



Case study

Attitude surveys for pupils, parents and staff

Healey Foundation Primary School

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About NFER attitude surveys: pupils, parents and staff (PPS)

NFER attitude surveys for pupils, parents and staff offer schools an efficient way to consult effectively. The service gathers information to help evaluate the views of pupils, parents and staff and provides data for your school’s self-evaluation process based on objective evidence.

Please contact:

T: 01753 637300

For more information visit www.nfer.ac.uk/pps2 or contact pps@nfer.ac.uk.

The NFER attitude surveys have become an invaluable resource for staff at Healey Foundation Primary School in Rochdale.

It wasn’t long ago that senior staff were drawing up their own parent and pupil satisfaction surveys, which was proving laborious and time-consuming.

“When we were first offered this NFER service a couple of years ago my deputy said ‘if the school can’t pay for it, I will!’” said Headteacher Susan Taylor. “We were spending up to 30 hours every time compiling, distributing and analysing our own questionnaire, and using a forest of paper in the process.

“It was incredibly time-consuming, and often important issues raised by parents were not spotted or dealt with straight away because it took so long to read through them all and consider the responses.”

The NFER parent questionnaire is distributed to parents in paper form, while pupils complete their attitude survey online, often in the course of their IT work. “We don’t influence the children’s answers but in this way, the school can ensure it has a 100 per cent completion rate, and pupils experiencing difficulty on the technical side can be helped,” Susan said.

In each of the two previous years parents have received the questionnaire in the same envelope as their children’s end of year pupil reports – a pattern the school intends to follow this summer. The package also contains a raffle ticket, which is entered into a prize draw for a £25 store voucher when the completed questionnaire is returned. As a result,

up to 85% of the surveys at Healey are completed and sent back, giving the school an excellent idea of what parents are thinking.

A fast turnaround and analysis by the NFER allows staff at Healey to act quickly on any concerns or recommendations made by pupils and parents. It also helps to remind staff to keep parents informed of any ongoing issues at the school and assists senior leaders with Healey’s self-evaluation processes.

“If an Ofsted inspector were to ask what parents think of some aspect of the school, I can present the findings immediately, with everything itemised and with the appropriate data contained,” Susan said. “The beauty of this questionnaire is that the questions are highly relevant and exactly the issues that we should be asking parents.

“It is also very user-friendly, easily understandable and can be completed in a few minutes. It provides a useful rehearsal for parents who may be asked similar questions by Ofsted inspectors, by helping to focus their minds on matters concerning the school.

“The parents are now used to this format and it works for us. In fact, it’s brilliant because it saves us so much work and yet fulfils the requirements of a procedure that we need to undertake anyway as part of the Ofsted process.”

Susan added: “There really is no downside to this. It is the simplest way we have found of canvassing parental opinion and it greatly facilitates what is a statutory obligation. It is absolutely effortless.”