



## Parent Ofsted Questionnaires

Parent questionnaires are sent out on an annual basis to all parents. We do try to encourage parents to fill them in by offering an incentive such as a voucher or Bolton Wanderers Football Tickets. In addition, we do try to ask parents to fill them in at parent events and offer language support through Teaching Assistants. Despite sending the link for Parent View to parents, no parent has chosen to use the web to submit feedback. All feedback is shared with staff, parents and Governors.

### 2012/13

The questionnaire was distributed in November 2012 and 36 (10%) of forms were returned.

		Strongly Agree or Agree		Disagree or Strongly disagree		Don't know	
			%		%		%
1	My child feels safe at this school	34	94.5%	2	5.5%	0	0%
2	My child is making good progress at this school	36	100%	0	0%	0	0%
3	This school helps to develop skills in communication, reading, writing and mathematics	35	97.5%	1	2.5%	0	0%
4	My child is looked after at this school	36	100%	0	0%	0	0%
5	My child is taught well at this school	36	100%	0	0%	0	0%
6	The school meets my child's particular needs	34	94.5%	2	5.5%	0	0%
7	This school ensures the pupils are well behaved	34	94.5%	2	5.5%	0	0%
8	The school deals effectively with bullying	34	94.5%	2	5.5%	0	0%

9	My child's lessons are not disrupted by bad behaviour	35	97.5%	1	2.5%	0	0%
10	The school has sufficiently high expectations of my child(ren)	35	97.5%	1	2.5%	0	0%
11	The school keeps me well informed	35	97.5%	1	2.5%	0	0%
12	The school helps me to support my child's learning	34	94.5%	2	5.5%	0	0%
13	I would recommend this school to another parent	36	100%	0	0%	0	0%

#### Positive Comments

- *Pikes Lane is a safe and lovely school*
- *My child loves coming to school*
- *The school is perfect*
- *This is a good school*
- *The school helps in the development of my child*
- *My child is progressing well*
- *All class teachers are very helpful and supportive towards children and parents*
- *A fantastic year with fantastic teachers*
- *My child's development in all areas has been closely monitored and enhanced*
- *Teachers make learning fun*
- *Pikes lane is always the best for me and my children*
- *The school has high standards in many aspects*
- *More extra-curricular activities needed*

#### **Even Better If ....**

- *Notice should be given to children if there is to be a test*

- *Children could be better mannered*

Feedback was very good with many positive elements, particularly as 100% of parents felt their child was taught well at school, feels looked after and was making good progress. A real positive was that 100% of parents would recommend this school to another parent.

There were a very small number of parents who disagreed with any comments but addressing this data, several actions were implemented:-

- **More classes and activities for parents were introduced following creation of Extended Services Manager role. These included Family Learning, Sewing and Cookery for parents.**
- **More extra - curricular activities were introduced, which are spread out and planned over the academic year so each child can access at least one activity. Breakfast Club was launched and more lunch activities plus a Saturday School in association with the Hallé Orchestra.**

### 2013/14

The questionnaire was distributed in December 2013. We received 66 completed forms out of 300, equating to 22%. This is 12% more than the previous year.

		Strongly Agree or Agree		Disagree or Strongly disagree		Don't know	
			%		%		%
1	My child feels happy at this school	60	100%	0	0%	0	0
2	My child feels safe at this school	60	92%	4	6.5%	1	1.5%
3	My child makes good progress at this school	64	98.5%	1	1.5%	0	0%
4	My child is looked after at this school	64	98.5%	0	0%	1	1.5%
5	My child is taught well at this school	63	98.5%	0	0%	1	1.5%

6	My child receives appropriate homework for their age	58	91%	4	6%	2	3%
7	This school ensures the pupils are well behaved	63	97%	1	1.5%	1	1.5%
8	The school deals effectively with bullying	55	87.5%	1	1.5%	7	11%
9	The school is well led and managed	65	100%	0	0%	0	0%
10	The school responds well to any concern I raise	57	92.5%	2	3%	3	4.5%
11	I receive valuable information from the school about my child's progress	63	97%	2	3%	0	0%
12	I would recommend this school to another parent	65	100%	0	0%	0	0%

