



Parent/Carer Questionnaire ~ March 2016

Nanpean Community Primary School



		Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Didn't Answer
1	My child is happy at school.	70%	28%	1%		1%	
2	My child feels safe at school.	75%	23%	1%		1%	
3	My child makes good progress at school.	56%	42%	1%		1%	
4	My child is well looked after at school.	67%	31%	2%			
5	My child is taught well at Nanpean School.	63%	36%			1%	
6	My child receives appropriate homework for their age.	44%	45%	2%		5%	4%
7	The school makes sure its pupils are well behaved.	54%	46%				
8	The school deals effectively with bullying.	51%	33%	1%			15%
9	The school is well led and managed.	56%	38%		1%	3%	1%
10	The school responds well to any concerns I raise.	59%	31%	1%	2%	5%	2%
11	I receive valuable information from the school about my child's progress.	53%	40%	2%		3%	2%
12	The school provides a good range of clubs.	52%	45%	3%			
13	Parents are encouraged to play an active part in the life of the school.	50%	42%	2%		3%	3%
14	Newsletters are helpful and informative.	64%	36%				
15	The website is helpful and informative.	44%	43%	4%		9%	
16	I would recommend Nanpean School to another parent/carers.	65%	34%			1%	

What are we doing well?

- ☺ **Teaching and learning:** Parents are happy with their child's progress; there is a good homework structure; children are learning a lot and doing well in maths, reading and writing; the school is positive and proactive in improving education for my child and encouraging their aspirations; staff are able to keep children interested in school life; new incentives are motivating my child to learn; new reading scheme and coloured wristbands for reading.
- ☺ **High behaviour expectations:** The children have good manners and are polite; bullying/ social issues are really well dealt with.
- ☺ **Inclusion:** Supporting each child's needs and treating all children as individuals; the school deals with my child's needs effectively and cannot help enough with issues raised.
- ☺ **Staff** are approachable: They have fun with the children and are a friend as well as a teacher.
- ☺ **Leadership:** The leadership is really accessible; Nanpean is a great school lead by a great leader.
- ☺ **Communication:** Keeping parents informed and the newsletter.
- ☺ **Events:** World Book Day and our Nativity; increased participation in sporting events; Youth Speaks and the Clays Gorsedh Festival.
- ☺ **Playtimes:** Really like the new games mapped out on the playground; playground supervision; huff and puff (outside play) items.
- ☺ The new build was handled really well and parents liked the new classrooms.
- ☺ My child really loves going to school. My children are very happy.



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What could we do better?

YOU SAID	WE DID
Discuss any changes with parents before putting them in place.	We try to consult with parents as often as possible through letters and parents forums. All changes are put before the Governing Board, which includes parent governors. It is not always practical to consult all parents, especially since there have been so many developments to the school in the past year that have necessitated some changes to our school routine. We are, however, always open to constructive feedback on changes that have been implemented.
An up to date website would be very useful.	We try to keep the website as up to date as possible, although it is not always possible to make changes to the website as soon as they occur. It is monitored and updated at least monthly and we now have a news feed page to give more information on key events: World Book Day and 5-a-side football tournament information and pictures are already on there! If you notice any information that seems out of date or incorrect, please do let us know as we can miss bits.
Unsure of new assessment and how it demonstrates progress.	Since the removal of levels in September 2014, we have been using the terminology 'emerging', 'expected', 'exceeding'. This does not demonstrate progress very well, so this year we have been trialling a new assessment system called Classroom Monitor. Next year we will be able to show progress better.
Listen better to concerns raised by parents.	It is important to us that all parents and carers feel listened to and included when it comes to your child's development at school. If you feel that you are not being listened to or your concern has not been adequately resolved after talking with your child's class teacher, please make an appointment to come and speak with Ms Marsden. If your concern is more general about the school rather than your child individually, coming along to the parents' forums may be beneficial.
Lack of reading books for girls; more reading books over the school holidays.	We do not categorise books into 'girls' and 'boys', instead we aim for all books to encourage a love of reading. There will always be books that appeal more to some children than others. We purchased new reading books last year, and change our library books with the library service every term. Our English lead audits our book stock annually to check they appeal to all children.
Make sure each read is counted correctly for Reading Karate.	We endeavour to count children's reads correctly; however, when counting up to 30 reading records each Monday mistakes can happen. We apologise if reads are missed, but if you let the class teacher know, it can be rectified.
Results of spelling tests and timetables tests so know what to work on at home.	It seems logical that parents are kept up to date with the outcomes of spelling tests and timetables tests so that they can support their children at home. We will discuss this suggestion with staff to determine whether this can be effectively implemented.
No access to Learning Journey.	This year, we have been trialling online learning journeys in Reception. This has been an effective way of capturing learning. Next year, we will ensure that parents can access this online.
More information on what the learning topics are so that we can encourage learning at home.	The class newsletters sent home at the beginning of each term, inform parents which topics their children are learning. In the majority of class letters, teachers also give some helpful resources that the children can look at when they are at home. Copies of class letters are available on the website.
Sometimes I feel there is too much homework for her age.	If your child is struggling with homework please speak to the class teacher.
Homework on Education City is more difficult for my child to complete than paper homework, especially with maths homework, and doesn't help with practising handwriting.	Currently only our Year 5 children are using Education City for homework. If your child is unable to access homework online, please speak to the class teacher who will send home paper homework. Regardless of homework set by the class teacher, we would always encourage children to keep a diary to practise their writing and handwriting on a regular basis.



