



Moorgate Primary Academy Parent Questionnaire January 2023

As an Academy we are always looking to improve the service that we give to families. As we progress through the new academic year, we would like to know how you feel about the service that you are receiving and also areas where we could improve. All comments made will be gratefully received and used in the strictest of confidence. Please rate the Academy on the following areas:

(The number in the brackets show last years result)

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|--|-----------------------|--------------|-----------------|--------------------------|-------------------|
| My child is happy at this Academy | 49% (48%) | 45% (38%) | 6% (2%) | 0% (2%) | 0% (13%) |
| My child feels safe at this Academy | 49% (52%) | 49% (41%) | 2% (0%) | 0% (0%) | 0% (7%) |
| My child makes good progress at this Academy | 49% (46%) | 40% (46%) | 4% (2%) | 0% (0%) | 6% (6%) |
| My child is well looked after at this Academy | 49% (46%) | 43% (41%) | 4% (2%) | 2% (2%) | 2% (9%) |
| My child is taught well at this Academy | 43% (48%) | 51% (43%) | 4% (4%) | 0% (0%) | 2% (5%) |
| My child receives appropriate homework for their age | 30% (20%) | 40% (52%) | 13% (5%) | 0% (2%) | 17% (21%) |
| This Academy ensures the pupils are well behaved | 23% (38%) | 57% (50%) | 11% (7%) | 6% (2%) | 2% (4%) |
| This Academy deals effectively with bullying | 17% (27%) | 38% (29%) | 4% (7%) | 9% (5%) | 32% (32%) |
| This Academy is well led and managed | 45% (41%) | 40% (38%) | 6% (0%) | 2% (4%) | 6% (18%) |
| This Academy responds well to any concern I raise | 49% (29%) | 28% (39%) | 9% (7%) | 4% (5%) | 11% (20%) |

| | | | | | |
|---|--------------|--------------|---------|---------|-------------|
| I receive valuable information from the Academy about my child's progress | 38% (29%) | 45% (52%) | 9% (9%) | 6% (4%) | 2% (7%) |
| I would recommend this Academy to another parent | 45% (41%) | 42% (41%) | 2% (2%) | 6% (4%) | 4% (13%) |

Is there anything else you would like to comment on about any aspect of Academy, which has not been addressed through this questionnaire? Feel free to comment below or on a separate sheet.

- Just that, I want more interaction with parents as all year I don't know about progress or not progress of _____. And don't have appropriate homework.
- Everything is fine and I'm happy with my child progress the only thing that I'm not agreeing it's the punishments from the lunchtime supervisors.
- Saying thank you for giving pupils the respect they deserve. Also supporting them with every day obstacles in their lives. Thank you.
- Nothing other than a massive thank you! The communication between the school and myself is always amazing! I cannot thank Mrs Eaglefield, Ms Shaw, Miss Spencer and Mr Baker for making my child's school experience a great one. If my child ever needs a check in with Ms Shaw, this is always seen to and always has a positive impact.
- Lovely school and brilliant staff.
- The before and after school club is a brilliant asset to the school. The staff are polite and well-mannered and always eager to greet the children.
- I put don't know regarding homework because we've not had any homework tasks this year.
- I feel my child's reading isn't monitored enough, and I would like him to read to an adult more often.

Results ranked by Agree and Strongly Agree combined

| | Strongly Agree / Agree |
|---|-------------------------------|
| My child feels safe at this Academy | 98% (93%) |
| My child is happy at this Academy | 94% (86%) |
| My child is taught well at this Academy | 94% (91%) |
| My child is well looked after at this Academy | 92% (87%) |
| My child makes good progress at this Academy | 89% (92%) |
| I would recommend this Academy to another parent | 87% (82%) |
| This Academy is well led and managed | 85% (79%) |
| I receive valuable information from the Academy about my child's progress | 83% (81%) |
| This Academy ensures the pupils are well behaved | 80% (88%) |
| This Academy responds well to any concern I raise | 77% (68%) |
| My child receives appropriate homework for their age | 70% (72%) |
| This Academy deals effectively with bullying | 55% (56%) |

Results ranked by Disagree and Strongly Disagree combined

| | Strongly Disagree / Disagree |
|---|-------------------------------------|
| This Academy ensures the pupils are well behaved | 17% (9%) |
| I receive valuable information from the Academy about my child's progress | 15% (13%) |

| | |
|--|-----------|
| My child receives appropriate homework for their age | 13% (12%) |
| This Academy deals effectively with bullying | 13% (12%) |
| This Academy responds well to any concern I raise | 13% (7%) |
| This Academy is well led and managed | 8% (6%) |
| I would recommend this Academy to another parent | 8% (4%) |
| My child is happy at this Academy | 6% (4%) |
| My child is well looked after at this Academy | 4% (4%) |
| My child makes good progress at this Academy | 4% (2%) |
| My child is taught well at this Academy | 4% (4%) |
| My child feels safe at this Academy | 2% (0%) |

Top Rated Comments based on Don't Know

| | Strongly Disagree / Disagree |
|--|-------------------------------------|
| This Academy deals effectively with bullying | 32% (32%) |
| My child receives appropriate homework for their age | 17% (21%) |
| This Academy responds well to any concern I raise | 11% (20%) |
| This Academy is well led and managed | 6% (18%) |
| My child makes good progress at this Academy | 6% (6%) |

All other comments were below 5%

Analysis and next steps

- Review home learning. In the past this has always been what I call the 'Goldilocks effect'. Some parents think we set too much, some think that what we set is not enough and others think it is just right. I would like to develop a working party of staff and parents to look at this in more detail. In the meantime, as a staff we have reiterated the current policy and ensured that it is being applied consistently.
- Look at the reasons behind the relatively high percentage of parents thinking behaviour is not good in the school and that bullying is not dealt with. Whenever we have visitors to the Academy, positive attitudes and good behaviour is always one of the first things that they mention. As with any school, we are not perfect but when any behaviour issues arise, we deal with them promptly and appropriately.
- Dive deeper into the information that parents would like about their child. Currently, we have a termly parents evening (where progress is discussed) and an annual report. Additionally, we do a 'Welcome to my class' session at the beginning of the school year where we share expectations and routines. Children are celebrated through various 'Star of the week', attendance awards, lunchtime star and headteacher awards and staff will text or let parents know about this at the end of the school day. It would be good to know from parents what other information they would like. Please look out for further communication on this in the near future.
- Responding well to concerns that I raise has also come out as one of the highest percentages for disagree / strongly disagree. Again, it would be good to know some context behind this as there is no further information about this within the comments. However, again we will persevere to ensure that you feel well supported in any concerns that you have. Please feel free to contact me should you have a specific enquiry about this.
- Some parents have indicated that they would like a conversation about their questionnaire, therefore over the next few weeks, I will be contacting those parents to arrange meetings to further gain context around some of the identifies areas.

Thank you for taking the time to engage with this questionnaire.