



Parent Questionnaire Feedback Letter – Summer 2022

THE RESULTS

Dear Families,

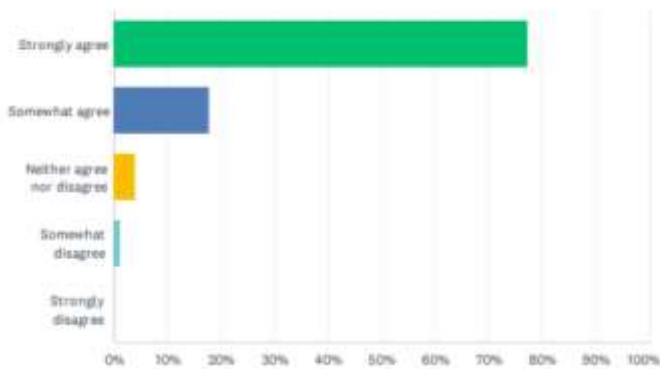
Thank you to all of you who took the time to fill in the survey that we ran before the summer.

We had 102 responses. This represents 15% of our families. 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:

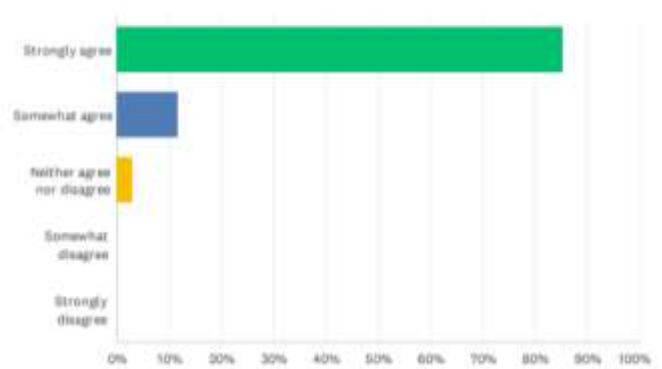
Q4 My child is happy at this school

Answered: 102 Skipped: 0



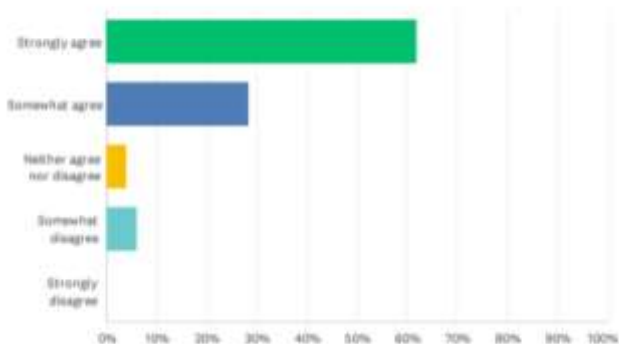
Q5 My child feels safe at this school

Answered: 100 Skipped: 0



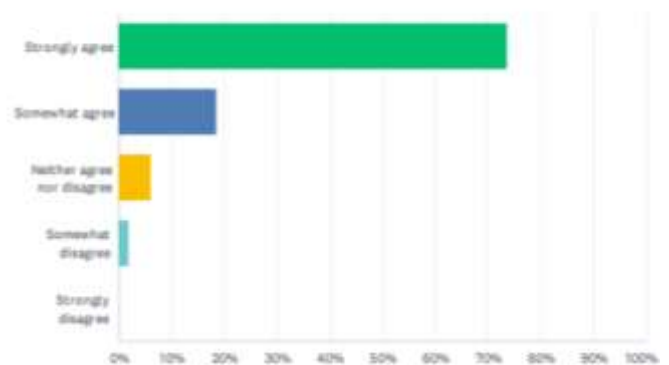
Q6 My child has made good progress this year at school

