

School Questionnaire		% Good plus	Comments
1	Your level of satisfaction with the school opening hours	96.5	We have previously had an after school club but it had to close as it was running at a loss. We are happy to survey parents to assess the need again.
2	Ease of contacting the school on the telephone	96.5	This is an improvement on last year. Many thanks.
3	Chances of contacting school staff within 24 hours	95.3	This is an improvement on last year. We are pleased to see the improvement.
4	Any concerns I have had have been dealt with quickly by Teacher / Senior Leadership / Governors (mark separately if appropriate)	97.6	This is an improvement on last year. We always endeavour to resolve concerns as quickly as possible.
5	Opportunity of speaking to a Teacher or Senior Leader	97.6	This is an improvement on last year. We operate a 24 hour response policy.
6	Comfort level of Reception area	91.8	This is an improvement on last year. We would like to improve this further and will be collecting your views through our parent forum.
7	Length of time waiting at the school office	97.6	This is a big improvement on last year - a happy admin team!
8	My overall satisfaction with staff in this school	97.6	This is a big improvement on last year - we are pleased with this result!
9	On this visit I would rate the teacher's ability to listen to me as...	100.0	I'm pleased that we have been able to maintain this level of satisfaction.
10	The teacher's explanations of things to me were...	100.0	This is an improvement on last year! We will ensure that we maintain this.
11	The extent to which I felt reassured by this teacher	100.0	We have been able to maintain this for the second year running!
12	My confidence in this teacher's ability is...	100.0	This is an improvement on last year - we have some fabulous teachers!
13	The opportunity the teacher gave me to express my concerns was...	100.0	We have been able to maintain this for the second year running!
14	The respect shown to me by this teacher	100.0	This is an improvement on last year.
15	The recommendation I would give to my friends about this school would be...	97.6	This is an improvement on last year. Thank you for the very positive feedback we receive. Your support is always valued.
16	The amount of time given to me for this visit was...	97.6	This is the same as last year. We have increased the time given but if you feel you would like more please arrange a follow up meeting.
17	The feedback from my child about the support given by teaching assistants is ...	96.5	This is the same as last year. Our teaching assistants are having a big impact on interventions this year. We also really appreciate all the additional support they give the teachers.
18	The feedback from my child about the support given by mid-day supervisors is ...	78.8	This is not as good as last year. We are working closely to support our mid-day supervisors in ensuring that lunchtimes are a pleasurable experience for everyone.

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19	Information provided by the school	87.1	This remains similar to last year. We have had difficulties with Parent Mail. Please let us know if you need any support in accessing online documents. Our website continues to develop and we do ensure as much information as needed is on there. Please pass any good ideas to us.
20	How do you rate the information that the school provide on e-safety and keeping children safe online	94.1	This has been a focus of our school development plan this year. We have had weekly e-safety tips for part of the year, 3 workshops for adults and several sessions for children. If you would like more please let us know.
21	The opportunity for making compliments or complaints to this school about its service and quality of care	95.3	This is a new question this year. We are aiming to add a parent suggestion box to the playground where you can post your ideas. These will then be followed up at parent forum meetings.
22	The quality of information for parents on how to support their child is...	92.9	The fair and poor comments for this question related to Parent Mail. We are working to resolve any issues. Paper copies of all documents are available from the office.
23	I feel the provision for children with specific needs is...	96.5	This is an improvement on last year. We keep in depth records for any child identified as having an additional need.
24	I feel that the Governors of this school are approachable	81.2	This is an improvement on last year. Our Governing Body are committed to improving the standards of education that we provide for your children.
25	I feel that the Staff and Governors meet their level of service	94.1	This is an improvement on last year. Please let us know if you feel further improvements can be made.
26	I feel that the opportunities I am given to be part of the school community is...	95.3	This is an improvement on last year. We hope to involve people as much as we can.
27	I feel that the cleanliness of the school is	97.6	This is the same as last year. Our cleaning team have worked hard to maintain the standards of cleanliness throughout the school
28	I feel that the safety of the school is	100.0	This is an improvement on last year - thank you.

Parents Comments and Head Teacher Replies

“I would like to say how happy I am with my child's progress in year one and that is down to the excellent teachers she has”. **Thank you - 2 happy teachers!**”

“As a working parent a breakfast club and/or after school club a few days each week would be helpful”. **We will audit parents' needs again in the summer.**

“If you work 9-5 there is no opportunity to participate in numerous meetings and learning groups”. We currently have every third parent forum at 5pm and have extended parent meetings to 7pm. We will offer evening workshops again in the summer.

“Knowing how to support learning can be overwhelming. Workshops or guidance notes would be beneficial”. Thank you - the guidance notes are a good idea.

“Parents getting together to share information would also help”. This is an excellent idea. Our FLO and learning mentors will look at this in the summer.

“I think that the school expect far too much from parents. Work alongside, assemblies so much else to remember and do”. We are sorry that you feel like this. Attendance at all these events is not compulsory but we do offer the invitation as many of our parents are able to attend during the school day.

“Parents need more information on what is expected at times from their child's homework so they can help them more”. This has been shared with the teachers to ensure that more information is given.

“School was very supportive during a family illness. A parent suggestion box might be a good idea”. Brilliant idea - we have taken it on board and one has been ordered!

“The front garden looks shabby and needs sorting out as this is the first part of the school people see”. We completely agree. SMASH is holding a garden tidy morning soon.

“Parentmail auto login would be better as used by other schools. This is supposed to be in place”. Please let us know if you have difficulties and we will endeavour to help you resolve them.

“Toilets could be improved. Soap not always available. No mirrors for boys.” This message has been passed to Mr Boyd so that he can fix this in the summer term - thank you.

“Complaint about school dinners not answered. These have to be passed to the school meal provider. We have added their email address to the newsletter”. Please contact them directly and copy us in so that we can chase it for you.

“Some areas of school lack communication”. If this relates to the school admin it is a work in progress. Please bear with us; I'm sure that you will see improvements soon.

“Miss Banes is brilliant, a real asset to the school”. A lovely compliment - thank you

“MDS spend more time with the younger children. They should either manage the behaviour of all or maybe you need more of them?” There is a balance of MDS for both key stages. We currently have 6 covering the 7 classes. We will increase this in September.

“I dislike the new parent form it never opens for me”. Please contact the school office so that we can help you.

“I prefer the text message reminders”. This was reduced due to parental complaints. We will try to find a happy medium.

“I don't know who the Governors are or what they look like so they wouldn't be approachable”. This message has been passed to our Chair - thank you

“Most of the time the answer phone picks up”. The answer phone is checked several times a day. It generally picks up if the line is busy, or it is before staff start work.

“Currently would only recognise 2 Governors”. This comment has been passed on to our Chair.

“Communication with dates, holiday’s etc. poor on occasions”. We agree that it has been in the past. We send home the termly diary which should help to resolve this. Any other ideas are welcome!