



Summary of school response to ongoing parental feedback **Updated 14.10.2016**

We were very pleased in our 2015 – 2016 parental survey that 95% of you (a rise of 7% on 2014 – 2015) felt that the school tries to consider and act upon views and suggestions made by parents & carers. We try to provide as good a service as we possibly can but we are also aware that there is always room for improvement. Without minimising our areas for development, we wanted to share with you where we have worked in partnership with you and responded to parent feedback

	Discussion point	Source of parental feedback	Parental comments and/or suggestions	School response to feedback
	Is the current way we use the Parents' Forums the most effective way of consulting parents? Are there any changes you can suggest?	Spring 1, 2016 Parents' Forum	Can the school feedback more explicitly about the actions taken in response to Parents Forum discussions? Parents don't feel they know the impact of their input.	The school will provide an annual summary (like this one) of the action taken by the school in response to parent feedback from the Parents' Forum and end-of-year parental surveys
2014 - 2015	Communication: How easy is it for parents to access teachers and book parents evenings' appointments?	Autumn 1, 2014 Parents Forum In the 2013-2014 parental survey , several parental comments were made about: Need for school to communicate events further in advance. More understanding of working families.	There is often a lack of advance notice for events: - Less than a week's notice is given for some school events - Clubs can be cancelled at very short notice - Could the school provide a termly calendar of dates Could Meet the Teacher sessions happen right at the start of the year (when teachers & pupils have lots of questions) rather than 2-3 weeks into the school year? Could these sessions be for each class rather than for year groups? Could there be some kind of Meet the Teacher session at both the beginning and the end of the school year as many parents (& pupils) would like to see their child's new teacher, know where	The school now provides parents with a termly update of diary dates as well as being listed in the newsletter and in the school calendar on the website In 2015 – 2016, the school organised both an early Meet The Teacher session in September for parents to be introduced to new class routines & expectations. We regret that the planned end session in July for parents to familiarise themselves with new teachers & classes did not happen consistently across the school. It will sort for July 2017.
	How do we respond to concerns raised by parents about restricted access by our YR parents & pupils to the Reception classes when dropping off KS1 children before school and having to manoeuvre past other parents at the side of the KS1 playground?	Autumn 2, 2014 Parents Forum	The arrangements for signing up for parents evening appointments before/after school disadvantages working parents as they cannot be in school at those times. Could parents email or phone in to arrange appointments? Parents exchanged personal experiences & concerns about: - Presence of so many parents in the playground and children going to and from their parents means that teachers cannot supervise as well as they would like to. Many parents are not supervising their own children because they are talking to each other - Presence of so many people in such a condensed space means that individual children can (and do) slip past/out of the playground and go in search of their parent(s). Questions were raised by parents about what the staff-pupil ratio would be in the playground if new KS1 drop-off arrangements were introduced, separate to the assigned adults on the 2 gates.	In November 2014, the school introduced an online booking system to ensure fairer access for all parents to parental consultation appointments In January 2015, the school introduced revised KS1 drop-off arrangements where pupils are handed over to staff at the Infant gate to ensure better supervision & safeguarding In the 2014-2015 parental survey , 97% of parents who completed the survey felt that the new dropping off arrangements for Infant children had been an improvement.
	How can we ensure that our uniform is both comfortable and smart across all the seasons while recognising that having a different winter and summer uniform (for our Junior pupils), as well as logoed shirts, is an additional expense for our parents?	Spring 1, 2015 Parents' Forum In the 2013-2014 parental survey , several parental comments were made about the need for school uniform to be less expensive. Some parents felt very strongly about not being adequately consulted when the new uniform was brought in.	Initial response by the parents present to these refinements was positive. A general discussion about uniform followed: Concerns raised over the quality of service provided by current uniform suppliers (and the attitude of the owners to parents – not very accommodating). Suggestion made that we should leave having a logo on items other than the school jumper open to parents Issue of change to striped Summer dresses from check – now limited to 2 suppliers (KeyWear (£13.95) & M&S) & concerns about sale of dresses being monopolised when parents could buy a checked dress from big stores for £3.99.	For September 2015, the school introduced a revised school uniform with less items of clothing, a simplified winter & summer uniform and reduced uniform costs. The school also initiated our own School Uniform shop and an online uniform ordering service

