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Dear parents and carers,

Survey feedback

Our latest parent and pupil surveys were carried out during the summer term. Thank you to everyone who took the time to complete the parent survey as we had almost double the number of surveys completed to the previous year. The staff appreciated reading the comments and it was positive to see the impact of the increased communication between home and school. The results have been discussed with staff and governors so that we can use the comments and suggestions to further improve the school this year.

The **parent survey** results below are a total of 'strongly agree' and 'agree'

1. My child is happy at this school 88%
2. My child feels safe at this school 90%
3. The school makes sure its pupils are well behaved 85%
4. My child has been bullied 34% and the school dealt with this bullying quickly and effectively 47%
5. The school makes me aware of what my child will learn during the year 97%
6. When I have raised concerns with the school 77%, they have been dealt with properly 75%
7. My child has SEND (Special educational needs and disability) 26%, and the school gives them the support they need to succeed 58%
8. The school has high expectations for my child 87%
9. My child does well at this school 90%
10. The school lets me know how my child is doing 89%
11. There is a good range of subjects available to my child at this school 91%
12. My child can take part in clubs and activities at this school 94%
13. The school supports my child's wider personal development 82%
14. I would recommend this school to another parent 85%
15. Themes for strengths:
 - Community: "Being an inclusive, warm and friendly school"; "very caring community"; "Safe, secure, community feel"
 - Core values, atmosphere and ethos: "nurturing environment"; "demonstrating the school values through everyday learning"; "inclusive and supportive atmosphere"
 - Communication: "much improved with the new Friday bulletin"; "termly updates about the plan for curriculum helps summarise what's going to happen"; "communication helps me to be more engaged as a parent"
16. Themes for how the school could improve:
 - Emotional and mental health: "growing number of children are suffering with mental health needs"; support for emotional development"; "children's confidence and mental health"
 - Behaviour: "give positive praise"; "stamp out rudeness and low level misbehaviour"; "children who do not fit are labelled as rude and disruptive"

Any response less than 80% is an area that the school is going to specifically address over the year but I have shared below how home and school can work together in these areas.

4. My child has been bullied and the school dealt with the bullying quickly and effectively

- ✓ *If you have any concerns regarding bullying, please come and speak to your child's class teacher as detailed in our Behaviour Policy which includes anti-bullying and exclusion. When we are informed of bullying, this is always taken very seriously and dealt with according to this policy. We constantly remind our children to treat others with kindness and respect, in line with our school values. We also regularly discuss with children when someone is being unkind and how this is not necessarily bullying. When children make the wrong choice, there is a consequence and we support all parties, where necessary, to ensure that such mistakes are not repeated.*
- ✓ *We encourage children to tell school directly of any issue, but understand that they may find this difficult. In these instance we work with parents to suggest children select a 'trusted adult' in school. It is not appropriate to inform parents of the exact actions that we have taken in relation to consequences given to other children, however, please trust that we do deal with behavioural and bullying incidents in a consistent and robust manner. We take any form of bullying seriously and take immediate steps to address it. I would encourage you to raise your concern with myself if you are still not satisfied with our initial response to the bullying.*

6. When I have raised concerns with the school, they have been dealt with properly

- ✓ *As a school we want to deal with any concerns in a prompt manner and in a way that satisfies all concerned. Many issues can be easily resolved by speaking the class teacher in the first instance. Please make an appointment to speak to the teacher if you feel that it is difficult to catch the teacher at pick-up time. We recognise that not everyone will be happy in the decisions that are made regarding concerns involving their children. But I hope that you can understand that it is not appropriate to inform parents of the exact actions that we have taken in relation to consequences given to other children. We will continue to follow policies and procedures when dealing with concerns and do our very best to resolve concerns promptly. On occasions when issues are not fully resolved by the class teacher, myself (or another member of the senior leadership team) are always happy to help. I try to be available outside the school each day so you can always catch me then to arrange to meet in person.*

7. My child has SEND (special educational needs and disability) and the school gives them the support they need to succeed

- ✓ *We pride ourselves on being an inclusive, nurturing school who identify need and put the right provision in place for each child, irrespective of a formal SEN diagnosis. Staff have received training on how to identify types of additional need and we believe that the systems for SEND provision are robust. All children on the SEN register have three additional parent meetings so that we can share how we support your child and how your child is progressing. Please see your class teacher in the first instance if you feel that your child needs additional SEND support. Mrs Goodwin, our SENDCO, is then available if you feel the teacher has not been able to resolve your concern. The more we communicate with each other, the more we can learn from your invaluable insights and agree any additional support that might be available in school. Mrs Goodwin will be undertaking a separate SEND questionnaire to seek further details and to unpick where parents with children with SEND feel the school could make improvements.*

Pupil voice is also very important to us as their perspective gives an informative account of the school's provision. For this reason, every child in years 1 to 6 last year completed a pupil survey and we want to share these results with you. It was an extremely positive evaluation and reflects our high standards, underpinned by our vision of "Value who we are and who we can become."

1. I enjoy school 97%
2. Teachers help me to do my best 95%
3. My teachers give me work that challenges me 90%
4. I enjoy learning at this school 96%
5. Teachers listen to what I have to say in lessons 94%
6. There is an adult at school I can talk to if something is worrying me 92%
7. The behaviour of other pupils in my lessons is good 91%
8. The behaviour of other pupils around school is good 97%
9. Is bullying a problem in your school? 3%
10. I feel safe when I am in school 97%
11. My school encourages me to look after my physical health e.g. healthy eating; exercise 97%
12. My school encourages me to look after my emotional and mental health 84%
13. I take part in school activities outside of lessons, like clubs, sports, music and art 75%
14. My school encourages me to be independent and to take on responsibilities 88%
15. My school encourages me to respect people from other backgrounds and to treat everyone equally 97%
16. I would recommend this school to a friend moving to the area 98%

The staff, governors and I remain focussed to continue to improve The Hendreds. Thank you for your ongoing support.

Regards,



Mrs Lisa Rees