

Governors Reply to Parents Questionnaire – 2014

Thank you again to all of you who took the time to fill out the Parent Questionnaire. We can't stress enough how important it is to receive feedback on how you think the school is performing and developing. Your responses and comments help shape our focus areas for the year ahead, as we strive to deliver the objectives of the School Development Plan to further improve the school.

We received 87 responses this year, compared to 128 last year, which in itself we hope this indicates that parents/carers are satisfied with how their child is being schooled. The difference in the number of responses means we cannot draw comparisons with all the questions between this year and last year's results. However, the good news is the analysis provides *indications of improvements* in many areas, including:

- My children enjoys school
- My child is well looked after
- My child is taught well
- The school is well led and managed
- I would recommend Kew Riverside to another parent

Please note that not all questions were answered by everyone and, in some cases, people commented that they chose to agree or disagree in the absence of a "don't know" option. We saw the start of this pattern already in last year's survey and will therefore be adding a "don't know" or "not applicable" option in next year's survey.

As we analysed the results of the survey, taking into consideration your comments, as well as last year's results, the outcome of the questions fell into 4 main groups:

- Areas with very strong agree rate (95% or higher)
- Areas with a strong agree rate (91-94%)
- Areas with a healthy agree rate (85-90%) where results indicate an improvement on last year, but require further improvement.
- Areas with a lower agree rate (<85%) that demand immediate attention and improvement.

The Governing Body has discussed and analysed the results and comments from the questionnaire with Michael, both at the latest Full Governing Body Meeting as well as in the new Engagement & Communications Committee. The school has now planned a course of

action where necessary, based on issues arising from the questionnaire, and these actions are detailed group-wise below.

If you have any queries or questions about the outcome of the survey or any of the issues raised, please do not hesitate to get in touch with your child's teacher, Lisa in the office or email the governors at governors@kewriverside.richmond.sch.uk.

1. Areas with a very strong agree rate (95% or higher)

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No. of Comments |
|---|----------------|-------|----------|-------------------|-----------------|
| My child enjoys school | 52% | 46% | - | 2% | 12/87 |
| My child feels safe at school | 46% | 49% | 3% | 1% | 9/87 |
| My child is well looked after at school | 41% | 55% | 3% | - | 3/87 |

According to the survey 98% agree that their children enjoy school, 95% agree that their children feel safe at school and 95% agree that their children are well looked after at school.

We are very encouraged by these results and happy to see many of the comments are positive.

Actions underway

There was feedback from some parents that refer to experiences of "bullying", "intimidation" and "teasing". Please see section 4 below, to find out how we are addressing this issue specifically.

2. Areas with a strong agree rate (90 -94%)

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No. of Comments |
|---|----------------|-------|----------|-------------------|-----------------|
| My Child is making good progress | 29% | 64% | 6% | 1% | 12/87 |
| The school encourages independence and prepares my child for next stage | 26% | 68% | 6% | - | 6/87 |
| The school communicates well with parents through school website and | 40% | 53% | 7% | - | 15/87 |

| | | | | | |
|--|-----|-----|----|----|-------|
| newsletter | | | | | |
| The school makes me feel welcome and encourages me to take an active part in school life | 46% | 47% | 6% | 1% | 6/87 |
| My child is well taught | 39% | 52% | 6% | 2% | 11/87 |
| There is a good range of extracurricular activities and my child enjoys participating | 35% | 56% | 7% | 2% | 20/87 |
| Would you recommend Kew Riverside to another parent | Yes | 94% | No | 6% | - |

The vast majority of parents are positive and believe their child is making good progress, is well taught and encouraged to be independent and take part in school life.

In the comments the majority say they feel their child is being pushed to reach their potential and comments on independence and encouragement to take part in school life were overwhelmingly positive.

A minority feel their child's potential is not being reached, that there is inconsistency amongst teachers and that more should be done to stimulate the low and high achievers.

In terms of communication through the website and newsletters, comments praised the weekly bulletin, new website, the work of the class reps and the PTA. Some parents/carers feel the bulletin needs updating, the website needs to be kept more current and that sometimes important information comes at very short notice.

With regards to extracurricular activities, many comments were made on the good selection of sports based activities, but the majority of comments expressed a wish for more "less sporty" activities such as art, music and drama.

Actions underway

We are always looking at ways of improving communication throughout the schools. We have therefore set up a new governors *Engagement and Communications* committee to address this specific issue. The role of the committee will be to ensure better communication between parents, staff and governors.

Can we remind parents that staff are always very welcome to meet parents and discuss any issues or concerns. Please do this directly with the teacher or via Lisa in the office. If you feel your concerns are not managed effectively, you can escalate these, initially to Key Stage Leaders, Maria (EYFS & KS1) and Laura (Key Stage 2), with Sonia as Deputy Head and then to Michael.

Key Stage Leaders have a weekly meeting with their team. In these meetings leaders will discuss any parental concerns, and also monitor children's learning, marking and presentation in books and home learning.

Michael and the Leadership team will arrange a Leadership Tea & Cake meeting after half term.

Lisa plans the range of extracurricular clubs; since last year, we now offer a drama club, an art club, a chess club and also a dance club. Lisa is always keen to look for new opportunities and providers, please let us know if you have a particular interest.