### Positive Comments

- *A very good school. Very impressed with their learning styles and behaviour. Thanks*
- *Thank you all staff*
- *We are happy with everything at this school.*
- *During the last parents evening, I have voiced my concern regarding more involvement needed with my daughter xxx in class xxx. It has been taken on board.*
- *My child is progressing well at this school and I would recommend this school to another parent.*
- *A very good school.*
- *My children are happy at this school.*
- *When its parents evening I would like to know about my child's progress in each subject by the subject teachers not the class teachers.*
- *My child feels safe and is being looked after at this school. She has gained a lot of confidence after starting school.*

### Even Better If...

- *I think that the school is good whereas sometimes there are problems which are not dealt with straight away otherwise brilliant school. Well done.*

In addition to the above comment, questionnaire results showed that a very small number of parents said they did not know if the school responded well to any concern raised. We have addressed this issue by promoting the following practices within school:-

- Parent Suggestion box
- Feedback book within school
- Questionnaires are given out at each parents' evening and any concerns are responded to. All views are shared with parents via the newsletter
- We have a 'Parent Ambassador' scheme. If a parent does not speak English, we can ask a parent ambassador who is fluent in both languages to act as an interpreter
- Created a 'You asked,, we did....' Notice board. This is on the wall near EYFS entrance that details responses to questionnaires.



- *I feel this school does not pay attention to bullying and it does not feel welcoming.*

The questionnaire results also showed that seven parents felt they did not know that the school deals effectively with bullying.

We have addressed this by implementing the following:-

- Updated the bullying policy working alongside the school council. This is available for all parents to view on our website and can be requested at the school office
- Created new 'anti - bullying' posters that were professionally designed with school council input. These are displayed in prominent areas around school
- Ensured that this is addressed through lesson time and circle time in class

- Created and distributed a termly 'Health & Wellbeing' newsletter to inform all parents of behaviour and safety in school. This includes updates on our Health & Wellbeing days and updates on external agencies that come into school such as Fort Alice who deliver a Healthy Relationships programme and CVS who run awareness workshops in school.

➤ *When it's parent evening, I would like to know about my child's progress in every subject, led by the subject teachers not just the class teachers.*

We have introduced a new booking system on parents' evenings so that parents can see the maths teacher if this differs from the class teacher.

➤ *I would like to see my children with homework brought home more often. Especially work which focuses on their weak points in subjects e.g. maths and handwriting.*

➤ *Feedback on completed homework so the pupil is allowed to know which areas to improve and we can work on this at home.*

➤ *As a parent, I am very disappointed as I have a child in Year 1 who has not been coming home with any homework to do over the weekend. I have discussed this matter but not received any solution.*

➤ *The school is doing very well for the safety of the children and behaviour. It seems the homework is not strong enough especially maths which is the key of education.*

➤ School addressed these concerns by talking on an individual basis to parents, if the parent had left their name. Additional measures were implemented:-

- **Mathletics and Purple Mash were introduced in school so that pupils could access this at home. Family Information Sessions were delivered.**
- **Class blogs were introduced and on occasions, used for setting homework, providing an interactive platform for pupils, parents and staff.**
- **Videos were made of staff demonstrating how to help your child at home. These were placed on the web site.**
- **Homework help was made available in breakfast club.**
- **Home Learning Club was created so that parents can come into school with their children for support.**

➤ *All inset days should be added to the end of summer term.*

Inset Days along with Occasional Days are spread out over the year in accordance with the training needs of the staff and also used to support parents if there is a religious celebration such as Eid.

The results remained very positive with 100% of parents saying that their child feels happy at school and they would recommend it to another parent. The excellent leadership was recognised by all parents whilst not one parent felt their child is not looked after nor taught well. A huge percentage of parents agree that their child makes good progress and they are very happy with the behaviour management in school.

### 2014/15

We received 74 responses, (25%) This was 3 % up year on year. We added a voucher draw incentive.

		Strongly Agree or Agree		Disagree or Strongly disagree		Don't know	
			%		%		%
1	My child feels happy at this school	73	98.7%	1	1.3%	0	0
2	My child feels safe at this school	74	100%	0	0%	0	0
3	My child makes good progress at this school	73	98.7%	1	1.3%	0	0
4	My child is looked after at this school	74	100%	0	0%	0	0
5	My child is taught well at this school	73	98.7%	1	1.3%	0	0
6	My child receives appropriate homework for their age	71	96.1%	3	3.9%	0	0
7	This school ensures the pupils are well behaved	74	100%	0	0%	0	0
8	The school deals effectively with bullying	73	98.7%	1	1.3%	0	0
9	The school is well led and managed	74	100%	0	0%	0	0
10	The school responds well to any concern I raise	74	100%	0	0%	0	0

