



**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON
25 MARCH 2015**

SUBJECT: PARENTAL SURVEY – SATISFACTION WITH SCHOOLS

BY: CORPORATE DIRECTOR (EDUCATION AND SOCIAL CARE)

1. REASON FOR REPORT

- 1.1 The purpose of this report is to inform the Committee on the outcome of the biennial survey on parental satisfaction with schools in Moray.
- 1.2 This report is submitted to Committee in terms of Section III C (35) of the Council's Scheme of Administration to contribute to public performance reporting.

2. RECOMMENDATION

2.1 It is recommended that the Committee:

- (i) **scrutinises and notes the contents of this report (Appendices 1 and 2); and**
- (ii) **instructs the Corporate Director (Education and Social Care) to report the next findings on parental satisfaction with Moray schools, to this Committee, in two years time.**

3. BACKGROUND

- 3.1 The Society of Local Authority Chief Executives (SOLACE) benchmarks each local authority's performance and/or outcomes across a wide range of indicators, including a number for children's services.
- 3.2 One of the benchmark indicators for children's services is 'the percentage of adults satisfied with schools'. This indicator uses data obtained from the Scottish Household Survey.
- 3.3 Customer satisfaction measures have been identified as areas to be addressed in terms of providing Best Value and while all schools conduct regular audits of parental views on schools, there is no simple mechanism to collect and analyse this information in a Moray wide format, as all schools are responsible for their own audits and are likely to be posing questions in different focus areas.

- 3.4 In 2013 Education and Social Care offered parents the opportunity to respond to sixteen questions, very similar to those used by Education Scotland prior to an inspection, on their satisfaction with schools. The results of the survey were scrutinised and noted by this Committee on 24 April 2013. The Committee instructed the Corporate Director (Education and Social Care) to conduct a further Moray wide survey in 2014/15 and to report the findings to the Committee. (Paragraph 19 of the minute refers).
- 3.5 The 2014/15 survey was 'live' from 10 November 2014 to 12 February 2015. A summary of the results is given in **Appendix 1**.
- 3.6 The 2014/15 survey attracted 663 responses from across Moray, an increase in responses of almost 22% compared to 2012/13. While again this was too small a sample from which to draw absolute conclusions it was, nevertheless, large enough to identify issues of greatest and least concern to parents.
- 3.7 A comparison of the 2012/13 and 2014/15 results is given in **Appendix 2**. When comparing current responses against the 2012/13 results, all questions showed either an increase in the percentage of positive responses or remained the same. The largest increases in percentage of positive responses were: school having good links with the local community to support children's learning (an increase of 11%); school taking views into account (9% increase); understanding school reports and finding them helpful (7% increase); and school being well led (7% increase).
- 3.8 Areas of greatest satisfaction noted were: children enjoying school; children feeling safe at school; children making good progress; understanding school reports; and overall satisfaction with the school.
- 3.9 Areas of greatest concern noted were: children benefiting from clubs and outside activities; the school asking for parent's views and taking parent's views into account. While these areas all recorded increases in positive responses for 2014/15, the same three aspects also ranked as the highest areas of concern in 2012/13.
- 3.10 The area of 'children benefiting from clubs and activities' was subject to a detailed review by a group of young people from Moray secondary schools who reported their findings to this Committee on 18 December 2013 (paragraphs 3 and 20 of the minute refers). The conclusions of this review were :
- there is a wealth of after school activities available to young people within Moray with a big focus on sports;
 - some young people would welcome more activities relating to the arts;
 - activities are mainly school based, however, local communities are well catered for across the board;
 - secondary schools appear to offer a wider, more diverse range of options;

- it is recognised that some of the more rural communities make great efforts to engage their young people in activities, to ensure that their needs are met.

In view of these findings it is not thought to be necessary to investigate this area any further.

- 3.11 The responses in relation to schools asking for parents' views and taking these into account will be subject to further investigation with schools.
- 3.12 The data on individual schools was fed back to them and to the link Quality Improvement Officers, for consideration and action where appropriate. It should be noted for some schools, there were insufficient responses from which to draw any meaningful conclusions.

4. SUMMARY OF IMPLICATIONS

(a) Moray 2023: A Plan for the Future/Service Plan

The contents of this report relate to Moray 2023 Priority 2 – 'Ambitious and confident children and young people'.

(b) Policy and Legal

None arising from this report.

(c) Financial implications

There are no financial implications arising directly from this report.

(d) Risk implications

There are no risk implications arising directly from this report.

(e) Staffing implications

There are no staffing implications arising directly from this report.

(f) Property

None.

(g) Equalities

This is an information report therefore an equalities impact assessment is not necessary.

