



**Parent Questionnaire 2019-20 Analysis**

We have approximately 150 families in the school and 63 questionnaires were returned. The results in the tables below show both the actual number of parents who responded to a question and a rounded percentage of the whole response (in brackets). One response is approximately 1.6%. For the purposes of collating the results, we have needed to round some responses up and down to ensure as close to a 100% response return but in some cases, this has not been possible. The results and the feedback have been shared with the school Leadership Team and the Governors to allow for discussions as to how they can address the areas where parents have either disagreed or strongly disagreed. We will also use the Parent Forum as a mechanism to discuss and explore these issues.

Thank you to everyone who took the time to complete a questionnaire, especially to those parents who also added significant commentary to the additional questions we asked on the second page of the questionnaire and the "Comments" box at the bottom of page two. Your thoughts and comments are much appreciated.

In my opinion...		Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Don't have an opinion
1	My child feels safe at this school.	43 (69%)	19 (30%)	1 1%			
2	This school helps my child to understand how to stay safe online.	24 (38%)	29 (46%)	4 (6%)			6 (10%)
3	My child is well looked after at this school.	41 (66%)	19 (30%)	3 (5%)			
4	My child is taught well at this school.	36 (58%)	22 (35%)	1 (1%)	4 (6%)		
5	This school helps my child to develop skills in communication, reading, writing and mathematics.	40 (64%)	19 (30%)	3 (5%)	1 (1%)		
6	This school meets my child's particular needs.	33 (53%)	20 (32%)	5 (7%)	5 (7%)		
7	This school expects my child to work hard and do his or her best.	38 (61%)	21 (34%)	1 (1%)	3 (5%)		
8	My child receives appropriate homework for their age.	24 (38%)	21 (34%)	3 (5%)	5 (7%)		
9	I receive valuable information from this school about my child's progress, enabling me to support their learning (including their annual school report, Parent Interviews and half-termly curriculum plans)	21 (34%)	28 (45%)	5 (7%)	6 (9%)		3 (5%)
10	This school makes sure its pupils are well behaved and deals effectively with any problems.	34 (54%)	17 (27%)	10 (16%)	1 (1%)	1 (1%)	
11	My child's lessons are not disrupted by bad behaviour.	24 (38%)	25 (40%)	3 (5%)	6 (9%)		5 (7%)
12	This school deals effectively with bullying	12 (19%)	19 (30%)	10 (16%)	3 (5%)		19 (30%)
13	I know which member of staff to go to for advice about specific concerns.	21 (34%)	25 (40%)	2 (3%)	3 (5%)	1 (1%)	1 (1%)
14	I understand the role and work of the Governing Body of this school.	21 (34%)	33 (53%)	5 (7%)	1 (1%)	1 (1%)	2 (3%)
15	This school responds well to any concerns I raise.	20 (32%)	30 (48%)	6 (9%)	2 (3%)	2 (3%)	4 (6%)
16	This school promotes a Christian ethos.	39 (62%)	21 (34%)	2 (3%)			1 (1%)
17	This school engages well with the local community e.g. Whitton/church events.	31 (50%)	29 (46%)	2 (3%)	1 (1%)		
18	I would recommend this school to another parent.	40 (64%)	17 (27%)	1 (1%)	2 (3%)	3 (5%)	

## New Parent Interview Arrangements in the Hall

You will recall that we introduced a new Parent Interview system last academic year, holding the interviews in the Hall rather than classrooms. We asked for your feedback on the new system, so please see below the feedback.

In my opinion...	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Don't have an opinion
The system was efficient	18 (28%)	32 (51%)	8 (12%)	2 (3%)		3 (4%)
I was able to access my child's tray to see the work in their books	26 (41%)	27 (43%)	2 (3%)	3 (4%)		5 (7%)
I felt safe	29 (46%)	23 (37%)	6 (10%)			5 (7%)
My appointment was on time (to within 10 minutes)	30 (48%)	23 (37%)	2 (3%)	3 (4%)		5 (7%)

## Communication With Parents

We asked how often you use/access the different ways we communicate with you. From the results below, we will aim to promote our Twitter account a lot more, as this is proving to be a really informative platform to share with you about what is going on in class and around the school. We will also look to promote the school website as a source of additional information for you to help and support you at home. As you can see, the majority of parents (75%) have reported back that they find school communications at least "fairly easy" to understand, which is an encouraging figure.

