



Yateley Manor Preparatory School

Feedback to Parents on Survey Findings

Thank you very much to everyone who contributed towards the parent survey we conducted for Yateley Manor Preparatory School in November last year. The aim of the questionnaire was to assess the relative levels of satisfaction among parents of the various aspects of School life. A related aim of the survey was to find out how parents perceive the relationship they have with Yateley Manor and how it is changing.

A questionnaire was sent to every family at the School and 57% of families returned their questionnaires to us, which is a good response.

We have presented the findings of the Survey to Francis Howard, members of the Senior Management team and representatives of the Board of Governors. This is an independent summary of those findings and it is being sent to all parents who have children at Yateley Manor Preparatory School.

Satisfaction with features

We asked parents to look at a list of 37 features of the School and tell us how satisfied they are with each by rating them on a five point scale from – ‘very good’, ‘good’, ‘average’, ‘poor’ or ‘very poor’.

Parents are satisfied with most of what the Preparatory School provides. The vast majority of scores on most features were ‘very good’ or ‘good’ and many features received almost all ‘very good’ or ‘good’ ratings. At least 80% of parents rated the following features ‘very good’ or ‘good’.

- Clubs and extra-curricular activities
- Administration and day-to-day running of the School
- Academics facilities and equipment
- Range of educational trips and visits
- School leadership
- Pupil’s appearance
- School’s appearance
- The way pupils are treated as individuals
- The approachability of Staff
- Concern for your child’s well-being
- Teaching of Numeracy and Literacy
- Behaviour and Manners of pupils
- The quality of teaching
- Pupils’ use and awareness of ICT

Parents were less satisfied with the way parents' evenings are run, the size of some classes and the way the school feeds back on children's progress. Class size was a concern particularly for parents with children in Year 4 and feedback was predominantly an issue in for pre-prep parents.

What needs to change at Yateley Manor

We asked you to look again at the 37 features and tell us which features you would like the School to spend the most time, effort or money on improving. Overall, parents want class sizes, food quality and feedback on progress to be improved. Class sizes were mainly an issue for parents with children in Year 4, and feedback of progress was predominantly an issue for parents with children in the Nursery, Year 1 and Year 2.

Overall satisfaction and recommendation

There are high levels of overall satisfaction and advocacy among parents. The result of this survey indicates that 98% of parents are satisfied with the School. 72% of parents said that they are 'completely' or 'very satisfied'.

94% of parents said that they would definitely or probably recommend the School to others.

Image and reputation of Yateley Manor Preparatory School

We asked parents to look at two lists of 20 words. From the first list we asked parents to choose the five words which they felt best described the School. The five words most often selected by parents to describe the School were well-organised, academic, stimulating, friendly and sporting.

We then asked you to select the five words you might use to describe the School's "personality", which does take some thought, so thank you to everyone who completed this section. The personality of the School is perceived to be dedicated, intelligent, sociable and honest. Over 60% of parents selected dedicated and intelligent.

Your relationship with the School

We then asked you to tell us how warm you are feeling towards the School, giving a temperature between 0 and 100, with 0 being particularly cold and 100 being really warm. The average of all temperatures given by parents was 77° –fairly hot! We then asked you to tell us, on the same scale, how warm you feel that the School feels about you as a parent. Parents feel that this warmth is being reciprocated by the School, giving an average temperature of 70%.

We then asked you if you feel that your relationship with the School is getting warmer, colder or staying the same.

Most parents, said that their relationship was staying the same – 77% is fairly hot! The majority of reasons parents gave for feeling the ‘same’, related to parents being happy with the school and content with the relationship they have.

Typical comments from parents were ...

“I have found the School throughout my time dealing with it to be warm, approachable and considerate of the needs of both pupils and parents.”

“Over the years we have developed a good relationship with the School and its staff. We feel welcome and everyone knows us. Our views are listened to and it seems hard to imagine we could better that!”

Parents also gave us many reasons for why they are feeling warmer towards the School. Most comments were about their relationship developing with the School, their children happy and thriving and the caring, friendly and supportive staff.

“With each visit, I always think "I'm so glad I sent him here". The more I see, the more I appreciate the staff, the facilities, the Headmaster and how lucky my son is.”

“The longer the relationship continues the better it gets as Yateley is always very consistent. . Staff are very approachable and the School is very organised, a well run ship. Most importantly my children are happy!”

Some parents said that they were feeling colder towards the School. Many of these comments are related to or stem from the problems with car parking. Difficulty in parking is frustrating in itself, but it is leading to a reduction in time and opportunity for parents to meet with class teachers to discuss the day and to talk to other parents. This dilution of actual contact with the staff is where most of the concern lies.

End

Please note that all responses remain totally confidential and anonymous. Although quotations have been used as part of this feedback, they are representative and cannot be attributed to an individual.

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