

Parent Questionnaire 2015

School Questionnaire		% Good plus	Comments
1	Ease of contacting the school on the telephone	H 97.4%	This is an improved response from last year, thank you. The office is officially manned from 8am until 4.30pm. However, quite often staff are available before and after these times to take messages.
2	Any concerns I have had have been responded to with 24hours. Teacher/Senior Leadership	L 93.6%	We endeavour to acknowledge concerns within 24 hours. Any concerns requiring investigation will naturally take longer time, but we will keep you informed.
3	Opportunity of speaking to a Teacher or Senior Leader	L 95.3%	Members of the Senior Leadership Team are on both the school gates every morning. Please feel free to speak to us then or teachers are available most days after school as they dismiss the children in the playground.
4	First impressions of main school reception area	H 97.2%	It's good to note that more people are appreciating the first impressions of our school reception area. We work constantly to improve the displays and information available. If you have any ideas on how to improve, please let us know!
5	Length of time waiting at the school office	H 98.1%	Thank you, it is good to see that our waiting time at the office is reducing.
6	My overall satisfaction with staff in this school	H 99.1%	Thank you. Please raise any concerns you have, in the first instance with the class teacher.
7	On this visit I would rate the teacher's ability to listen to me as...	= 100%	Fantastic – another year that you feel the teachers are listening to you.
8	The teacher's explanations of things to me were...	L 99.1%	We try and keep the pupil conferencing meetings as clear as possible. If you require any further clarification as to the target setting systems, please feel free to arrange a further meeting.
9	The extent to which I felt reassured by this teacher	= 100%	Another fantastic score, thank you.
10	My confidence in this teacher's ability to teach my child is	= 100%	Thank you, it is brilliant to see you share our confidence in our teaching staff.
11	The opportunity the teacher gave me to express my concerns was...	= 100%	Thank you. Maintained at 100% positive feedback.
12	The respect shown to me by this teacher	= 100%	Thank you. Maintained at 100% positive feedback.
13	The recommendation I would give to my friends about this school would be...	H 99.1%	Thank you. We provide a good education for our children and hope you share our passion for developing all children into the best they can be.
14	The amount of time given to me for this visit was...	H 98.2%	This has improved from last year. The appointment slots are timed to ensure you have chance to discuss progress and new targets for your child. Should you require any additional meetings, please speak to the class teacher who will be happy to arrange this.
15	Information provided by the school	H 92.9%	It is good to see that more of you this year feel that the information provided by the school is good or better, We are using ParentMail, the school website, text messages, the school noticeboards and Facebook to keep you informed. If there are any other suggestions you have, you are more than welcome to share ideas at our Parent Forum sessions, held monthly, or catch a member of the Senior Leadership Team on the gate in the morning.
16	The opportunity for making compliments or complaints to this school about its service and quality	L 93.3%	There are many ways in which you can share your views with the school. Monthly parent forums are held so ideas and celebrations can be shared.

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	of education		Members of the Senior Leadership Team are available on the gate every morning. Teaching staff are available on the playground at the end of every day. If you have a formal complaint, please look at our Complaints Policy, available on the website. We will naturally, endeavour to solve any concerns as quickly and professionally as we can.
17	The quality of information for parents on how to support their child is...	 92.9%	This matches last year's score. If you have any suggestions on how we can make this better for you, please let us know. You are welcome to attend Parent Forums which are on the first Tuesday of every month to share suggestions and celebrations.
18	I feel the provision for children with specific needs is...	 97.2%	This score is higher than last year. Thank you. We will continue to work hard for all our children.
19	I feel that the Governors of this school are approachable	 78.9%	Governors have a strategic role, holding the school to account. They are not always visible to parents but are often on site working hard in the background to ensure the best possible provision for your child. Look out for them on the playground at the end on the school day; you can recognise them wearing their green lanyard and ID card. They also attend many of the school events throughout the year and parents' evenings. Please feel free to say hello and have a chat.
20	I feel that the opportunities I am given to be part of the school community is...	 96.2%	Again, an improved score, thank you! We welcome parent helpers and our SMASH team are always looking for volunteers to support fund-raising events.
21	I feel that the cleanliness of the school is	 98.2%	A higher score again. We are working hard to ensure our site, both inside and out, is maintained to the highest standards.
22	I feel that the safety of the school site is	 97.2%	If you have any specific concerns about the safety of the school site, please can you contact us, we always appreciate such views.

Thank you for participating in our Parent Questionnaire 😊