

## Parent Questionnaire Feedback Letter - July – October 2021

Dear Families,

Thank you to all of you who took the time to fill in the survey that we ran before the summer break and reopened at the start of this term.

We had 165 responses. This represents 35% 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\*:**

- 99% of families felt the school's communication via newsletters, website and social media kept them updated
- 98% of parents surveyed feel that Pinner Wood makes sure its pupils are well behaved
- 98% of parents felt that the senior team led the school well through the pandemic
- 98% of families felt their child had settled back into school well after lockdown
- 97% of parents surveyed feel that their child is happy to come to school
- 97% of parents feel that their child is well looked after at Pinner Wood
- 96% of parents felt their child is well taught at Pinner Wood
- 96% of parents would recommend Pinner Wood to another parent
- 95% were aware of our newly published values
- 94% of parents feel that their children are making good progress
- 89% felt the school responded well to any concerns that they had (9% had not experienced this)
- 87% of families felt their child received appropriate support for their wellbeing and mental health during the past year (12% neither agreed or disagreed)
- 86% of parents felt that the school provided valuable feedback on how their child was doing (8% neither agreed nor disagreed)
- 70% were aware of the role of the Governing Body (23% neither agreed nor disagreed)

*\*\* (Data taken from those that answered 1- Strongly agree or 2 – Somewhat agree on the survey)*

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. Last year was extremely challenging for everyone as we navigated the pandemic and the January – March lockdown. We are pleased that we could still offer a high quality of service even in these circumstances.

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 pleased to see that again there were no 'themes' or patterns to any issues raised. All were individual to our families.

Considerations raised on the last survey (July 2019) – making school more environmentally friendly (we have introduced Global Goals), planning trips and wow day in advance and buying

more books for Key Stage 2 were not raised again. This hopefully means that the actions that we have taken in these areas are working.

**Considerations raised that we will action:**

<b>The Positives</b>	<b>Considerations raised</b>	<b>School Actions</b>
<p>The teachers and staff have done an amazing job over the last 18 months. They continued to work hard and be supportive in difficult times during the pandemic, providing enough work to keep the children busy.</p>	<p><b>More information on how my child is doing and where they are at.</b></p>	<p><b>Now we are back at school we can carry out full assessments again - our internal data will be shared at parents/carers' evening.</b></p>
<p>We love Pinner Wood School not just for the education, but for its community spirit. In every interaction that we have had with the staff/teachers, there has been a show of professionalism, kindness, respect and caring. It warms our hearts to know that our child is so well looked after and most of all is happy and excited to go to school every day. We feel very lucky and blessed to have our child at Pinner Wood. Thank you ☐</p>	<p><b>More Clubs</b></p>	<p><b>We can now go back to running clubs and you will see that we are adding more each term.</b></p>
<p>The Pinner Wood team has been fantastic in keeping parents informed and students engaged during this challenging year. Clearly a lot of efforts have gone on behind the scenes to make it as smooth as possible.</p>	<p><b>One communication system</b></p>	<p><b>We are aware that we have lots in place. 99% felt that the communication was strong and we would rather over communicate. However, we recognise that it can be confusing and are looking to see if we can have one system in school.</b></p>
<p>All the teachers are lovely and supportive. I would highly recommend Pinner Wood School. Have seen it go from strength to strength in the last 15 years.</p>	<p><b>Can my child raise money for a charity of their choice?</b></p>	<p><b>We want to encourage children to live our values of 'step up' and 'heart of our community.'</b> We love to support them with requests. However, we are aware if one group do this then other want to and we end up asking for a lot of money. This year the school Council have taken the decision to streamline our fundraising: we will have a home charity (PW Playground Project) and an away project – this will be decided after half term.</p>
<p>Very happy with the ethos and values of Pinner Wood School and is a happy and caring school. The teachers are very approachable and have a lovely interest in each child.</p>		

What a lovely, caring school. I feel privileged to say that my children attend Pinner Wood, where learning and values are at the heart of everything they do. As a classroom teacher myself, I recognise many strengths of this school. Both my children arrive every morning with smiles and come home and tell me wonderful things about their day.		
Great school, leadership and teachers. Many thanks for all your hard work.		
Outstanding school by all means and all the staff are among the best in my opinion.		
We cannot thank you enough for all your hard work and strong leadership throughout the pandemic, but also even before that. Thank you for making it such a wonderful place to be		
Fabulous school, excellent curriculum and most of all a very happy child. We've received fantastic support with our child's learning and feel proud to be a part of Pinner Wood.		

## **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:

We pride ourselves on being an open and welcoming school. We aim to act quickly if issues arise so that we can get them sorted quickly. We have lots of ways to communicate with our families. We know it is so important to work together to best support your child's learning.

## How to contact us...

### **The first point of contact is the class teacher.**

Teachers can be reached via seesaw, e-mail (via the school office) or in person. Teachers are very busy people, so will endeavour to reply as quickly as possible and always within five working days. We politely ask that you avoid contacting class teachers in the morning (unless it is urgent) as they are trying to settle their class and get lessons started quickly. They are around at the end of the school day and are happy to help with any brief issues. Please be aware that other children are waiting to be collected so please wait until the other children have left to speak to the teacher. If necessary, the teacher can arrange a phone call or meeting to discuss the issue with you.

**Key Stage Leader/Subject Leader** – if the issue is not resolved the next line of contact would be the Key Stage Leader or Subject Leader – they can be reached via the school office. A staff list is on our website.

**Senior Team** – we aim to have a member of the senior team on the playground most mornings. We are happy to support with any brief queries. We can be contacted via the office e-mail and we will aim to get back to you as soon as possible, but always within five working days.

**Complaints Policy** – if you have been through all the stages as outlined above and still are not satisfied, our policy can be found on our website here: [Policies & Documents - PWS \(pinnerwood.harrow.sch.uk\)](https://www.pinnerwood.harrow.sch.uk). Miss Heather Richardson is our school Complaints Officer and can point you in the right direction. However, we always hope to resolve any issues before it gets to the formal stage.

**Conduct** – at Pinner Wood we expect all communication to be polite and respectful between all members of our community. No one has the right to be abusive in person or in written communication. Our expectations are outlined in our [Positive Communications Policy](#) We will take appropriate action on anyone not following this policy.

**Pastoral Leader** – Mrs Bennett is our full-time Pastoral Lead. Her role is to support children (and their families) who are facing challenges that impact their learning/well-being. Mrs Bennett is often on the playground and can also be reached via the school office.

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 O Barbet

Headteacher

Chair of Governors.