Answered: 102 Skipped: 0



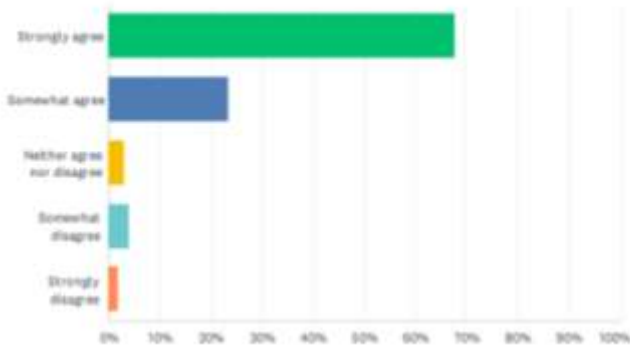
Q7 My child is well look after at school

Answered: 102 Skipped: 0



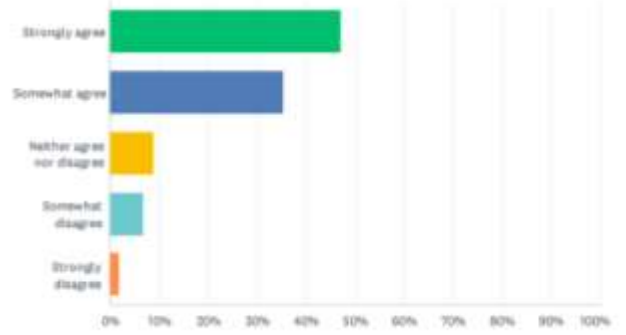
Q8 My child has been taught well at this school this year

Answered: 102 Skipped: 0



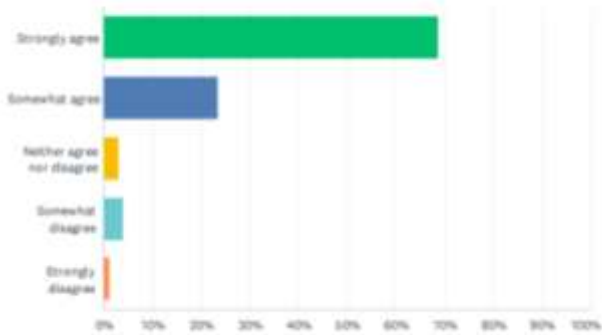
Q9 My child has received appropriate and relevant homework

Answered: 102 Skipped: 0



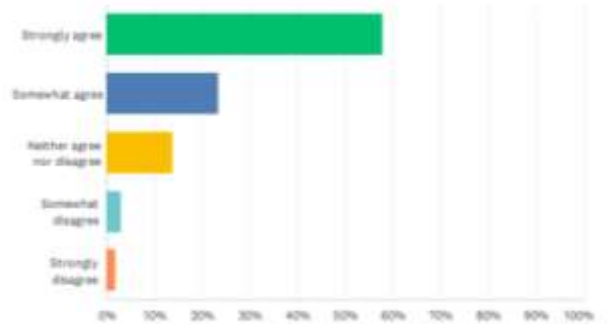
Q10 This school ensures the pupils are well behaved

Answered: 102 Skipped: 0



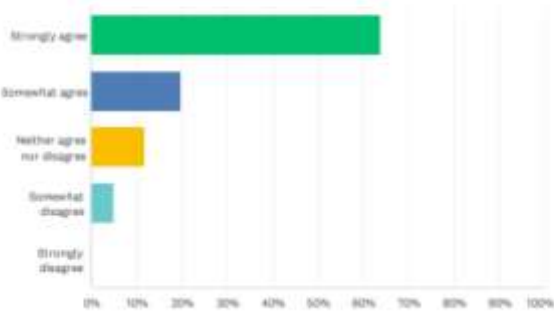
Q11 This school deals effectively with behaviour issues

