



# Parent Questionnaire Summary 2017

Thank you to all those parents/carers who completed our survey in the summer. There were 191 replies in total, spread quite evenly across the year groups, other than for Y6 where the number of responses was below 20. It is always helpful for us to have feedback from a good cross section of the school in order for us to effectively evaluate our provision. Below is a summary of the responses to the multiple-choice questions. The figures in brackets are from last years' survey for comparison:

Question	Overall positive responses	Strongly agree %	Agree %	Disagree %	Strongly disagree %	Don't Know
1. My child is happy at this school	98% (98)	66 (66)	32 (32)	1 (2)	<1 (<1)	<1 (0)
2. My child feels safe at this school	98% (99)	72 (67)	26 (32)	<1 (0)	<1 (<1)	<1 (0)
3. My child makes good progress at this school	95% (94)	50 (55)	45 (39)	3 (4)	<1 (<1)	2 (1)
4. My child is well looked after at this school	96% (98)	66 (63)	30 (35)	3 (1)	0 (<1)	<1 (2)
5. My child is taught well at this school	97% (96)	60 (62)	37 (34)	2 (4)	0 (<1)	1 (0)
6. My child receives appropriate homework for their age	94% (91)	50 (41)	44 (50)	4 (5)	<1 (2)	2 (2)
7. This school makes sure its pupils are well behaved	93% (94)	47 (46)	46 (48)	4 (3)	0 (<1)	3 (3)
8. I trust that the school deals effectively with any bullying reported	73% (81)	38 (39)	35 (42)	2 (7)	1 (1)	24 (11)
9. This school is well led and managed	94% (99)	60 (63)	34 (36)	1 (0)	1 (<1)	4 (<1)
10. This school responds well to any concerns I raise	83% (91)	43 (48)	40 (43)	4 (1)	1 (<1)	12 (8)
11. I receive valuable information from the school about my child's progress	90% (90)	44 (47)	46 (43)	7 (9)	0 (<1)	3 (1)

We are pleased to see that positive responses for nearly all questions are very high once again, with the highest positive answers being for children feeling safe, being happy, being taught well and making good progress. It is particularly pleasing to see that 94% of parents feel that the homework is appropriate for their child. This is the highest positive score we have ever had for this question, in an area of education where it can be particularly tricky to please all! We are pleased that the discussions we have had as staff, and the resulting changes that we have made to our homework policy as a result over the past two years, have resulted in this level of satisfaction from parents.

It is great to see such high positive responses for both the quality of teaching and the progress children make. There are also fewer parents this year who disagreed that they received valuable information about their child's progress; this may be as a result of the assessment trackers which we are now sharing with parents from Y1-Y6 each term to help pinpoint children's strengths and areas for

development in the core subject areas. We did receive one or two comments from parents about our approach to assessment, concerned that a child is deemed to be 'not on track' if just one domain of a subject was 'below' the age related expectations. This approach is in line with the changes to the new National Curriculum and the end of key stage assessments which emphasise the need for children to have a rounded knowledge of the subject, without significant 'gaps' in their learning. We hope that by pinpointing where a child may need additional support or practice, and sharing this with parents, we can work together to help address this and help the child meet age related expectations across the subject. In November, I will be holding an information meeting about our assessment systems for Y1 parents, plus any parents from older year groups who would like to better understand our approach.

Only two areas of the questionnaire had positive responses below 90%, as detailed below:

### **Q.8 Bullying**

Although this question had the lowest number of positive responses at 73%, this was affected by the high number of parents who selected 'don't know' to this question. From the comments made, we can see that parents selected 'don't know' as their child has not experienced bullying at school and therefore they were unsure how to comment. The number of negative responses is actually lower than in the last two years (3% instead of 8% in 2015 & 2016) which is pleasing for us to see. As a reminder, all incidents of reported bullying are investigated, recorded and followed up by the headteacher (or Mrs Gibbons – my deputy). This includes going back to check on pupils after incidents have been dealt with days, weeks and in some cases even months later, to ensure that there have been no reoccurrences. We hope that all parents will have confidence in our procedures, even when they have not directly experienced this issue.

### **Q.10 Responding to concerns**

We were disappointed to see the positive responses dip below 90% this year, but once again, there appear to be a high number of 'don't know' responses with only 5% of respondents disagreeing with the statement. If you had not had to bring a concern forward to school staff (and judging by parental comments, this appears to be a large majority), we hope that you will feel confident in our staff to respond well to your worries. If you are not satisfied at any time, we encourage you come in and talk to a member of the leadership team to see if we can find a way to address your concern. There was a comment made by one parent that an issue raised by email was not responded to. Whilst we may not always respond to concerns in the way that parents are hoping, we always aim to provide reasons for the policies and decisions which are in place. If you ever feel that your concern has been ignored, please do contact us again as it may be that the email has gone astray as we deal with a vast number of communications within the office. As a reminder, we aim to deal with emails via the website or [adminoffice@whiteley.hants.sch.uk](mailto:adminoffice@whiteley.hants.sch.uk) email address within 48hrs, but most are dealt with by the next day; therefore if you do not hear back from us, feel free to ring and check that your message has got through.

