

PARENT QUESTIONNAIRE FEEDBACK – NOVEMBER 2017

What are we doing well

General feedback:

- Making school an enjoyable experience so that children love to come to school.
- Keeping children happy and safe.
- Helping children to settle into our school quickly.
- Supporting children in improving their confidence and emotional wellbeing.
- Positivity around school dinners so that children are comfortable trying new foods.
- Providing a good variety of after school clubs.
- Encouraging free thought and preparing children for life beyond primary school.

School Environment:

- The school is safe, clean and tidy.
- Providing a positive learning environment.
- Improvements to the school.

Teaching and Learning:

- Encouraging children to reach their full potential.
- Understanding the needs of our pupils, of all abilities, and providing additional support to challenge them to do their best and progress.
- Notable progress in my child's learning across core subjects.
- Encouraging learning and creativity.
- Addressing parent's concerns with their child's learning.
- Phonics teaching is excellent.
- New reading reward scheme.
- Providing exciting opportunities for children to get involved in and learn from.
- Keeping children motivated to learn and keeping learning stimulating through varied learning activities.
- Providing suitable homework and feedback so parents can see points of improvement for their child.

Staff:

- Mrs Wicks being outside in all weathers to greet us.
- Morning greetings and politeness during pick up time.
- Staff are really friendly and approachable.
- Lovely school and staff.

Communication:

- General communication and keeping parents informed through newsletters, text message, and the app.
- The Tapestry app is great to see what Reception children are learning.
- School website is very informative.
- Responding to parent concerns.
- Parent consultations very informative.

Behaviour:

- Behaviour management: the rewards and consequences schemes in the school are implemented in the same way by all staff.
- Assemblies are organised and children behave well in them.
- Star of the Week is really good with confidence building.
- Setting high standards for children.
- Children are well behaved and have good manners.

What could we do better

What you said	What we are doing
Teaching and Learning:	
More school trips.	We plan school trips that benefit the children's learning and are aware that the cost of these trips can be a burden on parents. Each class includes a 'Wow' start and end to their topics. Sometimes this is a school trip, but teaching staff have been thinking more creatively and have been substituting trips with film making, etc. Academic and emotional needs of children are all discussed half-termly between the headteacher, class teacher and our SENDCo to ensure that all children have interventions in place to ensure their needs are met and they make progress. If you have a specific concern about an aspect of your child's learning which you don't feel is being addressed sufficiently, please speak with your child's class teacher in the first instance. The use of background music is generally down to class preferences.
Provide additional support with specific aspects of my child's learning and emotional wellbeing.	
Remind children to change their reading book.	
Give more time to complete times tables.	
Play background music in class.	

Extra-Curricular Activities:	
<p>Reinstate Homework Club. Limit Club cancellations, especially where netball and football clubs are cancelled due to matches. More football matches for Years 3 and 4 and other competitive events. Have a PTA (parent teacher association) and increased social events at the school.</p>	<p>Should we have a staff member available and willing to lead homework club, we will bring it back. If your child has a specific issue with completing their homework, please do speak with their class teacher.</p> <p>We do endeavour to limit club cancellations and, as a whole, club cancellations have reduced and we now give parents reasonable warning of a club cancellation. We appreciate that children may be disappointed that their netball/ football club is cancelled due to a match but we do not have staff available to run the club when there is a match.</p> <p>We would welcome the development of a PTA to plan and run additional social events. However, we are aware that this can be a big time commitment for parents. We have a willing group of parents so are hoping to set one up in the Spring term.</p>
Communication:	
<p>Better communication with non-resident parents. Reading records do not provide sufficient space for comments. Provide more regular communication between parents and teachers e.g. passing on messages, about children's progress or particular concerns staff have relating to a child's learning. More meetings taking place in the evening so that working parents can be more engaged with the school. Have a system in place so that children do not miss out if they have not had a newsletter. More notification for other achievements recognised in assembly (reading rewards etc.) Less repetition in newsletters.</p>	<p>We make extra effort to ensure all parents are involved in their child's education. This includes sending out reports and key information upon request. We are also keen to adapt forms of contact with non-resident parents so that they are provided with the best opportunities to be involved with their child's education. All parents with parental responsibility have access to the eSchools app which has some key information on it.</p> <p>We already have multiple procedures in place to facilitate parent-teacher communication and staff are generally proactive in contacting parents/ carers if they have significant concerns about a child's progress. If you have a message for your child's teacher that you are concerned may not get directly to them, a note or email may be an acceptable alternative.</p> <p>If your child does not get a paper newsletter handed to them on a Friday for any reason, it is uploaded to the school's website and is sent out on the eSchools app weekly. Please use these as an alternative or let us know you haven't received a newsletter if you do not have internet access.</p> <p>We are still trying to find the balance between ensuring parents/ carers are informed of their child's achievements being recognised in assembly and keeping the amount of paper we send home and staff workloads at an acceptable level. We will continue to review this until we find an appropriate balance for everyone.</p> <p>We endeavour to keep newsletters as informative and easy to read as possible and, following feedback from parents in the past, we often repeat information about upcoming events. Reminders on newsletters do tend to get pretty dull to read about but they are essential when we have recurring issues (e.g. parking).</p>
Parking:	
<p>Manage overcrowding/ inconsiderate parking. Speeding past the school. Behaviour on the walkway.</p>	<p>We are developing a parking policy that manages our on-site parking more effectively. This policy will be based on advice from health and safety professionals as to reasonable steps we should be taking to protect pedestrians and other road users and the practicality of enforcing such a policy.</p> <p>The school is not responsible for the management of inconsiderate road use/ parking and speeding past the school. Please report any concerns to the Local Authority's Civil Enforcement Officer or contact our local Police Community Support Officer.</p> <p>Children who are using the walkway around the staff car park to enter and leave the school should either be responsible enough to walk unaccompanied or should be under the supervision of the person collecting them/ dropping them off. Where behaviour is unacceptable, please report this to a member of staff so that we can minimise any poor behaviour while on the school site.</p>
Homework:	
<p>Homework set could be clearer with instructions. Yr5 homework is only online, which is difficult as we don't have internet access at present. More feedback on homework, perhaps just to recognise effort.</p>	<p>If your child is struggling to complete their homework, either due to uncertainty as to the task, the homework being too difficult, or because you do not have online access, please speak with your child's class teacher to resolve this.</p> <p>All homework should be marked as recognition that it has been completed so please do follow this up with the classteacher if this isn't the case.</p>
Behaviour:	
<p>Do more about bullying and keeping them wanting to come to school.</p>	<p>Nanpean has a zero tolerance approach to bullying and any accusations of bullying will be fully investigated. Please read our anti-bullying policy on our school website and let Mrs Wicks know if you feel your child is being bullied.</p>

