



Cranleigh Preparatory School

Feedback to parents on survey findings

1. Background

We are grateful to all the parents who contributed to the parents' survey that we conducted during October/November 2014.

The aim of the survey was to assess parents' satisfaction with various aspects of school life and explore current opinions of the School. The work was commissioned so that future developments and decisions might be informed by parental opinion.

153 families, which represents 64% of families at the School, completed the online questionnaire. This is above average for our School pulse survey, and a particularly good result considering some parents also have children at Cranleigh School and all were asked to complete the Surveys for their eldest child.

This is an independent summary of the main findings.

2. Cranleigh Prep School has many highly satisfied parents

There are many satisfied, and indeed impressed, parents at the Prep School. Almost a third said they were 'completely satisfied' with the School. In addition almost all parents, 95%, said they would recommend the School to others, with the majority saying they would definitely do so. These endorsements are above the benchmark (average scores from 49 other independently prep/junior schools previously surveyed).

42% of parents said that the School has exceeded their expectations, again this result is significantly above the benchmark.

Another very pleasing finding is that, with only one or two exceptions, all parents believed their child to be happy at Cranleigh Prep.

Comments from many parents impressed with the School illustrate these findings.

"We are extremely pleased with the school to date for our children." Parent

"We think CPS is an excellent school right across the board." Parent

3. Image and reputation of the School

We asked parents to select five words which together best describe the School from a list of 21, which we supplied. The list included a selection of negative words as well as positive words.

Three words were each selected by over 50% of parents; 'sporty', 'rounded' and 'friendly'. The School was also described as 'welcoming' and 'encouraging', each word chosen by over 40% of parents.

Most parents felt that the School had a strong sense of community and that their child had made good friends. They also believe that the School nurtures traditional values well.

When asked to select from a list of possible reasons for choosing the School, the vast majority of parents highlighted the atmosphere and ethos. The teaching facilities and equipment, the academic standards and parents' opinions of the staff and pupils they met were other important influences on their choice of Cranleigh Prep.

The welcoming, nurturing atmosphere of the School and the rounded, balanced education it provides are the main characteristics which parents feel make the School successful for their child. The leadership of the School, the quality of teaching and the care shown by staff, together with the way pupils are developed individually are also important to its success.

4. High standards and a good provision across a broad range of features

We asked parents to consider a list of 40 different school features and rate each one as 'very good', 'good', 'average', 'poor' or 'very poor'.

Parents at Cranleigh Prep were very appreciative of the care taken of their child, the quality of teaching and the School's breadth of provision.

What is more, the proportion of parents rating the 'provision of sports opportunities', 'feedback provided on your child's progress' and the 'communication with your child's Form Tutors' as 'very good' place the School amongst the best junior and prep schools we have researched.

Cranleigh Prep successfully provides a rounded education; balancing high academic standards with opportunities outside the classroom, particularly sports, and the pastoral care of pupils. As one parents commented:

"Thank you for supporting, engaging and challenging him. He has changed so much since he joined." Parent

Many features were highly endorsed by parents with the following considered to be particularly high performing (rated "very good" or a "good" by 85% or more of the parents):

- Aspects of extra-curricular provision – particularly sports and music opportunities are recognised as strengths, as well as the evening activities provided for boarders.
- Academic provision – the quality of teaching generally and more specifically the teaching of literacy and numeracy together with the range of subjects offered and the way that pupils are academically stretched and challenged – all these were rated as "very good" or "good" by over 90% of parents.
- Parents strongly endorsed the pastoral care given to pupils. The concern for pupils' well-being and the way they are treated as individuals were highly regarded. Parents

were also impressed by the behaviour and manners of pupils, and the School's attitude to discipline. Boarders are thought to be well cared for by House staff.

- Communication about your child – often difficult to get right, parents generally feel the feedback they are provided on their child's progress meets their needs and that the communication with Form Tutors is good. Parents also find staff approachable.
- The School is felt to be well run and maintained with high ratings for the leadership and the day-to-day running of the School, its academic equipment and facilities and general state of repair and appearance.

To better illustrate the range of strengths of the School, the 'very good' ratings of 17 of the individual features are significantly higher than the benchmarks from other comparable schools.

Some features were rated less highly, these include the quality of the food, the range of educational and recreational trips provided and the opportunities there are for parents to be involved in the School.

5. *Ways in which Cranleigh Prep might perform even better in the eyes of parents...*

An important purpose of conducting the survey is to find out what parents would like to improve. Parents were asked to select up to five areas for improvement from the list of 40 features or they could select none, if they wished. Parents were also able to provide written comments on any aspect of the School's provision. These, and other types of data, enable us to identify areas for improvement, as follows:

- The quality of the food was the most frequently cited area for improvement, highlighted by one in five parents. Parents expressed concern about the variable quality of the food and its nutritional value. This is more of a concern for parents of boarding pupils.
- Although 89% of parents rated the 'teachers' ability to inspire pupils' as 'very good' or 'good' currently, it remains a continuing priority for further development for one in five parents.
- Some parents, particularly in the upper years of the School, are disappointed with the range of trips and visits offered by the School.

Communication and feedback on an individual basis generally appears to be working well but when given the opportunity to provide written comments, some parents mentioned general parental involvement as areas to improve. Parents would welcome opportunities to be more involved in School life and to support the School. A few felt that establishing a parents' organisation would help facilitate this.

6. Summary

The School has very strong levels of satisfaction amongst parents and there are many happy parents for whom the School delivers what they are seeking from a high quality Prep School. Pupils at Cranleigh Prep School feel welcomed and cared for and build good friendships. The balance which the School achieves across academic and sporting and musical pursuits is highly endorsed by parents, who see the School as well-managed, encouraging and supported by a good sense of community.

There are one or two areas where Cranleigh Prep could improve. For the School to progress further, some thought needs to be given to the food provided and to the range of trips and visits on offer. The ability of teachers' to inspire is an area for continued development and some parents would appreciate being more involved in, and informed on, life at school.

A few last words from parents:

"I have been delighted with the progress my son has made at Cranleigh and the general standard of teaching has been excellent." Parent

"The way the school is run, is pretty much "give us your child and trust us to do the best for them". As it happens I think you undoubtedly do this! Both boys come home everyday brimming over with enthusiasm about what they have done that day." Parent

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

Written by Russell Speirs, RSAcademics Ltd, February 2015