37%)	2% (3%)	4% (1%)	13% (6%)

Top rated comments – SA/A

Comment	Percentage SA/A
My child feels safe at this Academy	93% (100%)
My child makes good progress at this Academy	92% (93%)
My child is taught well at this Academy	91% (97%)
This Academy ensures the pupils are well behaved	88% (91%)
My child is well looked after at this Academy	87% (97%)
My child is happy at this Academy	86% (98%)
I would recommend this Academy to another parent	82% (93%)
I receive valuable information from the Academy about my child's progress	81% (85%)
This Academy is well led and managed	79% (91%)
My child receives appropriate homework for their age	72% (91%)
This Academy responds well to any concern I raise	69% (92%)
This Academy deals effectively with bullying	56% (75%)

Top Rated Comments D/SD

Comment	Percentage of answers disagree or strongly disagree
I receive valuable information from the Academy about my child's progress	13% (6%)
This Academy responds well to any concern I raise	12% (not on last time)

This Academy deals effectively with bullying	12% (7%)
This Academy ensures the pupils are well behaved	9% (6%)
My child receives appropriate homework for their age	7% (7%)
I would recommend this academy to another parent	6% (not on last time)

All other comments were 4% and below

Top rated comments don't know

Comment	Percentage of people who don't know
This Academy deals effectively with bullying	32% (25%)
My child receives appropriate homework for their age	21% (not on last time)
The academy responds well to concerns that I have	20% (6%)
This Academy is well led and managed	18% (4%)
I would recommend this Academy to another parent	13% (4%)
My child is happy at this academy	13% (not on last time)
I receive valuable information from the academy about my child's progress	7% (9%)
My child makes good progress at the academy	5% (6%)

All other comments were less than 5%

Comments from parents about the academy

Positive comments we have received:

I've had 2 children at this school over the last 15 years and both had a great start to their education journey being at Moorgate. The school is warm, welcoming and very supportive in all areas. Both my children have learnt valuable lessons on how to behave, treat others and learning from the attitude off teachers. Brilliant school.

We are very happy with the staff and school, just brilliant.

Very good

All my children have learned exceptionally well at this academy, staff are amazing & I highly recommend this school

I feel * is happy and developing well, she never complains about things that have happened that day and is always excited to share her day with me. * is supported in her learning and is often praised for doing well which encourages her, who knew the value of a sticker to an 8 year old. :) I would like to take this time to thank your staff for all their hard work and Mr Williams for clearly leading a great team.

Academy response – thank you so much for all these lovely comments, they are much appreciated

Areas for development

I am happy with my child's progress at school but don't feel at times he is listened to.

Academy response – *we would like to find out more about this, please get in touch.*

Headteacher needs to be more involved with students and be more available to talk to Meetings regarding his pupil's wellbeing support that needs to be put in place and ongoing help he should be involved in. Never available to speak to I have personally been told by himself it's the teachers responsibility to deal with the children not his But he is the headteacher? So he needs to be more available and take responsibility for his pupils as he is the headteacher.

Academy response – *we would like to find out more about your concerns here, please get in touch.*

Sometimes we will ask parents to talk to the class teacher 'first' as often, they are the people with the information. However, I am always happy to speak to any parent. Due to my current commitments within the Trust I am on secondment two days a week so sometimes options for a face to face meeting are limited. Sometimes, parents want a meeting straight away and this isn't always possible. Mrs. Eaglefield is also available to meet with parents in my absence, she is head of school on the days I am not available (Tuesday / Wednesday).

Homework- I believe the homework my child receives is appropriate for their age however it understandably has been less frequent following covid.

Academy response – *thank you for your feedback, we will review this as a staff and ensure that all year groups are setting the required homework each week as previously.*

Questions 10 and 11 answers are varied depending on who you are dealing with. (This Academy is well led and managed, This Academy responds well to any concern I raise)

Academy response – *we would like to find out more about this, please get in touch.*

greater cooperation of the psychologist with children

Academy response – *we would like to find out more about this, please get in touch.*

If school can open more activities after school that would be great!

Academy response – *Thank you for your feedback, now that there is more freedoms for children to mix and less covid restrictions, we definitely will be actioning this. We'll ensure we keep you up-to-date on these via the website and newsletters.*

I do have some issues I disagree with things like the disco you cancelled but yet parents were allowed to come for assembly this contradicted your decision about the disco which the children needed for things to feel normal however whenever I speak to reception to talk about any issues I've had in the past I feel like my opinion doesn't matter. I also have mentioned many times issues regarding homework especially the maths site used however nothing has been done to rectify therefor my child continues to struggle but again this is because a parents opinion doesn't matter and is ignored

Academy response – *Thank you for your feedback. We were all disappointed to have to cancel the disco but felt with cases on the rise at that point and not fully knowing the dangers of Omicron (at that point), mixing children from lots of classes was a risk too far. When we invited parents into performances, we could restrict how many were coming in, staggered it so different year groups came in on different days and had more control over the measures and therefore movement of people around the building. We almost cancelled that too but took the decision that this was something we all needed (children, staff and families).*

Pleasingly, the PTA disco has recently been re-booked for later this term as well as a very exciting Easter Egg hunt for children to be involved with. In response to the comment regarding homework, please get in touch

so I can find out more about this. Finally, I can assure you that if we didn't care about parent's opinions, we wouldn't be sending this questionnaire out. Please book some time with me so I can reassure you of this.

Mr. W

Next steps:

- Find out more about the other types of information parents would like about their child's progress (top disagree statement)
- Find out more regarding parents view that "The academy responds well to any concerns I raise" (2nd top disagree statement)
- Continue to audit and assess behaviour / peer-on-peer abuse (bullying)
- Remind parents about the current schedule of delegation with the HT on a 2 day a week secondment and Mrs. Eaglefield's role within the school to support this
- Review Home Learning again. Ensure consistency
- Look at the current provision for after school clubs and ensure there is a wide range on offer
- Try (where possible as data is anonymised) to deal with the individual complaints. Regarding: homework logins and upset around the cancelation of the Disco