11	I receive valuable information from the school about my child's progress	72	97.4%	2	2.6%	0	0
12	I would recommend this school to another parent	79	98.7%	1	1.3%	0	0

### Positive Comments

- *The notice board outside of school is very helpful*
- *Thank you to all the staff for their hard work and support in my child's learning*
- *The school is well organised and managed well*
- *Well happy with the progress my child is making and enjoying coming to school*
- *I am very much happy with this school. In terms of learning and good behaviour, I will recommend Pikes Lane School to be #1. Many thanks and appreciation to all the staff*
- *We like our school. My child he likes. It is the best school*
- *I notice lots of changes have been made i.e. extra maths classes, lunchtime classes. I have seen a massive improvement in my daughter. Her attitude towards her maths has improved so much. I am sure this will reflect in her overall SATS levels. Teachers have given her so much confidence.*
- *Wonderful school. Staff and teachers are really friendly!*

### Even Better If....

- *Parking at Ellesmere Street is dangerous. Could we provide a microwave for children who bring their own lunch?*

**We have contacted the local PCSO's about the parking situation and corresponded with the parent about the issue. The PSCO team have**



agreed to patrol the area. We did discuss the option of a microwave but it was deemed not feasible due to health and safety reasons and fed back to the parent.

- *My daughter is in Year 2. I feel this year is important and she is coming home with insufficient homework.*
- *Sometimes my children receive too much homework!*
- *The homework is kind of hard and too much for her. If you could give more explanation and make it clear to understand.*

The above comments around homework, in addition to three negative responses in the questionnaire have alerted school to this. Plans were put in place to address the issue. At the next parents' evening, all staff were asked to ask parents about homework and make notes of what parents say, allowing parents to voice any concerns directly with the teacher. A question surrounding homework was added to the Parents' Evening Questionnaire and Teaching assistants were on hand to help parents fill these in. The responses were collated and showed positive results as staff had answered any concerns raised.

### Summary & Response

Responses indicate that parents agree or strongly agree with the majority of statements which indicate that the measures put in place after the questionnaire response last year have been successful and communicated effectively to parents.

Aside from homework, there does not seem to be any particular areas for concern highlighted; however we have followed up any individual cases where possible when parents have indicated they do not agree with the statement.

Parents did have the option to leave their name and the high majority of parents did, therefore we have responded to parents on a 1:1 basis. Some parents did leave a comment about homework (detailed in the comments above) and these comments were passed to the individual teachers to speak with the parents and offer support and further explanations.

To summarise, the results are really pleasing and demonstrate a continuing positive impact as a result of the hard work and actions taken following the

annual questionnaire of 2013/14 .This will be shared with staff, governors and parents.

## 2015-16

We have received a huge response from the questionnaires that were sent out in February 2016. The total responses received was over double of previous years with 161 responses which is nearly 58% of the school population (280 families). This has been achieved by ensuring there was a voucher incentive for parents but in addition, staff have asked parents to fill the forms out during parents evening with the support of Teaching Assistants if required.

		Strongly Agree or Agree		Disagree or Strongly disagree		Don't know	
			%		%		%
1	My child feels happy at this school	161	100%	0	0%	0	0%
2	My child feels safe at this school	161	100%	0	0%	0	0%
3	My child makes good progress at this school	161	100%	0	0%	0	0%
4	My child is looked after at this school	160	99.4%	0	0%	1	0.6%
5	My child is taught well at this school	160	99.4%	0	0%	1	0.6%
6	My child receives appropriate homework for their age	157	97.6%	3	1.8%	1	0.6%
7	This school ensures the pupils are well behaved	159	98.8%	1	0.6%	1	0.6%
8	The school deals effectively with bullying	152	94.6%	1	0.6%	8	4.8%
9	The school is well led and managed	160	99.4%	0	0%	1	0.6%

10	The school responds well to any concern I raise	158	98.2%	1	0.6%	2	1.2%
11	I receive valuable information from the school about my child's progress	161	100%	0	0%	0	0%
12	I would recommend this school to another parent	160	99.4%	0	0%	1	0.6%

**Extra Comments: -**

- *XXX loves going to school and playing with his friends*
- *I'm happy!*
- *Very good school. Takes good consideration of the needs of all the children*
- *I would recommend this school to another parent*
- *XXX enjoys coming to school and looks forward to coming in every day!*
- *I like all the extended services that Pikes Lane provides especially for the parents. Also very good incentives for the children, encouragement to do better with Star of the week etc...*
- *My daughter was bullied last year. When I found out and approached the school it was dealt with and the Head teacher made sure my daughter was well looked after first then dealt with the bullies and I was informed of the outcome. We, as parents, were very impressed and my daughter is a lot happier and striving in her education and sports.*
- *Very happy with this school*
- *My child loves coming to school every day. Never misses a day. Staff are friendly and very approachable*

The results are extremely pleasing, building upon the results of the previous years and demonstrate the positive actions taken following points raised in previous years.

