

EXECUTIVE HEADTEACHER:

Ms Helen Comfort

(B.A.Ed.Hons, NPQH)

HEAD OF SCHOOL:

Mrs Rachel Hindle

(B.A.Hons, PGCE, M.A.Ed)



St. Margaret's-at-Cliffe

Dover, Kent, CT15 6SS

Telephone: (01304) 852639

Fax: (01304) 853671

e-mail: secretary@st-margarets-dover.kent.sch.uk

www.stmargaretsprimary.co.uk

St. Margaret's-at-Cliffe Primary School on Facebook

@stmargaretscp on Twitter

'For Learning That Lasts A Lifetime'

9th February 2024

Dear Parents and Carers

We would like to extend our gratitude for the large number of you taking the time to respond to the parental survey recently distributed by the school. 81% of you responded. Your thoughtful responses have provided us with valuable information that will guide our decision-making processes and help us address any areas of concern effectively.

Transparency and open communication are essential to us, which is why we are pleased to share the results of the survey with you. We encourage you to review the survey results and reach out to us if you have any questions or would like to discuss any specific areas further. Your engagement and input are crucial as we continue to strive for excellence in all aspects of our school.

We are delighted to report that 90% of parents surveyed agree or strongly agree that their child is happy at school. This overwhelming majority reflects the positive experiences many of our pupils are having within our learning environment.

The safety and security of our pupils is paramount, and we are pleased to note that 94% of parents feel that their child is safe at our school. This high level of confidence is a testament to the dedication of our staff and the measures we have in place to maintain a secure environment for learning and growth.

Ensuring the well-being and behaviour of our pupils is a top priority at St Margaret's at Cliffe School. We are pleased to report that 84% of parents strongly agree or agree that the school effectively promotes good behaviour among its pupils. This positive response reflects our ongoing efforts to instil a culture of respect, responsibility, and cooperation within our school community. While 6% of parents expressed uncertainty regarding this aspect, 8% disagreed, and 2% strongly disagreed. We acknowledge and respect all feedback received, and we are committed to continuously improving our strategies to foster positive behaviour and character development among our students. Together, we strive to create a safe, supportive, and inclusive learning environment for all.

We are pleased to share that 71% of parents reported that their child has not experienced bullying, indicating a positive environment conducive to healthy relationships among peers. Regarding those of you who feel bullying has taken place, 65% of you either agree or strongly agree that the school promptly and effectively addressed the situation. Additionally, 20% expressed uncertainty about the handling of such cases, while 9% disagreed with the effectiveness of the school's response. We take all instances of bullying seriously and are committed to addressing them swiftly and comprehensively to ensure the safety and well-being of all our students. Our commitment remains steadfast in promptly addressing and resolving such incidents to ensure a supportive and respectful atmosphere for all pupils. We encourage open communication and collaboration between parents, students, and staff to foster a safe and inclusive school environment. If you are at any time unhappy



with the school's response to an incident of bullying, please do not hesitate to speak to us. We are here to listen to your concerns, address any issues promptly, and work collaboratively with you to ensure that your child feels safe and supported at our school.

A significant majority of parents, 99% in total, either strongly agree or agree that the school effectively communicates what their child will learn throughout the academic year. Specifically, 73% strongly agree, while an additional 26% agree with this sentiment. Only 1% strongly disagree with the school's communication regarding the curriculum. We highly value this feedback, as it underscores our commitment to transparency and collaboration in education. Your trust in our ability to keep you informed about your child's learning journey is essential to us, and we remain dedicated to maintaining open lines of communication throughout the academic year.

Regarding the handling of parental concerns, a combined 44% of respondents either strongly agree or agree that their concerns have been addressed properly by the school. Moreover, it's noteworthy that 38% of parents haven't raised any concerns, indicating a level of satisfaction or absence of significant issues. However, it's crucial to address the 14% who expressed dissatisfaction, with 10% disagreeing and 4% strongly disagreeing with the effectiveness of concern resolution. Among respondents who have raised concerns with the school, a notable 70% agree or strongly agree that their issues have been addressed properly. Specifically, 21% strongly agree, while an additional 49% agree with this statement. However, it's concerning that 23% of respondents expressed dissatisfaction, with 7% strongly disagreeing and 16% disagreeing with the effectiveness of concern resolution. Additionally, 7% of respondents were uncertain about the resolution of their concerns. We are dedicated to ensuring that every concern is addressed promptly and appropriately, but we acknowledge that sometimes challenges arise. If you ever feel that your concerns have not been addressed to your satisfaction, please don't hesitate to let us know. Your feedback is vital as we continuously strive to improve our processes and better serve our school community. We are here to listen, support, and work together to find solutions that meet your needs.

