

# Parent Questionnaire Report



## December 2020

As part of Governors' role in holding the Headteacher to account for the school's educational performance, governors are under a duty to seek and consider the view of stakeholders. Governors have continued to listen to and obtain the views of parents and pupils through direct discussion and through the administration of questionnaires. Parental questionnaires were sent out and put onto the website during the Autumn Term 2016. 96 responses were received.

Please see Annexe A below for the full collated results of this questionnaire. Significant results to note are:

- 100% of parents feel that their child is safe at school
- 100% of parents agree that their child is making good progress
- 100% of parents agree that their child is well looked after
- 99% of parents agree that the school has high expectations for their child
- 100% of parents agree that the school deals with any incidents of bullying effectively.
- 100% of parents agree that the school gives SEND pupils the support they need to succeed.
- 98% of parents feel that their child is taught well and 99% state their child is doing well at school.
- 100% agree that the school promotes worthwhile attitudes and values

Parents provided some useful comments with the questionnaires. The suggested areas for improvement are detailed below together with the school's response in red.

Suggestions	School response
If we ever see an end to COVID - please can we keep the current procedure for sending the kids in PE kit for the days that they are expected to do PE. Not only does it save time in the school day but also it avoids us having to lose various bits of uniform	Yes, we agree
Notification if children are being taught via virtual schooling, if teachers are isolating, should be given.	Yes, this will be addressed
Offer more afterschool activities. Creative Arts, tennis, music.	Yes, we can't wait for the pandemic to end, so we can resume our full complement of after school clubs for all ages.
Greater communication of how the children are doing, as Covid has stopped drop-in sessions	It has been hard not allowing the parents into school for all involved. We equally value these opportunities, and look forward to resuming open mornings, drop-in sessions, parent assemblies etc..
With regards to COVID, I think the school should notify all parents in the event of a COVID case not just the class concerned. Stops Chinese whispers and helps parents feel their child is safe & secure.	Yes, this can be done. To date, we have had one staff member in July and one pupil in November, test positive.
<p><b>Communication</b></p> <p>Communication emails are too much, it's hard to filter out what's actionable or information. Reliance on a child to communicate messages to children. A school mobile phone app similar to those used at secondary schools would be really helpful to communicate with parents. As a working parent I am never in school and feel communication here needs to be better.</p>	<p>What with having 14 classes, we do need to communicate as much as possible to keep all our parents in the loop. We do appreciate some parents have more than one child and therefore the communication can feel too much. However, we would rather over communicate, than parents feel like they didn't know what was going on. As you can see from the 3<sup>rd</sup> parent comment in this section, some people feel the communication needs to be better, so we will always strive to communicate as much as we can.</p> <p>We have recently purchased the option to text parents, but we will only be able to use this facility in case of an emergency. Lots of our communication comes with letter attachments or can be lengthy, so sending our communication out via email is a much more cost effective option.</p>
The school lunch is the only complaint from my children. Portion size (not enough) and choice of food.	Since the new provider, Miquill, have taken over, children in KS2 now receive a slightly larger portion. Salads, jacket potatoes with a selection of toppings, and a variety of sandwiches and pasta pots are provided along with the main choice of a hot dinner.