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Some morning events to cater for working parents; I understand that teachers have a 'home life' and that this is really important, however, occasional meetings in an evening would be appreciated by parents who work full time.	We hold various events throughout the year which all parents are invited to. These are either at the start of the school day or end of school day to coincide with drop-off and pick-up times. Parents' evenings are held between 2pm and 6:30pm in the hope that they cater for all parents. Late night performances do not occur as children are often too tired. Evening parents' forums have been tried but only one parent attended. Next year, we will be sending home an annual calendar of events to give parents even more notice in the hope that they can get time off work.
More parent involvement, maybe parents could be invited to Friday assembly.	This is a lovely idea and will be implemented in the summer term. Parents will be notified by text on the Thursday that their child will be receiving an award in the Friday Achievement assembly. Parents are invited to attend even their child is not receiving an award.
More school dinner menu choices for fussy children.	Our school dinners are provided from a set menu through Chartwells and, although our school council has a say in the development of new menus, the menu is designed to meet the needs of a number of schools and school food standards set by the Government whilst still keeping the cost of school dinners to parents at a minimum. It would be impractical to offer more than the current three options per day on a three week rotation.
More choice of clubs; more clubs on different days of the week; football club for younger children; more clubs for younger children.	We are aware that some clubs are very popular and we love to hear that children really enjoy our extra-curricular activities. This term, we had clubs that were oversubscribed. Consequently, next term we will make sure that clubs cater for more children. The days that clubs fall on is dependent upon the availability of teachers, we try to space them as evenly as possible throughout the week but it is not always possible.
Frequency of club cancelled – contingency club; better communication if clubs cancelled.	We have been really proactive in making sure that if a club needs to be cancelled that parents get as much advance notice as possible on our school newsletter. For most clubs it is not possible to ring each parent to inform them of a club cancellation, but we do use our text system to make parents aware. Sometimes last minute cancellations are unavoidable and, if possible, we do offer to let children stay on at another club because we do understand that it can be a huge inconvenience to parents.
Letters for events sooner	We agree that we have not been up to our usual standard with giving as much notice as possible for sporting events. We are reviewing our current system so that we can give parents far more notice of trips and sporting events.
More training in sports	This year we have offered far more sports club than ever before, but we will endeavour to provide even more sports clubs next term.
Netball uniforms	We will be purchasing new netball uniforms at the end of this academic year. If anyone knows of any sponsors, please pass their information on to us.
P.E changing routine, frequency of lost items of clothing.	We try to encourage children's independence when changing for P.E, in KS1 there are staff on hand to offer help where needed. It is an unfortunate fact that children will lose items of clothing so parents are asked to name all of their children's clothes so that if found, they can be returned to the correct child. Our lost property box is also accessible to parents in our entrance area, so please check there or speak to your child's class teacher.
Unhappy at school because he has no friends.	It is important to us that all children are happy at school so please speak to your child's class teacher if this is not the case.
Charitable donation days are expensive	We understand that charitable donation days can be costly for parents, however, donations are voluntary and the charities that we raise money for are grateful for any donation, no matter what the amount. Parents can donate what they can afford and if you are not able to contribute per child, we would not prevent your child from joining in with our activities.



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Updating information boards more regularly ensuring up to date staff photos, posters etc.	In the excitement of the new build, some of the more low profile tasks have had to be set aside for the time being by our administrative staff. We do agree that out of date information in our noticeboards and entrance area is not a positive reflection of our school and will be rectified.
More field trips	Field trips are a fun and exciting way to consolidate/ launch learning as part of Inspire Unit topics. It is usually the case that children will go on a school trip twice a year but we are aware that trips can be very costly for parents.
Not dictating to parents, would rather be advised e.g. lunch boxes. Would rather receive advice on what to feed my children. I think children should be allowed to have sausage rolls in their lunch.	Our intention is never to dictate to parents; however, having a clear set of written guidelines for packed lunches not only ensures that parents/ carers and staff know what is expected of a child's packed lunch but also encourages a discussion about what constitutes healthy food and a balanced diet and makes parents/ carers think more about healthy food choices for their children. School dinners have to prescribe to a minimum standard set by the Government called the School Food Plan. These standards are not advisory and must be adhered to. It is important that packed lunches also provide the same standards of nutrition as school dinners. Children are allowed to have sausage rolls in their packed lunches but not on a regular basis due to the high salt and fat content.
Please can we be told why children are star of the week.	We would love to be able to further recognise the achievements of our Stars of the Week in each newsletter and we love celebrating the children who have behaved wonderfully and worked really hard throughout the week, but that would leave very little space for news! Each Star of the Week is chosen by their class teacher and the reason that child has been chosen is discussed during our achievement assembly on a Friday. If your child cannot recall why they have been chosen, their class teacher or teaching assistant will be able to tell you.
Nothing	Thank you!!