3. Areas with a healthy agree rate where results indicate an improvement on last year, but require further improvement.

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No. of Comments |
|---|----------------|-------|----------|-------------------|-----------------|
| The governing body is proactive in their role supporting the school leadership and monitoring standards | 22% | 67% | 10% | 2% | 13/87 |
| The school is well led and managed | 23% | 65% | 7% | 4% | 13/87 |
| My child enjoys lunchtimes at school | 26% | 60% | 14% | - | 18/87 |

Parents/carers have more confidence in the governing body in comparison to last year. Despite this however, many of the comments suggest that some parents/carers are still not clear on the role of the governing body and would like more information on what the governors do. A few comments suggest there is a disconnect between the Board of Governors and parents, that while the governing body is proactive, their involvement might not always be fair and that governors are not always independent enough (from the school) in their thinking.

There was also more confidence in the leadership and management of the school and there was a good deal of praise for Michael and his team. A few parents commented that they were unsure of what to answer and some indicated a lack of confidence in the leadership of the school.

An area that has also shown quite a lot of improvement is school lunches. Some parents commented about inconsistency of the quality of the school lunches catered by Pride, how some children feel rushed to eat their food and how in some cases portions are not large enough. There were also a few comments about hygiene in the lunchroom, how often children go to the field after they have eaten and playground discipline.

Actions underway

We recently co-opted several new community governors to the Governing Body. This will help us be more reflective of the wider community, ensure we have the right balance of skills and therefore ensure we are robustly holding Michael and the Leadership Team to account.

Michael is currently meeting with our external consultants to help us review the catering provision with Pride Catering. We are committed to ensuring they are providing a high quality, balanced meal for our children. Michael will report back to Finance and Resources Committee this term.

While we acknowledge parents concerns about the lunchtime provision and we will always work to improve this, we must also acknowledge the good work the school is doing in this area. The ratio of staff in the dining hall, the Rhinos and Lions lunchtime helpers, the 'zoning' of the playground and craze of the week, do make lunchtimes an engaging environment to be in.

4. Areas with a lower agree rate (82-85%(86%*)) that demand immediate attention and improvement

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No. of Comments |
|---|----------------|-------|----------|-------------------|-----------------|
| The school ensures pupils are well-behaved* | 17% | 69% | 13% | 1% | 12/87 |
| The school has an effective process to deal with parental | 15% | 69% | 14% | 2% | 14/87 |

| | | | | | |
|---|-----|-----|-----|----|-------|
| concerns | | | | | |
| The school helps me to support my child and he/she is given appropriate home learning | 20% | 64% | 15% | - | 18/87 |
| The school provides valuable information about my child's progress | 18% | 64% | 16% | 1% | 15/87 |
| The school deals effectively with bullying | 12% | 68% | 19% | 1% | 24/87 |

86% of parents agree "The school ensures pupils are well behaved". Comments mostly question the reward system in the school ("rewarding good behaviour in otherwise badly behaved children"), how well behaviour is monitored in the playground, Motiv8 classes where some parents/carers feel there is weak discipline and more bad behaviour taking place. Some parents question why repeatedly bad behaviour is not dealt with and why there is pairing in the classroom of well-behaved children and less well-behaved children.

84% of parents agree that the school has an effective process to deal with parental concerns and there were some very positive comments. Some parents, however, were not satisfied with how their concerns had been dealt with. A few feel the school has reacted defensively to their concerns or made them feel uncomfortable about raising the concern and some have raised an issue with the school, but received no response.

In terms of the school helping parents/carers support their child and providing the appropriate home learning, 84% of responses agreed the school was doing a good job in this area. Comments expressed in equal measure that there is too much or too little home learning. Some comments asked for more consistent marking of home learning. Many parents/carers praised the math workshop and would like more such workshops going forward.

82% agree that the school provides valuable information about their child's progress. The curriculum newsletters are also highly appreciated. While some parents/carers think the parent teacher consultations are very helpful, most of the comments expressed a wish for more information on their child's progress, either in longer parent teacher consultations or with more frequent written reports. Others say they value the comments written in the home learning books and they

would like to know more about progress in areas in which the child is taught by another teacher such as Motiv8.

Bullying came up in some responses to “The school ensures pupils are well behaved”. “The school deals effectively with bullying” is the question that received the lowest agree rate (80%) in the survey. It also received the most comments. The majority of the comments made were that they did not know how well the school deals with bullying, either because they haven’t had a problem with it or just not aware of how bullying is dealt with at the school. There were also a number of comments questioning how “low grade bullying” is dealt with, talking about “teasing”, “low level teasing” “cliques” and “name calling”.

Actions underway

The school have arranged for Gill Hines to lead the next Parent Voice on ‘Developing Resilience’. This will be an interactive session for parents looking at how we can help children manage the behaviour of others, develop resilience and assertiveness and how to help them grow in confidence and competence when working and playing with others.

We hope this session will address parents concerns and we will look into other workshops and presentations to address any further concerns in this area.

The school has a robust Living Together Policy (Behaviour and Anti-Bullying policy), and take seriously any behavioural or bullying incidents. The policy and procedures are reviewed annually and are part of all new staff’s induction. Recently the school changed their system to ensure all staff (including Motive8) are recording and following up any incidents in the ‘red folder’. These folders are shared at Key Stage meetings and any concerns are also discussed at Leadership Meetings.

Please remember to speak to your child’s class teacher if you have any concerns.