

## **EAST AYRSHIRE COUNCIL**

### **EDUCATION COMMITTEE – 20 MARCH 2007**

#### **LISTENING TO OUR STAKEHOLDERS**

##### **Report by Executive Director of Educational and Social Services**

#### **1. PURPOSE**

- 1.1** To inform Elected Members of the results of a comprehensive survey of staff, parents and carers, and pupils on their opinions of the educational services provided by the Department.

#### **2. BACKGROUND**

- 2.1** In keeping with the communication and consultation strategies approved by Committee in March 2002, the Department of Educational and Social services has been committed to gathering, and taking account of the views of staff, parents and carers and young people. This approach is central to our processes for the strategic improvement of services as well as providing useful information for general management purposes.
- 2.2** This work is now even more important with the publication of the second generation of performance indicators known as “Quality Management in Education 2”. This is the revision of the document produced by Her Majesty’s Inspectors of Education (HMIe) which is used to inspect education authorities (INEA). Here, a renewed emphasis was placed on what are described as “Impact” measures. In other words it is expected that authorities will both make an impact on staff, parents/carers and pupils (the “stakeholders”) and take steps to measure and evaluate that impact.
- 2.3** To this end, the Quality Improvement Team, working mainly through its Research and Information Officer, have recently completed a survey of the opinions of our main stakeholders.

#### **3. THE EXERCISE**

- 3.1** A survey questionnaire was issued in May 2006. This was similar to the one issued in May 2005 to allow benchmarking, and to provide data that has the potential to identify any significant trends. The survey deals centrally with those issues that are specifically inspected by HMIe.
- 3.2** In total there were 398 responses to the staff survey, 570 responses to the survey of parents and carers, 952 responses from primary aged children and 458 secondary aged children. The survey results are therefore based on a sample of considerable size, with the technical implication that results are held to be accurate to a level of 95% confidence.

#### **4. RESULTS**

**4.1** A full copy of the report is available in the Members' Information point. However, the main findings are given below.

## **4.2 Staff**

Almost all (over 90%) agreed that:

- There is effective communication between senior managers and staff
- There is effective communication between staff
- I am given opportunities to contribute to whole school developments
- Time for continuing professional development is used effectively in school
- The school works effectively with a range of external agencies
- Teachers are given opportunities to work in teams
- Staff work hard to promote good relations with the local community
- I have good opportunities to be involved in the decision making process.

Most (75% to 90%) staff members agreed that:

- Authority central services provide effective support to the school
- The Learning Partnership ensures effective integration of children's services
- I have good opportunities for career development
- I enjoy a high level of job satisfaction
- I feel motivated and enjoy my work.

The majority of staff (50% - 74%) agree that:

- The authority provides an appropriate range of CPD opportunities
- My success is regularly celebrated

There were no responses below the 50% level

## **4.3 Parents and carers**

Almost all (over 90%) agreed that:

- I have a clear idea of the school's priorities for improving the education of pupils
- The school makes it clear to parents what standard of work it expects from the pupils
- School buildings are kept in good order
- The school deals effectively with inappropriate behaviour
- The school is good at consulting me on decisions which affect my child
- My child finds school work stimulating and challenging
- The school encourages my child to work to the best of their ability
- Teachers in this school set high standards for pupil attainment
- There is mutual respect between teachers and pupils at the school
- If I raise a matter of concern the school will do something about it
- School reports give me useful information about my child's progress
- My child is treated fairly at school
- The school has a good reputation in the local community
- My child enjoys being at school
- Parents' evenings are helpful and informative
- Staff make me feel welcome in the school

- The school is well led
- Staff show concern for the care and welfare of my child.

Most (75% to 90%) of parents agree that:

- The school has explained how I can support my child with his/her homework
- Teachers are good at letting me know my child's strengths and weaknesses.

There were no responses below the 75% level

#### **4.4 Pupils**

Almost all (over 90%) of pupils agreed that:

- Teachers explain things clearly
- At least one teacher knows me well
- Teachers tell me how I am getting on with my work
- Teachers help me when I am stuck
- Teachers tell me when I have done something well
- My school is welcoming and makes me feel included
- Teachers listen to what I say
- I know what to do at school if I am upset
- Pupils have a say in how to make the school better
- The school helps me keep fit and active
- Teachers expect me to work as hard as I can
- I get on well with other pupils
- I feel safe and well looked after in the school
- My teachers are good at letting me know how my learning can be improved
- Teachers encourage me to take responsibility for my learning
- The school helps me to keep myself safe and healthy

Most (75% to 90%) of pupils agree that:

- Staff in the school are good at dealing with bullies
- All pupils are treated fairly in the school
- If I am upset the school is good at helping me sort things out
- I enjoy being at school

There were no responses below the 75% level

### **5. DISCUSSION**

**5.1** Throughout, the responses are similar to those recorded in 2005. This shows that there are high levels of satisfaction with the educational services being provided by East Ayrshire Council. Most importantly, parents and carers and pupils themselves are recording satisfaction in very important areas of service provision. For example in the parents/carers section of the survey the highest level of agreement at 98.7% was in response to "Staff show concern for the care and welfare of my child".

**5.2** This given, the information in the survey is useful to identify areas where it is both possible and desirable to secure service improvement. For example, the

lowest level of satisfaction with a negative opinion of 11.5% was in relation to “The school has explained how I can support my child with his/her homework”. This comment, and other examples, provide a helpful insight into identifying an area where improvement can be secured within the Department’s overall objectives

**6. POLICY/LEGAL/FINANCIAL IMPLICATIONS**

6.1 Nil

**7. COMMUNITY PLANNING IMPLICATIONS**

7.1 The general approach to stakeholder involvement is central to the overall principles of the Community Plan

**8. RISK MANAGEMENT IMPLICATIONS**

8.1 Since this study contributes an insight into how the key processes of the Department are delivered, it serves to minimise the risks associated with a failure to meet the needs of learners, the community and staff. Service delivery is therefore made more robust, thereby minimising risk.

**8. RECOMMENDATIONS**

It is recommended that Members :

- (i) note the contents of this report

**Graham Short**

**Executive Director of Educational and Social Services**

**GRS/GRS**

**13 June 2007**

Members requiring further information should contact Graham Short, Executive Director of Educational and Social Services (01563-576017), Kenneth McKinlay, Principal Quality Improvement (01563-555650)

**LIST OF BACKGROUND PAPERS**

1. Nil

**Implementation Officer: Graham Short**