



Parent Satisfaction Survey 2022/2023 – Two Rivers Primary School

During the 6th week of Autumn Term 2021 and 2022 we canvassed the parents and carers at Two Rivers Primary School, during parents evening, for their thoughts and feelings about how the school is operating for their family. We offered all parents an opportunity to complete and return the questionnaire (in 2021/2022 this was 134 families), in 2022/2023 this was **126** families and we received (44 responses in 2021/2022) **52** responses in 2022/2023 – the outline below shares the information from these responses (not all parents and carers responded to every question). I have included last year and this year's responses, so that we can look at if the school has made progress over time and to help us further plan for this academic year.

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Don't Know	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
My child is happy at school	89%	81%	11%	19%		0		0		0
My child feels safe at school	91%	94%	4.5%	6%		0		0	4.5%	0
My child is making good progress at this school	73%	60%	27%	30%		2% (But now improving)				8%

My child is well looked after at this school	89%	90%	11%	10%						
My child is well taught at this school	77%	78%	23%	16%		2% (this term, yes though)				2%
My child receives appropriate homework for their age and ability	53%	55%	27%	37%	2%	6% (none given apart from library book)			18%	2%
The school makes sure the pupils are well behaved at school	68%	70%	25%	26%					7%	4%
The school deals effectively with bullying	57%	63%	18%	12%					25%	25%
The school is well led and managed	87%	89%	11%	9%					2%	2%
The school responds well to any concerns I raise	80%	71%	18%	25%					2%	4%
I receive valuable information about my child's progress including about their IEP	76%	71%	20%	27%		2%			4%	
Question	Longer Written Response Required									
Would you recommend this school to other parents and why 2021/2022	<ul style="list-style-type: none"> ✚ My child feels like he's at school and gets an education here always comes home happy. ✚ 100% - at this school my daughters learning has developed really well and any queries we raise are acted up on swiftly. ✚ With the COVID pandemic impacting education over the past 18 months the school have been proactive, clear with steps put in place. ✚ Yes, giving extra help to children who need that one-on-one care in smaller classrooms. 									

- ✦ My child has only been at the school for a short period, but he comes home happy and is keen to get to school each morning. This suggests it is an enjoyable environment for him and I would recommend the school to other parents.
- ✦ I would highly recommend this school to any parents its warm, welcoming, very well organised. My child loves it, he loves his teachers, his language skills and behaviour have come on greatly since becoming a pupil. I couldn't recommend this school enough.
- ✦ Yes, I would recommend this school. My son is very happy here all of the staff are lovely. Happy friendly school.
- ✦ 100% recommend, our son has progressed massively since coming to this school – all very welcoming and son loves this school.
- ✦ Yes, and I have done so in other parents' groups on Facebook.
- ✦ The staff come across as really caring and that fills you with confidence that your kids are in safe hands. If your child is having problems at home or struggling the school have said, how can they help us as parents at home which we find very good and helpful.
- ✦ Yes, staff are very approachable.
- ✦ Yes, the school and staff members have been great with our son and supported him well.
- ✦ Yes, because it's a wonderful school.
- ✦ Yes, we have seen a complete change in our son since starting at Two Rivers – he is happy and content at the school and at home.
- ✦ Yes because of the fantastic staff and how settled our son it.
- ✦ The welfare of its pupils is always put first. My child settled quickly and made very welcome from day 1. His work has improved immensely – dojo is a fantastic way to communicate.
- ✦ Yes, focus on each child.
- ✦ Yes, because it's the best.
- ✦ Yes definitely – it was my sons saving grace. He is a happy boy well looked after.
- ✦ Yes, because the child's individual needs are the focus.
- ✦ Absolutely wonderful school. Staff have a real understanding of how the children are.
- ✦ Yes, a fantastic school who take each individual child's needs into consideration.
- ✦ Yes, they have always been very understanding supportive and welcoming to my daughter. She loves school and has settled in very well.
- ✦ I'd strongly recommend Two Rivers to anyone with a child with a disability.
- ✦ The teachers really care about the pupils – keep you informed what happens and helps you when you need it.

