



Nanpean C P School
 St Georges Road Nanpean
 St Austell Cornwall PL26 7YH
 Tel 01726 822447

20th March 2018

Dear Parent/ Carer,

Parent/Carer Questionnaire Feedback

Thank you to all of you who took the time to complete a questionnaire at this year's Spring Term Parents' Evening. We have collated all of your views:

| | | Strongly agree | Agree | Disagree | Strongly disagree | Don't know |
|----|--|----------------|-------|----------|-------------------|------------|
| 1 | My child is happy at school. | 72% | 27% | 1% | 0% | 0% |
| 2 | My child feels safe at school. | 77% | 23% | 0% | 0% | 0% |
| 3 | My child makes good progress at school. | 67% | 32% | 0% | 0% | 1% |
| 4 | My child is well looked after at school. | 75% | 25% | 0% | 0% | 0% |
| 5 | My child is taught well at Nanpean School. | 78% | 22% | 0% | 0% | 0% |
| 6 | My child receives appropriate homework for their age. | 60% | 35% | 2% | 0% | 3% |
| 7 | The school makes sure its pupils are well behaved. | 68% | 30% | 2% | 0% | 0% |
| 8 | The school deals effectively with bullying. | 51% | 31% | 1% | 1% | 16% |
| 9 | The school is well led and managed. | 68% | 31% | 0% | 0% | 1% |
| 10 | The school responds well to any concerns I raise. | 68% | 30% | 2% | 0% | 0% |
| 11 | I receive valuable information from school about my child's progress. | 68% | 30% | 1% | 0% | 1% |
| 12 | The school provides a good range of clubs. | 65% | 32% | 1% | 0% | 2% |
| 13 | Parents are encouraged to play an active part in the life of the school. | 66% | 33% | 1% | 0% | 0% |
| 14 | The school website is helpful and informative. | 59% | 36% | 1% | 0% | 4% |
| 15 | The eSchools app is helpful and informative. | 47% | 37% | 2% | 0% | 14% |
| 16 | I would recommend Nanpean School to another parent/carer. | 72% | 27% | 0% | 0% | 1% |

WHAT ARE WE DOING WELL?

- ☺ **Teaching and Learning:** Inspiring, nurturing, teaching and helping my child to grow. My child has progressed fantastically through their time here. My child is getting a good all round education. My child is taught a good range of curriculum activities. Challenging my child so that they can achieve their highest potential. Accelerated Reader and reading rewards. Making learning enjoyable. Improving my child's confidence and social skills. Encouraging and challenging my child to achieve their potential. Encouraging independence and critical thinking. Embracing free-thinking and creativity.
- ☺ **Inclusion:** Inclusion of children through a variety of work.
- ☺ **Staff:** Teachers keep us informed of issues and always listen to concerns. The teacher knows my child's strengths and what they can do to improve.
- ☺ **Communication:** Communicating with parents in a range of formats – the app, newsletter, text system, email, Tapestry. Great feedback from teachers at parents' evening and suggestions as to how to improve their learning at home. Always on hand when phoning to ask questions.
- ☺ **School Facilities:** Providing a positive learning environment.
- ☺ My child looks forward to coming to school and is safe and happy at school. My child is very settled at school.
- ☺ My child likes the dinners.
- ☺ Good range of after school clubs.
- ☺ Preparing children for life beyond primary education.
- ☺ Everything



| WHAT COULD WE DO BETTER? | |
|---|---|
| You Said | We Did |
| <p>Communication:</p> <p>ESchools is not updated enough.</p> <p>Book bags not being checked for letters returned to school.</p> <p>Send home letters/ information if my child is absent.</p> <p>Keeping parents individually updated about a child's progress or issues more regularly.</p> <p>Passing on messages given on the door to the class teacher.</p> <p>Better communication with Nanpean Nippers.</p> | <p>The app does not currently provide all the information that we would like it to as our hopes to use it as a primary means of education were limited to the scope of the app and the site, especially compared to the amount of information we could put on our website. ESchools is still developing so we hope that the app can become a more effective tool.</p> <p>Children are encouraged to be independent and a part of this is handing in letters from bookbags. Although children are supported in this task by staff in younger classes, as children progress through the school, they are expected to take on this responsibility more themselves in preparation for life beyond primary school.</p> <p>Key letters, such as the newsletter, are sent home using the eSchools app and are on the website for parents to read and find out about what is going on, including what letters have been sent home. If your child is absent from school for a prolonged period of time, we recommend looking there first and then contacting the office if you have any questions as to a letter you may have missed or an event that you have questions about. Generally, if a child is absent a copy of the letters they may have missed are named and sent home in book bags on their return.</p> <p>We are aware that there can be difficulties for non-resident parents and we do our best to ensure that, where it has been requested, all parties with parental responsibility are kept as up to date as possible. This includes sending out additional copies of school reports, invites to parents' evenings, and phone calls from teaching staff to update parents on request. However, for day to day issues or messages, we will contact the first contact on our records and pass the message on to them, unless there are specific arrangements to the contrary in place. All parents/ carers are welcome to contact the school if they have any concerns about their child.</p> <p>All messages given to staff in the morning are written down and passed on to the relevant staff member to action. If you are concerned that your message has not been passed on, you can call, email or pop in to the office, and this can then be followed up.</p> <p>Although Nippers rent the building from us, they are a separate business from the school and we endeavour to keep all childcare providers up to date with goings on at the school, particularly where clubs are involved. However, this is not always possible. We are aware that communication with before and after school childcare providers is important, but this should be facilitated by parents/ carers.</p> |
| <p>Extra-Curricular Activities:</p> <p>More advance notice for club cancellations/ do not cancel clubs as frequently.</p> <p>More scope to interpret fancy dress in dress up days (such as World Book Day).</p> <p>Bring back Lego Club.</p> <p>A better choice of clubs that stay on until 5pm to help with childcare.</p> | <p>We try to give as much notice as possible for club cancellations, generally in the newsletter at least the week before the cancellation. However, in some situations, it is not possible to give as much notice and we do appreciate how understanding parent/ carers are when clubs are cancelled at short notice.</p> <p>The continuing professional development (training) of staff is a key priority at Nanpean School to ensure all our staff can give each child the best learning experience possible and this will lead to staff being off premises and their club being cancelled.</p> <p>We provide a theme for days such as World Book Day to ensure that there is a variety in the activities taking place from year to year. It also helps give some ideas as to what the children could dress up as. These themes are not strictly enforced; pupils and parents are free to interpret them as they wish.</p> <p>We strive to provide a variety of after school clubs, and that does include changing some of them each term. As we move into the Summer Term, we try to make the most of the (generally) better weather.</p> <p>Although we are aware that after school clubs do assist working parents with childcare, we choose to run them to give pupils the opportunity to do something fun that they may not get the opportunity to do elsewhere rather than to give parents free childcare.</p> |