How often do you access these platforms to engage with school life and as a source of information?	Very Often	Often	Sometimes	Occasionally	Never
Twitter	10 (16%)	7 (11%)	23 (37%)	13 (20%)	10 (16%)
Weekly Newsletter	54 (86%)	8 (12%)	1 (1%)		
School website for general information	3 (4%)	17 (27%)	28 (46%)	12 (19%)	2 (3%)
School website for curriculum information	1 (1%)	12 (19%)	29 (46%)	11 (18%)	10 (16%)
School website for access to the calendar	4 (6%)	21 (34%)	27 (43%)	6 (10%)	5 (7%)
School Association Newsletter/Emails	17 (27%)	25 (40%)	17 (27%)	4 (6%)	
We have a lot of information that we need to share with parents over the course of a normal school year. How easy do you find it to understand the written communications from the school?	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult	Don't Know
	22 (35%)	25 (40%)	8 (12%)	7 (11%)	1 (1%)

We had some very useful written feedback about the style and frequency of the communications we share with parents which you can see below. We have grouped similar comments from parents together with the school's response underneath.

## Parent Comments About Quantity and Frequency of Communications

I think the correspondence could be more concise and perhaps spread a little more evenly through the week, rather than a large number of emails - sometimes with multiple attachments - arriving at the same time, as is often the case. When so many come at once, it is often hard to take in all the information.
The emails are regular which is helpful, but can be very long. It is sometimes difficult to find time to read the full email and pick out the most important points.
Too much information and too wordy - brief bullet points or key points highlighted would help. Sometimes it's difficult to keep up.
They can be wordy and difficult to pick out the important points
Limit number of communications per week.
Specified to the year group

### **School Response**

We appreciate that there are occasions when we have to share lots of information with parents and we are mindful of trying not to overwhelm you with it. Of course there has been a significant amount of information to share with parents since March this year linked to dealing with Covid and the opening and running of the school during the pandemic. This volume of communications that have been sent out has been unprecedented and would not happen under normal circumstances.

We aim to get as much information into the weekly newsletter so that it becomes the main source of information and helps us avoid sending parents lots of additional emails during the week. However, due to the nature of the activities and events (that we run under normal non-Covid circumstances), it is vital that information is shared with you in order for these things to run smoothly and efficiently, so there are times when we have to send out additional emails as well as the weekly newsletter.

We are aiming to streamline communications where we can and in the newsletter, make items year group-specific (where applicable) to help with identification of pertinent information. This isn't always possible, but we hope to make improvements in this area. It is important to note that although some of the comments we had back were asking for the information we share with you to be more concise with less detail, we know the more information we are able to share with you, the less queries we get via telephone calls and emails. Mrs May and Mrs Forster are often contacted by parents asking for information that has already gone out in communications to parents. This can take up a lot of their time when it is completely avoidable. We would suggest that parents aim to find some time over a weekend to look through all the communications from the school for that week and make a note of anything applicable to their child or for the whole school.

### **Parent Comments About Sending Reminders and Timings**

Sometimes would like a reminder nearer the time of cut-off dates for things
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It would be useful to have specific timings for events for working parents to plan ahead .
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### **School Response**

Dates of upcoming events are shared in the newsletter on a regular basis and they are also loaded onto the website calendar, enabling parents to check if they want to. As much as we would like to send reminders about upcoming events, we do not have the capacity to do this all the time as we are a small school with a small staff, and we therefore ask that parents take responsibility for making sure they read the newsletter and other communications carefully.

### **Parent Comment About Emailing Teachers Directly**

Allow parents to email the teacher directly to their own email address
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The comment above relates to the fact that we ask parents to send emails to our "info" account rather than being able to email teachers directly on a personal email address. Our approach to this is that teachers are entitled to a private life outside of school and could end up receiving emails from parents late at night or over the weekend. To avoid this we will continue to ask that parents send their emails to the "info" account.

### **Conclusion**

To balance all the comments above, we also had the following feedback about our communications:

Keep it the way it is as very efficient
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We hope our explanations above give some clarity as to how we are looking to manage our communications with you, but please be assured that we are always looking at new ways to make them more efficient and easier to access and will continue to do so. Thank you to everyone who took the time to share their thoughts and considerations.