

Parent Questionnaires – March 2018

Thank you to all those parents who completed a parent questionnaire, which was given out and available at the most recent parents' evenings. There were a total of 125 responses (many covering more than one child, where there are a number of siblings in the school).

The purpose of the questionnaire, was to help us to gather parent stakeholders' perspectives including areas for development, but also to acknowledge and celebrate the successes and things that are valued and working well – of which there are many!

As part of this, I feel it is important to share with you some key findings and where necessary, give some clarification around some areas in which people required more information.

Positives

99% of you said and felt your child is happy at school and is well looked after.



124/125 responses reported that their child/children felt safe at school.

96% felt that their child/children make good progress at school.

99% felt their child/children are taught well.

98% felt the school is well led and managed.

97% would recommend Waterwells to other parents.

Just some of the positive parent comments:

My children have settled very well into Waterwells and I'm very happy with their progress.

Waterwells is a wonderful school. My daughter is very happy she is here to learn, make friends. Her progress is improving and shows how good Waterwells is.

It's annoying seeing the same people heavily criticising the school on social media. We find this frustrating when the staff (& vast majority of parents & pupils) work hard to make the school a success.

Waterwells is a lovely school with my son coming home happy every day. I see lots of learning progression and my son improving in all aspects of writing, reading and maths. Overall excellent.

All staff are lovely and I have no complaints. Keep up with what you're doing.

My child & myself are very happy with the running of Waterwells, and are very proud of all the hard efforts that goes into this school. Thank you.

The staff are all so attentive and really go the extra mile. Can't fault any of them. The hardwork and dedication of all the staff really shines through.

I think Waterwells is a lovely school. I love the different events and activities the school do. The arts week and sports day are brilliant.

Questionnaire statements - Areas for Development

The figures in the outcomes for these statements are still relatively positive. As you will see though, some were lower where there were a percentage of parents who were 'unsure' or felt that it 'did not apply' to them (not necessarily a negative – this is likely that they have not experienced a situation, or that more information and knowledge is needed around the schools' processes or policies).

I have therefore tried to give some additional information for clarification.

Questionnaire statement	Outcomes	Area for development / information for clarification
The school deals effectively with bullying.	67% agreed/ strongly agreed. 6% disagreed. 27% didn't know or felt it didn't apply (likely to be people that have not had concerns regarding bullying with their child).	<p>Whilst the figures overall for this are relatively positive, we endeavour to ensure that issues are always addressed and resolved.</p> <p>To do this, I would like to remind parents to always approach and communicate with your child's class teacher in the first instance if you have any concerns. Please always go back too if you feel things are not resolved. We do have a bullying record form, which will be given to you to complete to detail the concerns. You will then be invited in for a meeting to discuss and agree actions going forward, which are then monitored and reviewed.</p> <p><u>Reminder:</u> Bullying is described by repeated acts against someone else and is deliberate, i.e. STOP (Several Times On Purpose). A one off fight (verbal or physical) or an argument with a friend is not considered to be bullying.</p>
My child receives appropriate homework for their age.	93% felt their child / children received homework appropriate for their age.	<p>Homework that is set should reinforce pupils' previous or current learning. Therefore, pupils should be relatively independent with accessing their homework.</p> <p>If you have concerns regarding your child's homework, please speak directly to your child's class teacher, it may be they are unaware of what support your child is/is not receiving to enable them to complete their homework. Communication is key.</p>
Pupils are well behaved	93% feel pupils are well behaved 3% did not know	<p style="text-align: center;">We constantly review what we do and why.</p> <p>Much of my time is spent around school and in classrooms and I can say that behaviour is positive around the school. There are of course a minority of pupils whose behaviour can present challenges and are managed using the school behaviour policy, which can be found on the school website.</p> <p>We have staff training at the end of this term focused around restorative conversations, which will help guide pupils in understanding and taking responsibility for their behaviour and working on how to make things right for those they may have affected. Research has shown that when this approach is used in schools, it reduces repetition of negative behaviours.</p> <p>Staff will be trialling this throughout the summer term and I will keep you updated over the coming months, where we will also be reviewing our Trust behaviour policy.</p>

Parent comments: Even better if...

Whilst I am unable to answer every comment/suggestion individually, below are common threads and some clarification/actions going forward:

Parent comment/thread: Information on pupils' progress:

Last year we provided written reports alongside the October and February parents' evenings. Parents reported last year they wanted more feedback on their pupils' progress, so have trialled the following:

Oct – Parents' evenings (verbal feedback)

Dec – End of term paper report

Feb – Parents' evening (verbal feedback)

April – End of term paper report

July – End of year report & parents' evening for any parents with concerns about their child's report.

