

Ghyllside Primary School

Dear Parents and Carers

2nd April 2019

Parental Questionnaire feedback

First of all, thank you very much for giving a little of your time to filling in our annual questionnaire – the information that you have given us will help to ensure we continue to make the school as good as we possibly can. We received 176 return questionnaires, which is a huge increase on the number received previously and means we have a much clearer idea of the majority of parents' views. This letter details the feedback we were given, and what we are going to do about it.

	Strongly agree	Agree	Strongly Agree & Agree combined	Disagree	Strongly disagree	Disagree & Strongly Disagree combined	Don't know
1. My child is happy at this school	127 73.8%	42 24.4%	169 98.2%	1 0.6%	1 0.6%	2 1.2%	1 0.6%
2. My child feels safe at this school	128 75.8%	40 23.6%	168 99.4%				1 0.6%
3. My child makes good progress at this school	117 68.8%	50 29.4%	167 98.2%	2 1.2%		2 1.2%	1 0.6%
4. My child is well looked after at this school	120 70.5%	46 26.4%	166 96.9%	1 0.6%		1 0.6%	3 2.5%
5. My child is taught well at this school	121 73.3%	43 26.1%	164 99.4%				1 0.6%
6. My child receives appropriate homework for their age	67 40.6%	81 49%	148 89.6%	12 7.3%	1 0.6%	13 7.9%	4 2.5%
7. This school makes sure its pupils are well behaved	94 55.3%	65 38.2%	159 93.5%	5 2.9%		5 2.9%	6 3.6%
8. This school deals effectively with bullying	47 27.6%	52 30.6%	99 58.2%	6 3.6%	2 1.2%	8 4.8%	63 37%
9. This school is well-led and managed	107 62.1%	59 34.2%	166 96.3%	2 1.2%		2 1.2%	4 2.5%
10. I receive valuable information from the school about my child's progress	91 55.5%	67 40.8%	158 96.3%	4 2.5%		4 2.5%	2 1.2%
11. Would you recommend this school to another parent?	Y 168 98.8%	N 2 1.2%					
12. This school provides a wide range of appropriate visitors, trips, residential experiences and extracurricular clubs	121 73.8%	34 20.7%	155 94.5%		2 1.2%	2 1.2%	7 4.3%
13. When it comes to paying for visitors, trips, residential and extracurricular clubs	I can easily pay	I can pay but notice if there are two or more close together		I specifically have to plan my budget to pay for them	I cannot pay for them all		I cannot pay for many or any of them
	82 52.3%	55 35%	137 87.3%	14 8.9%	5 3.2%		1 0.6%
14. This school has the right approach to food and diet	79 47%	66 39.1%	145 86.1%	14 8.9%	5 3.2%	19 12.1%	3 1.8%
15. This school takes my child's mental health seriously	75 45.8%	54 32.9%	129 78.7%	3 1.8%	1 0.6%	4 2.4%	31 18.9%

The questionnaires also had space for a comment and your child's year group, which helped us to add details to your experiences and views. Most people filled in the year group and just over half the questionnaires had comments.

As you can see from the questionnaire data set above, the vast majority of parents 'strongly agree' and 'agree' with our statements. The number of responses in a particular area is displayed first and the percentage of responses this represents is displayed in bold as the second figure. In some instances the number of 'don't knows' is high, for example questions around bullying and our trips. This reflects that parents have not experienced these areas or issues. In the case of bullying this is obviously a positive, and we know the majority of 'don't knows' in relation to our trips are from parents whose children are in the earlier years in school, so have not been exposed to the full range of trips, clubs and residential visits yet.

Wherever possible, we have collated comments according to subject. In response to these:

- We had many comments praising the friendly atmosphere around school, how caring the staff are, acknowledgement for the hard work the staff put in, the activities the staff provide and how approachable and helpful the office staff are. From all of the staff at school, thank you very much for your continued feedback and support.
- We had twenty comments on our approach to food and the lunches we provide. Four of these were overwhelmingly positive and the other sixteen provided suggestions on how we could continue to improve these. **Action:** We intend to 'reinvigorate' our encouragement for the children to try the vegetables or salad on their plates as well as try to fine tune the meals we offer to provide balance and produce less waste. I expect this to take place through the next term and a half.
- Trips. We had thirteen comments related directly to the trips etc.; ten of which were affirmations of support for our approach. The observation was made that our clubs are sports heavy and that some of our clubs were invitation only and should potentially have a trial before picking a team. **Action:** We will continue to look for opportunities to add in a more diverse set of clubs and activities (we have added in drama workshops for some year groups this year for example.) We will also make parents aware that school gets £20,000 a year to specifically aid in our sports provision. We do not have this designated budget for other areas; hence, sport can appear to be prioritised. We will have trials for all school teams moving forward.
- Communication with parents and office facilities had thirteen comments. These were a mixture of positive comments, worries that some events had too short a notice period, (parents evening was given as an example,) and requests for an increased online payment system. **Action:** The office staff are introducing an improved online payment system, you should see improvements in this as we go along and more parts of it become 'live'. Please may I take this opportunity to highlight to parents that all dates are regularly published in newsletters and on the website. We will increase the number of times we use the text service to inform parents when there is a letter coming home. We will also continue to financially support families with trips.
- Homework. We had seven comments about homework specifically. These varied from feeling as though children shouldn't have homework through to them not having enough to prepare them for secondary school. Unfortunately, homework is not an area where we can ever please everybody. **Action:** We will look at our homework provision to try to ensure there is a mix of talk homework and tasks the children can complete independently (both requested) and that there is continuity/gradual increase between year groups.
- Bullying. Eight people felt that the school does not deal effectively with bullying, one comment referred to this and one comment referred to the child experiencing unkind behaviour. We do occasionally have bullying at school – we are a school of 450+ children so inevitably this will be the case from time to time – but I feel that when it does occur we deal with it as effectively as we can. **Action:** We will continue to educate children about what bullying is through our STOP (Several Times On Purpose) system, that this can be emotional as well as physical, how to differentiate this from a falling out and what to do/who to tell if they are being or feel bullied. We will continue to take accusations of bullying seriously and deal with them on a case-by-case basis. We will continue to challenge and help children and parents if and when we feel this is appropriate.
- Behaviour. Five people felt that the children are not well behaved, but the majority of comments about behaviour, (three,) were about the application of the smiley system rather than behaviour specifically. **Action:** Continue to work on courtesy and good behaviours for learning throughout our curriculum, and specifically look at a 'life skills' element to our curriculum from September 2019 which will include this. Clarification on the smiley system for parents through parents evenings and continue to try to ensure the consistent application of the smiley system through all classes.

In addition to the comments that we have had that could be grouped together, we also received a small number that were quite 'stand-alone'. We have taken notice of these, but have not given feedback here as they potentially highlight specific parents. If you feel you would like feedback on one of these then I would encourage you to come and see me for this.

I hope you have found this feedback informative and reassuring. Again, I would like to reinforce that the feedback is overwhelmingly positive and supportive of what we already do at school, but we do not want to rest on our laurels, so highly value any information that will continue to help move our school forward. I would also like to remind parents that if you are unhappy or unsure about anything in school, please phone us or come in and see us. Kind regards.