School meals sandwich option: the form which we are emailed, doesn't provide an option to choose a different sandwich on a daily basis. Currently one choice (made a week in advance) applies to each day.	This will be shared with Miquill and can hopefully be put in place.
I have found communication with the school difficult over the years, it is even harder now with Covid. Particularly as all emails have to go through the admin team (this affords very little privacy) and now we have very little opportunity to speak to teachers on the door.	From experience, we find emails to the school office is a more accurate and efficient system to ensure messages are received by the class teacher. Due to teacher's time commitment with pupils, their ability to read emails during the day is impeded. The office staff are professional and discreet and ensure that the Headteacher is also made aware of any parental concern. Only the senior member of the office team has access to the parent emails.
Maybe a little more information about the subjects the children would be taught that term would be good so if we choose we could support that learning outside of school. Provide information about what is being learnt.	On our website, under our learning tab, in curriculum, you will find our curriculum overviews. These documents outline the concepts and objectives that children cover in each year group whilst here at Redhill. If parents have any questions about the units of work children are studying, they can talk to their child's teacher. In order to find out more about the information which would further benefit parents, Mrs Cartwright will be holding a Teams meeting on Wednesday 6 <sup>th</sup> January at 4pm. Please email the office at <a href="mailto:Redhill@redhillprimary.co.uk">Redhill@redhillprimary.co.uk</a> if you would like to be a part of this and help us to further support your understanding of the curriculum.
I've never agreed with homework and probably never will, but it would be nice to know for definite that if they don't complete the optional homework over the holidays, that they won't get a sanction or be asked to stay in to finish it!	No child has ever received a sanction for not completing holiday homework.
The PE t-shirts are terrible to wash and keep nice! They go grey and out of shape very quickly.	This has been raised by parents before and we will in the new year look into this matter
Provide students with opportunities to explore 'other' secondary school routes. I feel that due to the partnership with Thomas Telford, the students are not presented with the idea that they have many options available to them	The school has never, even before becoming part of the Thomas Telford Multi Academy Trust, been involved in recommending or suggesting schools to consider. We share the admission arrangement procedures with parents, and sometimes host secondary school staff who have asked if they can come and talk to the children about their schools. The children and parents sometimes raise the subject matter with staff, but we do not recommend schools, and stay impartial.

Numerous areas of good practice were reported by parents including:

<b>What do you like most about Redhill Primary School?</b>		
<p><b>School closure/Pandemic/Remote Teaching.</b> I have been so impressed with all the work given to both children during the spring lockdown. I have also been so impressed and grateful for the most recent 14-day isolation where my daughter was taught live everyday by her teacher. This provision enabled her to continue her learning whilst also keeping her in a routine and as a result seems to have developed a much more independent attitude towards her own learning. Determination to carry on especially in these times. Very good that isolating children have had online teaching. Excellent. Good use of Microsoft teams to provide live lessons whilst isolating with covid. My child's teacher did an excellent job of checking children's knowledge and making them part of the lesson whilst still at home.</p>	<p><b>Pastoral Care/Contribution</b> Great family values I like the values they have, how they teach and how helpful and understanding everyone is. How the school helps grow the children into well rounded individuals and does not just focus on academic achievements. Celebrating children who are kind, helpful, caring etc. Not just those who have the best handwriting etc. My daughter is thriving, such a family feel there. How happy it makes my daughter and her positive attitude towards her learning. The care and commitment to the children, having seen this throughout lockdown, the welfare and emotional needs as well as education.</p>	<p><b>Behaviour</b> My child feels confident that he can also talk to his teachers about his feelings. I do feel that Redhill is a great school and works hard to help and support the children to achieve their best. All children look happy and are well behaved coming out of school. Children are encouraged to ask questions and have freedom of speech. The way you encourage friendships. The way you have helped deal with friendship issues. The way you encourage the children to be kind to each other. The core values are fantastic and provide a welcoming environment. Values and morals are excellent.</p>