### **Other comments**

Thank you to everyone who took the time to write individual comments on the questionnaire. We do look through all the comments, discuss them with the leadership team (including governors), and share them with other staff as appropriate. It is particularly pleasing to be able to give the positive feedback to staff who have worked so hard with the children over the year. It is impossible to summarise all those comments here, but the on-line survey has done that for us this year by producing a 'word cloud' of the most frequently used words which gives us a really lovely picture of what parents see as particular strengths of our school (see over). The bigger the word, the more frequently it was used in the 'strengths' comments.

Lots Peers Welcoming Enjoys Stubbington  
Pupils Reading Challenge Positive  
Communication Spelling Trips  
Support Leaps and Bounds  
Teacher Friendship Children  
Phonics Topics Progress Curriculum  
Avon Tyrell Teaching Staff Homework  
Year Group Tasks Matter

### **Reading Challenge**

We had some lovely feedback about the reading challenge, and we really do agree with parents that it has had a positive impact on attitudes and progress in reading. In response to requests to extend the challenge, we have this year launched the 'Reading Ambassador Awards' which will be on-going across Y4-Y6, as well as the new 'Star Reader Challenge' for Y1-Y3.

### **Trips**

Trips were frequently mentioned as something which parents value for their children, including the two residential trips for Y4 (Stubbington) and Y6 (Avon Tyrell). There was some disappointment that there hadn't been a trip for YR this year. This was due to soaring costs for coaches in the summer term which we felt made the costs prohibitive. As YR missed out on a trip last term, we are pleased that we have been able to arrange a free cinema trip for Y1 this term, along with the animal visitors which support their topic work.

Staff have been asked this year to try and book trips in as early as possible to try and get the best rates for coaches, but we are mindful that transport costs are increasing. This was one of the reasons we have had some staff trained as mini-bus drivers to enable us to transport smaller groups more reasonably - this has helped to keep the Y5 swimming costs to a minimum.

### **Communication**

As you can see, communication was frequently mentioned in the strengths this year, although it remains an area of concern for some parents. We have worked hard over the past few years to try and

get consistency, particularly regarding the use of electronic communications rather than messages on classroom doors, to avoid working parents missing key information. We know from comments that a few parents find the number of Parentmail emails a hindrance, but we are trying to balance this with the need to ensure that information is available for everyone. Wherever possible, we include messages within the main body of the email rather than an attachment, and we try to make Parentmail subject lines clear so that you know when to just hit delete without reading! I would, however, encourage all parents to read my half termly newsletters, the year group curriculum newsletters, and any information on the weekly homework sheets from YR-Y4 (pupil logbooks in Y5/6), as these will help to keep you up to date with what is happening in school.

### **Support**

Many parents commented on the great way in which the individual teachers and teaching assistants supported their child to make progress, and valued the links they were able to make to work together with the school. A few commented on some difficulties with communication with the class teacher. If you do have difficulties with communication, then do consider contacting the phase leader or another member of the senior leadership team via the school office as they can help facilitate this.

There were some comments from Y6 parents who appreciate the way their child was prepared for the end of key stage 2 assessments, without them feeling pressured, and it is great that this is acknowledged. Our Y6 team do work hard to get the balance right between the need for adequate preparation whilst ensuring a broad and varied curriculum for the children. Some children did notice a change in Y6, but we hope parents realise the need for greater expectations in Y6, preparing children not only for the end of key stage assessments, but also the transition to secondary school.

### **Behaviour and relationships**

There were many lovely comments about the positive relationships and friendships amongst the children, and it was lovely to see the word 'children' appear so large in the world cloud! We are very proud of our pupils and the way they conduct themselves around school, and parents did comment on how well the children support each other.

There were a small number of concerns raised about individual behaviour difficulties. I would like to reassure parents that we have considerable procedures and strategies in place to support children who need additional help with behaviour expectations - these involve staff, parents, and outside agencies where appropriate. Just as children with learning needs may need additional and different support from their peers to help them develop their curriculum knowledge and skills, so children with social, emotional or mental health difficulties may also require strategies which are different and additional to their peers. Procedures are in place to support individuals, but also to minimise the impact of behaviour on other children. If you have any concerns, then please do come and speak to a member of the leadership team.

### **Homework**

Although we are delighted with the overall positive responses about homework, we do still take on board the comments and suggestions from parents. Phase leaders will be looking this term at consistency regarding responding to homework so that classes across a year group work in similar ways. Please bear in mind that homework in the upper school is often marked as a class, as it is useful for children to be aware of their own areas for development by marking their own work.

We really do appreciate hearing your views and we would remind you that you don't need to wait until the end of the year to pass on any suggestions or concerns to us. There is a parent suggestion box in the entrance hall or you can email the school via the website in the 'contact us' section.

*Lesley Pennington – Headteacher*