(h) Consultations

The Corporate Director (Education and Social Care); members of the Education and Social Care Senior Management Team; Quality Improvement Officers; Deborah Brands, Principal Accountant; Margaret Forrest, Legal Services Manager (Litigation and Licensing); Katrina McGillivray, Senior Human Resources Adviser; Don Toonen, Equal Opportunities Officer and Caroline Howie, Committee Services Officer; have been consulted on this report and agree with the sections of the report relating to their areas of responsibility.

5. CONCLUSION

- 5.1 The 2014/15 parental survey indicates an increase in parental satisfaction with schools compared to 2012/13 and provides a further benchmark against which future trends can be measured.**
- 5.2 The results of this survey allow for some 'sense checking' of the SOLACE benchmark project results.**
- 5.3 The parental survey provides information on the areas of greatest and least concern to parents. The areas of greatest concern will be further explored with schools.**

Author of Report: Paul Watson, Continuous Improvement Team Manager
Background Papers:
Ref:

Moray Council Parents Survey - Primary / Secondary Schools

A total of **663** responses were received for the Moray Council Parents Survey - 2014/15
A breakdown of replies is provided below showing the parental results for each question.



Please tell us about your experience of your child's school	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know
Q2. My son / daughter enjoys learning at school	41%	51%	5%	3%	0%
Q3. My son's / daughter's learning is progressing well	30%	58%	8%	3%	2%
Q4. My son / daughter is encouraged and stretched to work to the best of their ability	24%	50%	16%	4%	6%
Q5. The school helps my son / daughter to be more confident	30%	46%	15%	4%	5%
Q6. My son / daughter feels safe at school	39%	51%	6%	2%	2%
Q7. My son / daughter is treated fairly at school	31%	51%	9%	4%	5%
Q8. I know that if my son / daughter is having difficulty he / she will be helped	27%	52%	10%	4%	6%
Q9. I feel staff really know my son / daughter as an individual and support him / her well	29%	46%	13%	5%	6%
Q10. My son / daughter benefits from school clubs and activities provided outside the classroom	14%	38%	26%	9%	12%
Q11. The school has good links with the local community to support children's learning	22%	49%	9%	4%	16%
Q12. I understand school reports and find the information about my son's / daughter's progress helpful	30%	53%	9%	3%	5%
Q13. The school asks for my views	21%	46%	21%	6%	5%
Q14. The school takes my views into account	18%	39%	17%	8%	19%
Q15. I get a quick response to any enquiries or complaint regards my son's / daughter's education	31%	45%	10%	3%	11%
Q16. The school is well led	36%	42%	8%	7%	7%
Q17. Overall, I am happy with the school	37%	46%	9%	4%	4%

Moray Council Parents Survey - Primary / Secondary Schools

Comparable breakdown of parental responses from 2012/13 and 2014/15



Please tell us about your experience of your child's school

- Q2. My son / daughter enjoys learning at school
- Q3. My son's / daughter's learning is progressing well
- Q4. My son / daughter is encouraged and stretched to work to the best of their ability
- Q5. The school helps my son / daughter to be more confident
- Q6. My son / daughter feels safe at school
- Q7. My son / daughter is treated fairly at school
- Q8. I know that if my son / daughter is having difficulty he / she will be helped
- Q9. I feel staff really know my son / daughter as an individual and support him / her well
- Q10. My son / daughter benefits from school clubs and activities provided outside the classroom
- Q11. The school has good links with the local community to support children's learning
- Q12. I understand school reports and find the information about my son's / daughter's progress helpful
- Q13. The school asks for my views
- Q14. The school takes my views into account
- Q15. I get a quick response to any enquiries or complaint regards my son's / daughter's education
- Q16. The school is well led
- Q17. Overall, I am happy with the school

Strongly agree or Agree		Strongly disagree or disagree		Don't Know	
2012/13	2014/15	2012/13	2014/15	2012/13	2014/15
92%	92%	8%	8%	1%	0%
84%	88%	12%	11%	3%	2%
68%	74%	25%	20%	8%	6%
76%	76%	18%	19%	5%	5%
88%	90%	9%	8%	2%	2%
81%	82%	13%	13%	5%	5%
73%	79%	15%	14%	11%	6%
69%	75%	21%	18%	11%	6%
49%	52%	34%	35%	16%	12%
60%	71%	16%	13%	25%	16%
76%	83%	17%	12%	6%	5%
61%	67%	31%	27%	8%	5%
48%	57%	29%	25%	23%	19%
70%	76%	18%	13%	12%	11%
71%	78%	14%	15%	15%	7%
77%	83%	19%	13%	4%	4%