



## **2016 Parent Survey**

### **Governors' Survey Report – follow up**

Many thanks again to everyone who took the time to fill out the Parent Questionnaire in June 2016. We summarised the results in July and highlighted the five main areas of concern where you indicated improvements were needed:

1. Home learning
2. Bullying
3. School Development Plan
4. Lunch time food and hall
5. Knowing more about what the Governors do

I am now writing to let you know the specific actions the school is taking to address these concerns, and others raised in the comments.

### **Home learning**

Some parents said the focus on phonics and numbers had led to their children coming on in “leaps and bounds” in these areas. However, a number of parents mentioned “confusion” and “ambiguity” around the revised home learning policy and a desire for more “information and clarity”.

In response the school website has now been updated to provide learning support and links for every class around the specific topics for every term. Under the Home Learning tab on the school website there are also both general and specific resources for parents, including links, reference sheets, and useful tools for supporting your child’s learning.

### **Bullying**

The school adopts a zero tolerance approach to bullying and a flowchart was recently issued to explain the process followed for dealing with incidents of bullying.

A fully revised behaviour policy has now been finalised which reflects the zero-tolerance approach and is available to read on the website. We hope this addresses comments made about wanting more information on how bullying is handled. In relation to comments about ‘low-level teasing’ being taken sufficiently seriously enough by staff, this is being addressed as part of the School Development Plan as explained below.

### **School Development Plan**

A number of parents indicated a lack of familiarity with the School Development Plan (SDP). The SDP sets out the School's priorities for the year as well as more detailed action plans for each subject. This year's SDP has been discussed and reviewed in detail by the Senior Leadership Team in collaboration with the Local Authority's School Improvement Partner (SIP), staff and governors and a summary version is now available on the school website.

The priorities agreed are:

- To improve the attainment and progress in writing across the school (with a focus on spelling skills)
- To use Pupil Asset to record assessments across the curriculum and 'plan from the gaps'
- To challenge low-level disruptive behaviour across the school

The full version of the SDP is available upon request from the school office.

### **Lunchtime food and hall**

Parents talked of how the "new catering appears to be very good" and 'much improved", while some parents were "impressed with how quickly" the school dealt with complaints and concerns with the caterer. As in previous years, some parents commented on how children felt "rushed to eat their food" and how "often too little food is on offer". These comments have been passed back to the caterer, both via the school and via the online feedback form.

The catering company (ISS) has been very proactive and collaborative in seeking to resolve any issues, and there has been an improvement overall with lunchtime food in terms quality, portion size, variety. Coordination of classes coming to the hall for lunch is managed as smoothly as possible with the older classes rotating on a daily basis. Staff overseeing the hall during lunch ensure that children are not rushed and have as long as necessary to finish their food, however the school recognises that not all children eat at the same speed and peer pressure to get outside and make the most of recess sometimes plays a large part in how long they give themselves to finish their meals. The situation will continue to be monitored.

### **Knowing more about what the Governors do**

Many of the comments suggest that some parents and carers are still not clear on the role of the governing body and would like more information on what governors do. We have started to issue 'bite-size' explanations in the fortnightly bulletins and do encourage you to read this. In addition, you can find out more about the work of the governing body and who the governors are by looking at the school website.

If you wish to get in touch with the governors about our work or are interested in joining the governing body, please do email us at [sabinamangosi@kewriverside.richmond.sch.uk](mailto:sabinamangosi@kewriverside.richmond.sch.uk).

We also aim to be present at school events and parents' evenings throughout the year if you would like to chat with us or have any questions.

Thank you again for taking the time to share with us your views, thoughts and aspirations. These are all invaluable in highlighting where we are getting it right as well as areas where we could improve.

A handwritten signature in blue ink, appearing to read 'Sabina Mangosi', with a stylized flourish at the end.

Sabina Mangosi  
Chair of the Governing Body