<p>What has been fantastic this year is the communication from school to parents! The effort the school and teachers have put in has surpassed my expectations. I've bragged on many occasions when other parents have complained about their schools.</p> <p>I know they are in good hands and despite working full time, I am kept really well informed by the school and its staff</p>	<p>The happy smiles as they all walk out of school reassure me that they enjoy school.</p> <p>My son is always really positive when he tells me about school. Even with SEND needs, which mean he has to be closely supported, I've been overwhelmed by how much he enjoys school. He is happy, making progress and well supported.</p>	<p>Inclusive school that children feel proud to be a part of. Excellent links between home and school. Children know what's expected of them and strive to achieve their goals. Some of the staff are exceptional, in particular some of the support staff and teaching assistants not necessarily attached to my child's class. I feel their care and their level of understanding with regards to children's behaviour is very good.</p>
<p><b>Leadership</b> Very well organised Teachers and management are always there to listen and help. The school is excellently well managed and led. The teachers, TAs and office staff I have encountered thus far are brilliant and approachable. The changes for covid with regards to making sure the school is open have been fantastic. The school is run like a military operation (but friendly) and I love it!!!!!" The management of the pandemic has been commendable. There appears to be a great sense of team within the school. I think it's great that Mrs Whiting is present at the front of school most mornings welcoming the children, think it sends out a clear message that everyone is involved in making the school a safe and successful environment with clear leadership. Wonderful leadership, teachers and TAs who know all the children and are a credit to the school. The school is very well managed, and all staff/teaching assistants treat the children in a supportive/professional manner. The school is extremely well managed, which I think has been shown during the pandemic. Mrs Whiting is doing a great job. Seeing the head and deputy head at the gates shows how confident they are with the school, not hiding away from the parents.</p>	<p><b>Staffing</b> We have had some amazing teachers over the years and have been very lucky with the relationships we have had with them. The teachers that have taught my child have been amazing. She received the support she needs and the teachers highlighted the extra support she needed quickly. They speak with me frequently to keep me updated on progress/ actions. The ladies on reception are always extremely helpful. It's obvious that the teachers really care about the children. Caring and supportive teaching helping my little boy settle into school life. Making learning fun and encouraging the children to be more independent. I feel the teachers are all warm and welcoming. Me and my son adore this school. I find everyone approachable and if I have an issue it's understood and dealt with swiftly and accordingly. My child is safe and teaching is of a high standard. The commitment and dedication by all the staff. There is such a positive and nurturing learning environment I feel I can approach the staff with any worries or concerns that I may have and they are dealt with quickly and effectively. How hard the staff work.</p>	<p><b>Curriculum</b> I have been impressed with the progress my child has made, parent consultation was informative and work with isolating was varied and challenging. Focus on the Science curriculum. My daughter marches to the beat of her own drum, but she is still thriving and enjoying school, showing how teaching wraps around the child, adapting to individual needs. The variety of activities for children. The range of subjects and the value and promotion of scholarship. The school's ethics and achieving a high standard of education, rewarding children when they achieve accomplishments. The diversity in the classroom, lots of ways of learning and positive attitudes of the teachers is fantastic. Outdoor activity Forest school availability is really good. Reputation of being a brilliant school and its excellent structure for learning. Extra-curricular activities It's great that they do lots of sports competitions and have opportunities for things like councils/head girl and boy etc. Achievement assemblies and reward systems are fantastic for the children and there are good opportunities for interesting school trips which the children love. The school is inviting, bright and colourful. Lovely facilities and resources. Clean, well maintained building</p>

## Parent View

As part of this report, governors have also considered the current views on Parent View. We have 54 responses for the academic year 2019-20.