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|--|--|
| <p>Do football inside if it's cold, or allow children to wear jogging bottoms.</p> <p>More football training to prepare for matches. Fixtures on a different day so that they don't miss out on training.</p> <p>Presumption that parents can collect and drop off students during the day for sporting events. This is difficult for working parents.</p> | <p>As we now have so many clubs taking place each day, it is difficult to find spaces to safely run clubs in poor weather. If children are outside in cold weather, they may wear jogging bottoms and long sleeved tops.</p> <p>Mr Bacon has been running football training for younger children, so that when they get to year 5 and 6 they have more experience of playing and this should benefit them. Clubs are run according to staff availability. Matches are arranged across the cluster, so there is little flexibility there.</p> <p>We are aware that parents are not always available to transport children to and from events and we appreciate that parents do make the effort; however, due to the increased focus on safeguarding and the requirement that staff transporting children are required to have specific insurance, alternative arrangements to be made by the school are not always possible, especially since there would be a cost for minibuses being hired.</p> |
| <p>Lunch and Playtimes:</p> <p>Another form of payment for school dinners e.g. online payment.</p> <p>More options on the Tuck Trolley.</p> <p>Closer supervision to ensure that children are eating enough of their packed lunch.</p> | <p>Although we have looked into online payment options with a number of companies, becoming accustomed to changes that have taken place over the year (i.e. bringing catering in house and a change in admin staff) have been the priority. This might be a change initiated for next year.</p> <p>We start each term with a fully stocked tuck trolley with a variety of items available. However, with the exception of yoghurts, long life items will not be replenished until the new term. Inevitably, this means that the most popular items will be used up first. Now that there are less than 10 children having tuck, we will be reviewing whether the tuck trolley should continue.</p> <p>We have a Healthy Packed Lunch Policy in place (which is available to view on our website). Staff endeavour to check all children's packed lunch boxes before they leave the dinner hall. If you are concerned that your child is not eating enough of their packed lunch, please let your child's class teacher know.</p> |
| <p>Parking:</p> <p>More parking.</p> <p>Stop parents parking on zig zag lines.</p> | <p>Parking is always a contentious issue and will continue to be as the school grows. We can only ask parents and other family members to be considerate when parking, as we know the majority are, and have the support of the PCSO as often as possible.</p> |
| <p>Teaching and Learning:</p> <p>More one to one for children who are struggling.</p> <p>Some confusions at times between what tasks have been set and what children are allowed to do.</p> | <p>We provide a lot of small group and one-to-one intervention for pupils in all year groups. If you feel that your child is struggling and is not getting the support that they need, please speak with your child's class teacher in the first instance.</p> <p>Homework expectations are made clear in the class letter at the beginning of each term. If there is any confusion with regards to homework or if your child reports to you that they were confused by a task they were to complete during school time, please speak with your child's class teacher.</p> |
| <p>Other:</p> <p>Don't let Mrs Wicks leave.</p> <p>Preferred Parents' Evening in the classrooms as it was too noisy in the hall.</p> | <p>It is always lovely to hear that a member of staff is particularly appreciated in a school and that they will be missed when they leave. However, Mrs Wicks' departure should be seen as an exciting next stage, both for Mrs Wicks in her travels, and for Nanpean School. We are aware that a change in key staff can be concerning for parents/ carers but Mrs Wicks and the whole team at Nanpean School have worked hard to establish us as a 'Good' school and get us on our way to 'Outstanding', this journey will continue with a new Head teacher and Governors have taken every measure to ensure the right person is chosen.</p> <p>There were a number of reasons as to why Parents' Evening was moved to the hall, and the Parents' Forum was consulted first. The benefits of having Parents' Evening in one place were that there were no long walks between classrooms and less of a risk of being unable to find the right classroom. Of course, we will continue to take into consideration</p> |



The PTA meetings are always during the school day when I am working.

Keep doing what you are doing.

parent viewpoints when planning future events.

We do try and plan activities where parents/ carers can be involved at the most reasonable time, which does tend to be during the school day; later meetings have been trailed but are never well attended. PTA minutes are always available in reception and are summed up in the newsletter. If you would like to be involved in the PTA but are concerned about the time commitment, please speak to an existing PTA member to find out a bit more about how you could help.

Thank you!

We will use this information to further develop our school and hopefully do even better over the next year.

Yours sincerely

Mrs C. Wicks

Head teacher

