

Parent Questionnaire Feedback Letter- September 2019

Dear Parents/ Carers,

Thank you to all of you who took the time to fill in the survey that we ran before the summer break.

We had 150 responses. This represents 33% of our families. Once again, the response was overwhelmingly positive and we are glad to see that the majority of you are happy with the care that we provide for your children.

The main headlines are as follows:

- 96% of parents surveyed feel that their child is happy to come to school.
- 98% of parents feel that their child is well taught at Pinner Wood.
- 97% of parents feel that their child is safe here.
- 96% of parents would recommend Pinner Wood to another parent.
- 95% of parents surveyed feel that Pinner Wood makes sure its pupils are well behaved.
- 96% feel that the school is well led and managed.
- 94% of parents feel that their child is well looked after at Pinner Wood
- 94% of parents feel that their children are making good progress.
- 97% of parents felt that the school provided valuable feedback on how your child was doing.
- 95% of parents felt their children were well taught at Pinner Wood.
- 95% of parents felt we provided a range of information evenings/workshops to help support your child's learning.
- 92% of parents are aware of our process to raise any concerns.

We are extremely pleased with these results. At Pinner Wood we are totally committed to providing the best education and care for the children and these results reflect that we are meeting our intentions. As always, your opinions matter to us; we have an 'open door' policy and are always happy to discuss any concerns/comments with you so we can find a solution quickly.

As always, the survey raised a few considerations. We were impressed to see that there were no 'themes' or patterns to any issues raised. All were individual to our families.

Considerations raised on the last survey (March 2018) – appropriateness of Just Dance tracks, fairness of rewards given, amount of homework - were not repeated this time. This hopefully means that the actions that we have taken in these areas are working.

Considerations raised that we will action:

Considerations raised	School Actions
Environmental Friendly School	We understand that we need to address this in order to protect our environment and teach the children to be responsible global citizens. We almost have a paper-free office and have started to look at how we can be more environmentally friendly on school trips. This will be an on-going action.
Trips/ 'wow days' being planned in advance	Trips and outings are an important part of the educational experience we offer. However, we understand that it is frustrating when you do not have enough notice. We are now putting in place a long-term plan for each year group which will show the trips and exciting days, so that you will have notice of these events well in advance.
Reading Scheme books – Key Stage Two.	We encourage children to read widely. Teachers hear children read weekly in class reading sessions and they also hear them read their own books at least once per half term. They are encouraged to read a wide range of books in each band to gain experience, rather than moving quickly through the levels. We have just purchased new banded books for the children in Key Stage Two so that we have a wider range.
Communication via Parent mail.	We understand there are a lot of messages. We have tried putting them all together but found that things got missed. We do try to send only the messages that are appropriate to your child. However, we hope that too much communication is better than not enough.
Children's photos on Twitter.	We find Twitter a great resource for instantly sharing what the children have been up to. We will only put photos of children for whom we have consent. If a photo of your children has been taken and not put up, it is because there is another child in the photo without consent.

Contacting the School

Our Policy is as follows:

We hope that you are really happy with the education and care we provide at Pinner Wood. In most cases, we find that through our many lines of communication and very clear policies, all messages are relayed and there is little need to see us. However, we understand that from time to time, issues can occur.

We pride ourselves on our '**Open Door Policy**' which means that we aim to be available as soon as practically possible to discuss any issues. We aim to get any matters dealt with quickly and efficiently, so that they can be effectively resolved. We hope to deal with any problems before they have done the rounds of WhatsApp – as experience tells us that this can heighten problems and not always be a helpful solution!

Many of you know our procedures but just to remind you:

Contacting Teachers

The first port of call should always be with the class teacher. Teachers are around after school, and once all children have been dismissed, are happy to have a quick chat. However, if something needs a little longer, they will arrange a short meeting as soon as is mutually convenient.

Teachers are not available before school or on the door, as this is a very busy point in the day and they are focused on settling the class.

If you can't be at school, you can always e-mail office@pinnerwood.harrow.sch.uk.

Please note that our teachers are a very hard working bunch – their days are busy and filled with many lessons and sometimes they take a club or activity after school. They will endeavour to get back to you as soon as possible but at busy times this could take a little longer.

Key Stage Leaders

If you have a question about how the phase is managed or one specific to the year group, then you can contact the Key Stage Leaders using the ways described above.

Management Team

We are usually on the playground (normally by the Key Stage 1 entrance) and are happy to answer any quick questions. However, if you want to make an appointment, please either contact the office (via phone, email or in person) or let us know; again, we will try and see you as soon as possible. Please note some points in the term are busier than others and there may be a short wait.

Governors

In very rare situations, you may have been through all these stages and if the issue is still not resolved, then you can contact our Governors. If needed, we will tell you how you can go about this but we always hope we can resolve things in school first.

We hope that we can all follow this procedure to ensure that all children get a high quality and happy education here.

Many Thanks and hoping we have another happy year together

Miss S Marriott and Mrs C Hector

Headteacher Chair of Governors.