Among those who provided feedback, 62% of you recognised that your child does not have Special Educational Needs, 24% expressed agreement that the school adequately supports students with SEN, with 13% strongly agreeing and an additional 11% agreeing. However, it's important to note that 3% of respondents were uncertain about the support provided, while 8% disagreed and 3% strongly disagreed with the adequacy of support. We will be looking at strategies to ensure that all concerns are addressed effectively and promptly. Rest assured, we are committed to taking proactive steps to address any issues raised and uphold the highest standards of support and communication. Thank you for your feedback.

Regarding the school's expectations for their child, it's encouraging to note that a substantial majority, 82%, either strongly agree or agree that the school maintains high expectations. Specifically, 47% strongly agree, while an additional 35% agree with this sentiment. However, 12% indicated uncertainty, with 4% disagreeing, and 2% strongly disagreeing with the school's expectations. We understand the importance of clearly communicating and aligning expectations between the school and parents. Therefore, we are committed to addressing any uncertainties or concerns raised and ensuring that our expectations are transparent and supportive of student success.

In terms of your child's performance at the school, a combined 91% either strongly agree or agree that your child does well. Specifically, 46% strongly agree, while an additional 45% agree with this statement. Only a small percentage, 8%, expressed uncertainty or dissatisfaction, with 1% indicating "don't know," 7% disagreeing, and 1% strongly disagreeing.



Regarding the school's communication about your child's progress, a significant majority, 92%, either strongly agree or agree that the school effectively keeps you informed. However, 7% expressed uncertainty or dissatisfaction, with 1% indicating "don't know."

It's heartening to note that the majority of respondents, 94% in total, either strongly agree or agree that there is a good range of subjects available to their child at the school. While 3% expressed uncertainty and 3% disagreed, we appreciate all feedback as we strive to provide a diverse and comprehensive curriculum to meet the needs and interests of our students.

It's commendable to see that the vast majority of respondents, a combined 89%, either strongly agree or agree that their child can participate in clubs and activities at the school. However, it's essential to address the 8% who disagreed, as well as the 3% who expressed uncertainty about the availability of clubs and activities. We value your feedback and are committed to providing a rich and diverse range of extracurricular opportunities to enrich your child's educational experience. Your input helps us continually improve and expand our offerings to meet the interests and needs of our students.

It's highly encouraging to see that an overwhelming majority, 82%, of respondents either strongly agree or agree that the school supports their child's wider personal development. This indicates a strong commitment to nurturing not only academic growth but also the holistic well-being of students. While 9% expressed uncertainty and another 9% disagreed with this statement, we value all feedback as we continuously strive to enhance our support for pupils' personal development. Your input guides us in fostering a positive and enriching environment where every student can thrive emotionally, socially, and academically.

It's incredibly gratifying to see that the vast majority of respondents, 87%, would recommend our school to another parent. This resounding vote of confidence speaks volumes about the positive experiences and satisfaction within our school community. While 13% indicated they would not recommend the school, we acknowledge their feedback and are committed to addressing any concerns to ensure the best possible experience for all families. We deeply appreciate the trust and support of those who would recommend us, and we remain dedicated to providing a positive educational environment for every student. Thank you for your valuable feedback, which helps us continually improve and grow.

We want to extend an invitation to any parent who wishes to elaborate on their feedback or discuss any concerns in more detail. If you would like to put your name to a specific comment or if you have additional thoughts you would like to share, please do not hesitate to contact us. Your insights are crucial in shaping the future direction of our school, and we welcome the opportunity to engage in further dialogue with you.

Yours sincerely



R Hindle
Head of School