Answered: 102 Skipped: 0



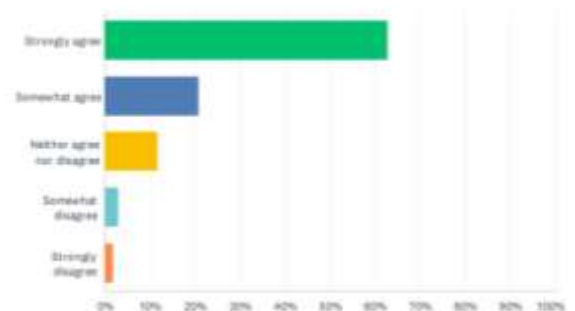
Q12 This school is well led and managed by the Senior Leaders and Governors

Answered: 102 Skipped: 0



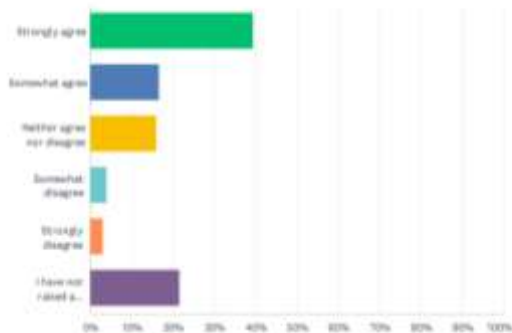
Q13 I am aware of the process of raising any concerns I have with the school

Answered: 102 Skipped: 0



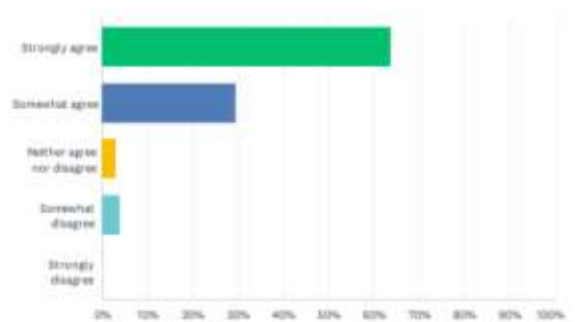
Q14 If I have raised a concern- the school has responded well to any concern I have raised this year

Answered: 102 Skipped: 0

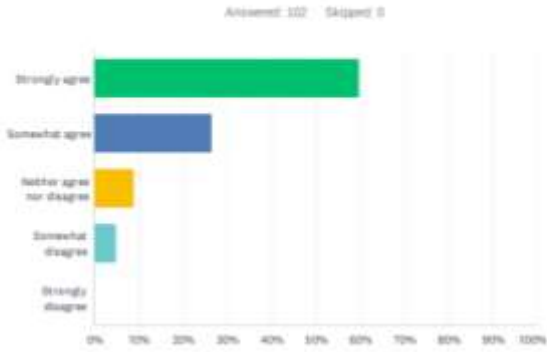


Q15 I have received valuable information about my child's progress this year e.g. school report, parents evenings etc.

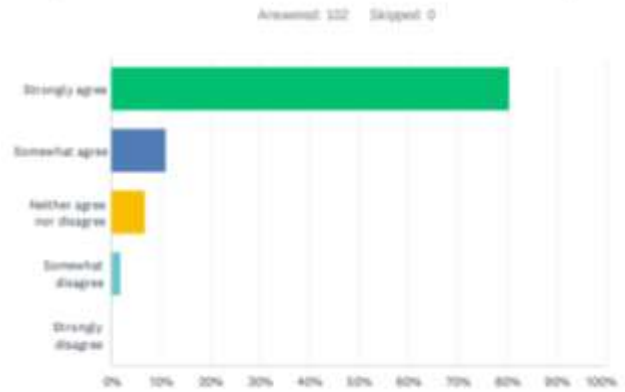
Answered: 102 Skipped: 0



Q16 I feel there has been a range of family engagement opportunities so that I can support my child's learning at home e.g. workshops, learning evenings.



Q17 I would recommend this school to another parent



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.

We take all your feedback seriously and read all comments made.