2014 - 2015	Is there a sufficient range of clubs across the school for children to enjoy?	Summer 1, 2015 Parents Forum In the 2013-2014 parental survey , several comments were made about there not being enough after school clubs In the 2014-2015 parental survey , 30% of parents did not feel there was a wide range of extra-curricular activities in which the children can participate	Parental feedback included <ul style="list-style-type: none"> - Currently not a fair spread of clubs across year groups/genders. - Some of the parents felt that there were not enough/as many clubs (particularly sport) for Y3/4/ They felt that staff departure/absence may have affected this. - They would love there to be more opportunities for Y3/4 to access netball, multi-skills and gymnastics. A question was asked as to how much access we could have to Penwith College students possibly helping with running clubs	In 2015 – 2016, 2 new infant clubs were introduced. Of the 16 clubs, open to Y3 and/or Y4 pupils, 7 were new clubs for this year including a Dance Club, a separate Y2-4 choir and a Yoga Club. Y5-6 pupils were able to enjoy a new Gymnastics Club this year as well as a new Chess Club. In the 2015 – 2016 parental survey 90% of parents (a rise of 20%) agreed that there is a wide range of extra-curricular activities in which the children can participate
2015 - 2016	Do your children enjoy our school meals?	Autumn 1 2015 Parents Forum 27% (24%) of parents in 2013-2014 (2014-2015) parental survey indicated that they did not feel or did not know if our school meals service provided quality lunches	Parental feedback included <ul style="list-style-type: none"> - Although school meals started off well they have reduced in quality through the year. School dinners are not always enjoyed – depending on what is on the menu, my child quite often chooses a packed lunch. - School dinners could be improved – more healthy food. - Some parents said that children were not having the vegetarian school meal they have ordered, especially if they are at the end of the queue. Other children are having/taking vegetarian meals even though they did not order them. 	In Autumn 2015, we consulted with parents, pupils, governors and staff to carry out a 360 review as to the quality of our current school meals provision, using this information, in Spring 2016, the school recruited an experienced catering manager to run our own in-house catering service In the 2015 – 2016 parental survey 94% of parents (a rise of 18%) of our parents agreed that our catering staff provided quality school meals
	Which style of homework suits your family best?	Spring 1, 2016 Parents Forum (In the 2013-2014 parental survey , several comments were made about the need for more consistent levels of homework rather than all at once/ad hoc. In the 2014-2015 parental survey , several comments were made about homework on the Juniors being sporadic)	Parental feedback included: Parents would be happy with limited amount of basic skills work with additional voluntary options for those who want it. Limit homework to Spellings, Reading/book reviews, times tables – more focused and effective. More structured homework with assistance for parents to support their children – methods of teaching: maths, science etc The new assessment system is tricky for parents, perhaps termly written feedback showing whether child is below/at/above expectations in Reading/Writing/Maths and attitudes would be useful.	In the Summer term 2016, the school reviewed our existing Homework Policy and procedures, in the light of parental feedback, and produced a revised and streamlined policy. Once we have clarified our whole-school approach to spelling, this policy will be shared with all parents for half-term.
	How do you feel about the SRE (Sex & Relationships Education) that your child has received? What are your views on our draft whole-school SRE overview for parents?	Summer 2, 2016 Parents Forum	Parental feedback included: Parents generally stated that they are open with their children at home about their bodies etc. Most felt that while Y2 can feel a little early to be using anatomically correct vocabulary relating to human body, equally parents did not want their children to learn them inappropriately, in other ways, from other children. One parent also pointed out that the average age at which girls started puberty has dropped dramatically so the need for knowledge and vocabulary is important from early on in KS2. They felt that if information was available for all parents on what was being covered and parents were notified in advance so they were prepared for any questions related to SRE at home, then they were happy with the current arrangements.	In the Summer 2, 2016, we used parental feedback to create a detailed whole-school SRE overview to share with all parents annually which outlines our SRE scheme of work. Alongside this overview, we produced an explanatory letter as to how SRE fits into our ethos as a Christian school and how we want to work with families in relation to this important aspect of a child's development & learning. In the 2015 – 2016 parental survey 89% of parents agreed that they were aware of and understood the school's SRE (Sex & Relationships) programme