Lunches:	
Reduce the cost of school dinners (5 for 4 scheme). Being able to pay online. More support for my child's needs at break and lunchtime when there is less routine.	You may be aware that we recently took over lunch provision from Chartwells. This meant that schemes previously subsidised by Chartwells were no longer in effect. We have been reviewed the cost of providing school meals over the course of the term and any savings made will be passed on to families through reduced meal prices. In the Spring term, we will be trialling a reduced cost of £2 per meal for KS2. Online payment is not yet an option for the school due to the cost of this service. It is important that children learn to make correct decisions and are encouraged to act independently, especially where there is not as much routine or close supervision as in the classroom. This is important as they move towards year 6 as routines at secondary school are also not as regimented as primary school. We are looking into using a classroom as a quiet area for children to go to during lunchtimes.
Attendance:	
Change the school's Sickness policy so that children could return before 48 hours of absence.	Our school's recommendation that children who have suffered bouts of sickness or diarrhoea should be absent from school for 48 hours after the last symptoms is based on guidelines from the Health and Safety Executive and assists us in meeting our obligations. We do use our discretion in the amount of absence a child requires after sickness, so if you feel that 48 hours absence is not appropriate (e.g. if you feel your child is unwell due to a food intolerance), please call and speak with a member of the office staff.
Uniform:	
Return labelled lost property directly to the child. Make sure children have their things and are sent out fully dressed with coats done up.	We do more than ever to try and return lost property to the correct child rather than putting it all in the lost property box in reception. We check all lost property left behind after lunchtime or in the changing rooms and, if named, will return it to the child. Children are also reminded before they leave clubs to check they have all their items. There will, however, be occasions where uniform gets picked up and taken home by the incorrect child. Where lost items are reported to us, we do check with all children as soon as we are able, that they do not have anyone else's uniform. We ask that parents also return any items that do not belong to their child.
Transition:	
More information about secondary schools. More transition to allow children to settle in their classes better.	We give out as much information regarding secondary schools as we are provided with. We make all parents/ carers aware early in the year that applications for secondary school placements must be made by the deadline. We are not, however, provided with a list of accepted places until the Spring Term. As Brannel School is our feeder school, we work very closely with them to ensure as thorough a transition as possible. Although we do not have the opportunity to have as many links with other secondary schools, we hope that the transition events undertaken with Brannel go some way to helping children who attend other secondary schools become used to the change in routines. At Nanpean School, we have a more extensive transition program than most other schools. It would not be practical to have further transition without affecting the learning taking place in the children's current year. If you feel that your child is not settling in their new class, or anticipate that your child may struggle in future moves, please do speak with their class teacher.

Thank you for your invaluable feedback; it is always greatly appreciated. Please remember if you do wish to discuss anything regarding your child's education, please speak to the class teacher in the first instance followed by the SENDCo or Head teacher.