	<ul style="list-style-type: none"> ✚ Yes, I would my child been here 2 years and is doing amazing. ✚ Yes, I would. ✚ I would strongly recommend two rivers, seen my daughter started school here in 2019, she has benefitted so much and says everyday how much she loves school and classroom/ teacher. ✚ Yes, my child has settled in well and is finally happy. ✚ Everyone is caring and all the children are so happy. ✚ Yes, because my son is so happy at this school. ✚ I would highly recommend this school as my children have done so well here, the school us understanding and meet each child's needs and the staff are approachable which is good as parents always need reassurance and support. ✚ Yes, children are well looked after, and we are kept informed as parents.
<p>Would you recommend this school to other parents and why 2022/2023</p>	<ul style="list-style-type: none"> ✚ Yes, the school has done a brilliant job with my son. ✚ Yes of course, my son has come on amazingly with all aspects of his life, I was very worried when he was first diagnosed. But now I am not so concerned. ✚ Yes. ✚ Yes, very nurturing approach, child centred. Fantastic as access to animals/ the farm onsite and has regular sensory breaks. Staff friendly and experienced. ✚ So far yes, has been very positive. ✚ I would recommend this school, because teachers are very good, pupils well educated, and staff are very welcoming and protective and supportive. ✚ Yes, my daughter is very happy at school, she has improved in all areas since starting in reception and the communication between parents and staff is great. ✚ Yes, as they have always gone above and beyond for my son. ✚ Yes, I would recommend this school to other parents because they can meet the needs of special needs children and the children feel safe and happy here. ✚ Yes – excellent at accommodating my daughter's needs. ✚ Yes, because my child is very happy here. ✚ Yes, Two Rivers is a wonderful school and I hope to send my younger daughter here it's a lovely environment. ✚ Yes, everything is done for each child's ability. The children are always number 1 priority. ✚ Is a good school. ✚ Yes, my child is happy here, so I know his needs are being met and more. ✚ Yes, the school is very inclusive and does all it can for the pupils here.

	<ul style="list-style-type: none"> ✦ I would definitely recommend this school – although my son has not been here long – I already know he is getting the very best support. ✦ It is a good school. ✦ Yes, its friendly enough – I am new to the school, so I feel I don't know it particularly well yet. ✦ I would it's a fantastic school. ✦ Yes, very child centred. ✦ Yes, the staff are all friendly and supportive. ✦ Yes ✦ Yes. No issues so far. Excellent facilities and teachers. ✦ Yes, 100% best thing ever for my child. ✦ Yes, very good with parents and liaising. ✦ Would definitely, it feels like a family. ✦ Yes, really helped my son progress in all aspects. ✦ Yes, everyone is so helpful and look after you and the children. ✦ Lovely staff, my child loves it, would highly recommend. ✦ Yes, because the one to one they offer is excellent. ✦ Yes, warm, welcoming not too big. ✦ Yes ✦ Yes, friendly staff who put the children first and make learning fun. ✦ Yes, I really the communication between the staff and parents. I feel children are well looked after and the staff are really supportive. ✦ Would definitely recommend this school to other parents as staff and teachers are so helpful and very skilled – very recommended. ✦ Yes, the school is really good, staff are lovely. ✦ Definitely – my son would not be where he is now if it wasn't for the school – thankyou. ✦ Yes, great location. ✦ Absolutely! Two rivers is a top-quality special education setting, friendly/ helpful. ✦ Yes, fantastic school and staff. ✦ Yes, lovely school, very welcoming. ✦ Yes, brilliant school and I can see the progress in my child and its lovely.
<p>Are there any improvements to school</p>	<ul style="list-style-type: none"> ✦ No – we cannot be happier. ✦ Not sure. ✦ Nothing to raise at the moment.

<p>that you would like to see 2021/2022</p>	<ul style="list-style-type: none"> ✚ Safe walkway into the school. ✚ Can't comment – first term. ✚ More options at mealtime I.E finger foods. ✚ More outings – we understand COVID was an issue before. More classroom work with parents' involvement. ✚ More information about daily activities. ✚ Cannot think of one. ✚ None really that I can think of. ✚ Not that I'm aware two rivers is amazing. ✚ No, I am happy so far. ✚ Consolidation of the apps used to communicate.
<p>Are there any improvements to school that you would like to see 2022/2023</p>	<ul style="list-style-type: none"> ✚ No ✚ Not that I can think of, more funding would help, I bet. ✚ The books we get to see at parents evening would be nice to come home at the end of the year. ✚ So far promising. Very early but great so far. ✚ Id like to see more pictures/ content of my child enjoying different parts of his time here. ✚ None that I can think of. ✚ More feedback/ info on my child's day. ✚ Better communication with children who get the bus where we don't get to speak to the teacher about the day in general (our son doesn't tell us what he's done/ eaten etc). ✚ Nothing that comes to mind. ✚ After school clubs if possible. ✚ No ✚ More opportunities for parents to see children at school doing activities. ✚ Events happening at school are given with plenty of notice, letters/ forms to be emailed.

Actions for school to consider moving forward:

- ✚ To revisit our total homework provision for all learners – to better publicise this with all parents and carers. (Last year, our approach concentrated on the teaching of reading and offering online reading provision for homework for our children)
- ✚ To share better information about our behaviour policy and approach with parents (including how we manage bullying). We will share our Behaviour Standards and include them in the creation of this approach this year.

- ✚ Improve communication about children's progress with parents – ensuring that we develop materials that outline the progress made against expected outcomes.
- ✚ To look at our new communication app – the endeavour app and ensure that all classes are sharing information about the children's day in an appropriate way.

Conclusion:

We are really pleased with the positive responses from parents, and the general upward position of most of the data. It is great that we are now able to offer routinely accessible events for parents and carers and hope that this will continue to develop our close working relationships. It continues to be very important that we continue to work together to meet the needs of all our learners.