The end of year report is very comprehensive, which is why, for most, another parents' evening is not necessary as the class teacher will endeavour to put everything about your child, their progress and attainment in the end of year report.

We thought that staggering the reporting throughout the year would give more opportunities for reporting on pupil progress but will review this to see if we continue this way for the next academic year.

Please, if at any point you would like to discuss your child's progress in addition to the above, just ask your child's class teacher to arrange a convenient time to meet and they will be willing to do so.

Going forward, we will look at opportunities for parents to drop in after school and to look at pupil books.

Parent comment/thread: Clarification around after school clubs.

We have two different types of clubs. Payable clubs provided by outside providers and those run voluntarily by school staff.

Staff-run clubs

Staff do not have to offer extra-curricular clubs and by offering them they are offering this out of their own time. Consequently, this often means clubs change on a termly basis and don't run all year round.

Process: Staff choose what club they would like to run, when and to what year group. During the first week of each term, letters will be offered in class to the children of the applicable year group. The class teacher explains what the club is and pupils then express an interest to get a letter.

Allocating club places to pupils:

If oversubscribed, we will allocate places based on the following ordered criteria:

- Children who have not been successful in attending a school club before (during that academic year)*. An internal tracker for this is kept in school where teachers mark off against class lists, which clubs pupils have attended).
- For any remaining places, slips/names will then be 'drawn from a hat'.

*If at the start of the school year, where no one has attended a club yet, names/slips are randomly 'drawn'.

Payable clubs:

We looked to include some payable clubs to offer additional club opportunities. Parents have always wanted more and more clubs for their children. Payable clubs is an alternative way of offering more opportunities. As these clubs are payable, they choose to run these on a first come, first served basis because they rely on the numbers to warrant them running the club and covering their coaching costs. These clubs do however run at larger numbers and it's not very often that pupils are unable to gain a place.

Parent comment thread: If the school had an after-school club for working parents

Interestingly, we were already one step ahead on this!

Starting from after the May Half-term 2018, there will be an after-school club (childcare provision) provided on site at Waterwells. The club will be run by an outside provider, The Holiday Club, who for some time have run after school provision at Calton Primary. They will use the DT room as their main base but will also have access to outside facilities.

After the Easter holidays, once full details are finalised, further details including costs/booking etc. will be sent out directly from The Holiday Club.

Parent comment thread: Better communication of events, etc

This is something we have really tried to improve over the last two years. This was what initially led to the introduction of the text to parent system and e-mail communication. There were a few parents asking 'can't we have communication via e-mail?' –the answer to this is yes.

Please ensure we have your e-mail address. Most communications are sent via e-mail, including newsletters with key dates and events. The communication is sent to the first registered parent on the contact sheet you complete yearly for your child. Split parents with parental responsibility, can request to receive copies too by contacting the school. If an e-mail address is not provided, paper copies are then provided.

Our main systems for communication are as follows:

September – year calendar of key events sent out with first newsletter (please keep and refer to!)

Half-termly newsletters – which also detail dates and events for each half-term. The newsletter goes out in the first week of each half-term and a review newsletter is sent out in the last week of each half-term.

All newsletters and the initial key dates newsletter are available on the school website at:

<http://www.waterwellsprimaryacademy.org.uk/newsletters/>

Additional text message reminders are also sent for most events.

Trips

In regards to trips, I have requested for staff to try and ensure a minimum 2 weeks notice is given to parents about this. There may be rare situations, where this might not be the case and for this I apologise, in this instance though I would rather the trip opportunities were still offered to the children than to not go ahead.

There was an enquiry about online payment and authorisation for trips. We have since trialled this and are rolling it out to year groups as trips now come up. If you chose to pay online, payment will be accepted as you giving your authorisation. You can however, still sign letters for authorisation and pay by cash if required.

Finally...

Most questionnaires were anonymous; however if you wrote something that you feel you would like clarification around that has not been included, or if you did not complete a questionnaire and have a particular suggestion, please do not hesitate to ask me or another member of staff. I will endeavour to keep you updated in regards to some requests and our progress in forthcoming newsletters.

I would like to take this opportunity to thank parents for their support and the many positive individual comments.

I would also like to thank the staff that work endlessly to deliver, provide and care for your children as best as they can. It may be their job, but there is so much that is undertaken above planning, teaching and supporting lessons.

Together, we will continue to strive **TO BE THE BEST WE CAN BE** to enable the children to **BE THE BEST THEY CAN BE.**

Mrs Rawlings
Head of School