On the very few occasions that parents have 'disagreed' or 'strongly disagreed' with a statement, if the parent had given their name this had been followed up on a 1:1 basis in a bid to find out more information and to see if the school could resolve any concerns or issues.

When reviewing the results, a slight concern is that 8 parents do not know if the school deals effectively with bullying. Following this, Miss Witham, (Health and Wellbeing Lead) has designed a newsletter specifically about Anti-Bullying at Pikes Lane and the measures and steps we have in place to overcome any problems and to communicate to parents all the steps that are in place to educate stakeholders about bullying and healthy relationships. Extra emphasis will be placed on Anti-Bullying on the weekly newsletter.

All results will be shared with all staff, governors and parents.

## 2016 - 17

Despite our best efforts that included asking parents to complete a form in assertive mentoring meetings if they hadn't already done so, with language support available, the number of questionnaires received had fallen slightly from the previous year. This year we received 128 forms which is very nearly half of all families.

		Strongly Agree/Agree		Disagree/Strongly Disagree		Don't know	
			%		%		%
1	My child feels happy at this school	128	100%	0	0	0	0
2	My child feels safe at this school	128	100%	0	0	0	0
3	My child makes good progress at this school	128	100%	0	0	0	0
4	My child is looked after at this school	126	98%	0	0	2	2%
5	My child is taught well at this school	128	100%	0	0	0	0
6	My child receives appropriate homework for their age	125	97%	1	1%	3	2%
7	This school ensures the pupils are well behaved	128	100%	0	0	0	0
8	The school deals effectively with bullying	125	97%	0	0	3	3%
9	The school is well led and managed	128	100%	0	0	0	0
10	The school responds well to any concern I raise	124	96%	0	0	5	4%

11	I receive valuable information from the school about my child's progress	128	100%	0	0	0	0
12	I would recommend this school to another parent	127	99%	0	0	1	1%

Comments:

*My children are making great progress at this school. The lessons and homework are well structured. Staff are brilliant, always happy to help. Thumbs up from me all the way!!*

*We are so happy for our children studying at Pikes Lane Primary School. They are get very well.*

*We are happy with this school. It is helpful.*

*Very good school and best.*

*It's very good school.*

*Thanks for everyone.*

*Happy with this school progress.*

*The support we received as a family from the school during our son's operation was brilliant!*

*I would recommend Pikes Lane School to another parent.*

*I have no complaints about this school all my 3 elder kids enjoyed being with the Teaching and Education is very much high. I would always wish all the best in every way to the school and all the staff.*

*Don't believe children should get homework (my personal opinion.)*

*Happy with this school.*

*Staff friendly and approachable. Listens and gives feedback when needed.*

*I am very pleased with the school on how my child is progressing. The teachers are brilliant. I can approach them whenever I have any concerns. Keep up the good work.*

*Even better if....*

*Just a suggestion that when children are getting changed after PE, parents who are waiting outside to pick them up and can see in. Could we close the blinds?*

This suggestion has been taken on board and we thank parents for the suggestion. We are doing our best to try to ensure this is the case when possible.

#### Evaluation

School are very pleased with the results of the questionnaire and thank all parents for your lovely comments. If you have any suggestions or comments please do not wait for the annual questionnaires, there is a suggestion box outside the front door and also feel free to pop in at any time.

Three people did state that they did not know if the school responds well to any issues of bullying which is reduction in last year's number which presented a concern at the time. We are now producing Health & Well-Being newsletters on a termly basis to address all areas of health and well-being that includes bullying and the school council are doing work around raising awareness and they have relooked at the school definition and the posters around school. All pupils will take part in the Faith trail of Bolton that ensures that all pupils visit different places of worship to promote understanding of different faiths and cultures alongside promoting tolerance and respect.