Last year (2021) you asked for:

More information on how your child is doing	Hopefully by going back to face to face meetings, open night and via end of year reports you have this information. SeeSaw and Tapestry provide a wealth of information on your child's learning.
More Clubs	We are back running a full range of clubs before school, at lunch time and after school. We are always looking for new activities – please let us know? The children are keen for Bollywood dance – we are seeking a contact!
One communication system	We know we communicate a lot in a variety of ways. We would rather give you too much than too little. We continue to look for one way to communicate but have not yet found the right package for all our needs.
Can my child raise money for a charity of their choice?	We have decided that every year we will have one home (our school) charity and one away charity. Last year we raised money for PW and Ukraine.

This Year's Results.

The survey raised some considerations that we can action.

There were no themes raised (people asking for the same thing.) Where considerations were personal to your child we will contact families individually, should you wish to discuss.

Pinner Wood has an open-door policy. If you are concerned/worried about anything, please contact our team (outlined below.) We would rather take action quickly before it turns into something bigger.

Positives/Considerations raised in 2022 that we will action:

The Positives	Considerations raised (You said...)	School Actions (We will..)
<p>I can't thank PW enough and words can't justify how happy I feel with the school and amazing staff. I'm so happy my children attend such a fantastic school!</p>	<p>Detailed information on how your child is progressing.</p>	<p>Teacher's carry out assessments three times a year. These are discussed at parent/carer evenings in October and March and on reports. You can review learning on these evenings and at open evenings. Learning can be viewed on Seesaw and Tapestry We hope this provides enough information but will continue to look at other ways to share together. If you have any queries on your child's progress, please do ask.</p>
<p>We love Pinner Wood School</p>	<p>Homework – more homework? Homework feedback?</p>	<p>In July 2021 we carried out a homework review. Homework is designed to reinforce and complement class learning. It is important children complete this. Teacher's detailed feedback is focused on class work. Homework will be lightly reviewed and projects shared in class. Further details can be found in our Home learning policy.</p>
<p>Very happy with Pinner Wood School and we still feel it is one of the best schools in the area.</p>	<p>One communication system- mixed messages to year groups.</p>	<p>School Newsletters are sent monthly and updates weekly. Year groups send a weekly newsletter. We would rather families have too much than not enough but will continue to review our systems and strive for one system.</p>
<p>Thank you to all the members of staff who made our daughter's entry to school a pure joy full of countless adventures. The breakfast/after school teams are brilliant, Teachers full of energy, kindness, empathy and patience, but with ambition for the kids. Truly thank you!</p>	<p>Teacher Changes.</p>	<p>Last year two classes faced staffing challenges and due to reasons outside our control (sickness and maternity) teachers changed mid-year. We recognise this is not always ideal and always strive to have the best teaching for our children. We were able to resolve both issues and all children made progress. We have reviewed our communication to families in these instances.</p>

Delighted with this school and it's ethos and really superb and caring teachers that make you feel that your child is important. It is that this is a wonderful school and the work the teacher's are doing with the children is really excellent.	Lunches – do year 5/6 get enough to eat?	Pabulum carried out a 'your voice matters' survey and a feedback session with pupils in Summer 2022. This was raised and has been looked into. We will continue to monitor to ensure they are getting enough.
We love Pinner Wood School. Not just in academics, but how wonderfully the values are instilled into pupils, is outstanding.	Less Tapestry Posts than previous years for Early Years Children.	The EYFS framework changed in September 2021. Staff are required to complete less assessments and instead spend more valuable time interacting with children. This is of benefit to your child but will mean there is less posted on Tapestry.
The school has really strong values that run through everything. They are clear about what makes Pinner Wood special.		
I think the new school values are now well understood and really underpin what Pinner Wood is trying to achieve with attitude to and achievement in learning.		
My daughter has had a fantastic 7 years at Pinner Wood, and I would like to thank all the staff who have supported her and enabled her to progress to the extent she has - she has been very lucky and we feel very grateful.		

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! 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.

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

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 endeavor 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: [Pinner Wood School: Policies & Documents](#). 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 (Lisa) 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. Lisa 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.