### > 1. My child is happy at this school.

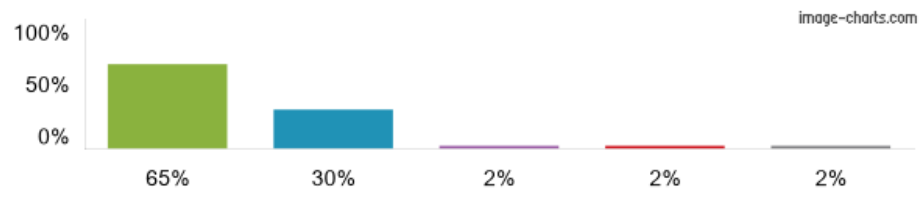


image-charts.com  
Figures based on 54 responses up to 09-12-2019

### > 2. My child feels safe at this school.

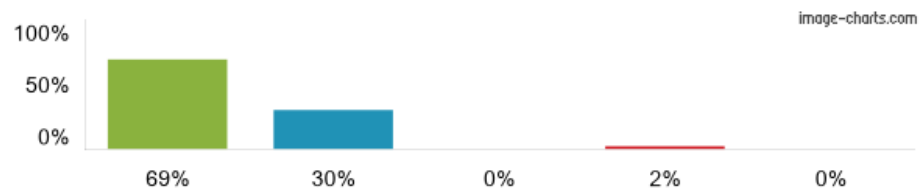


image-charts.com  
Figures based on 54 responses up to 09-12-2019

### > 3. The school makes sure its pupils are well behaved.

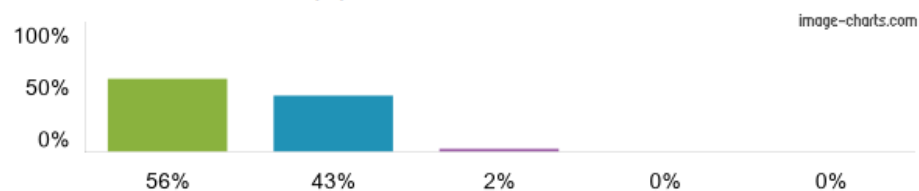
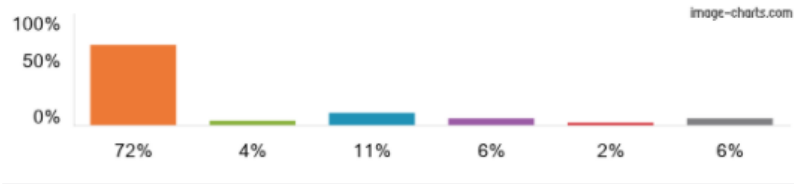


image-charts.com  
Figures based on 54 responses up to 09-12-2019

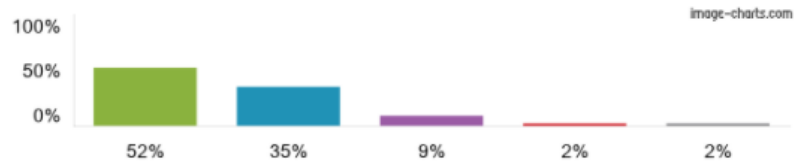


4. My child has been bullied and the school dealt with the bullying quickly and effectively.



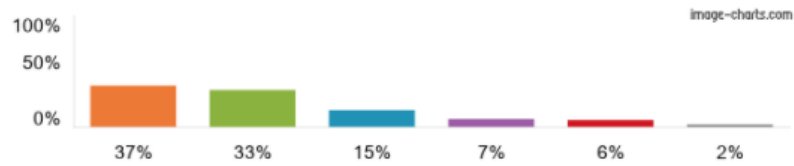
Figures based on 54 responses up to 09-12-2019

5. The school makes me aware of what my child will learn during the year.



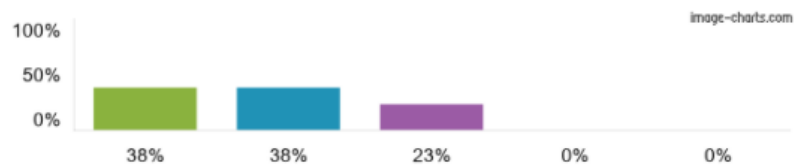
Figures based on 54 responses up to 09-12-2019

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



Figures based on 54 responses up to 09-12-2019

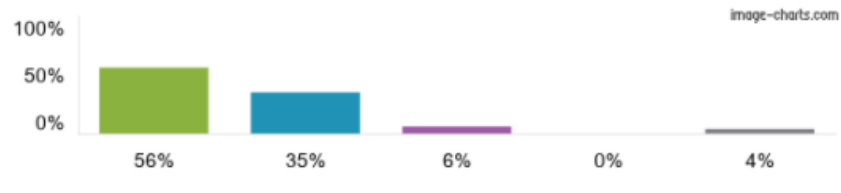
7. My child has SEND, and the school gives them the support they need to succeed.



Figures based on 13 responses up to 09-12-2019

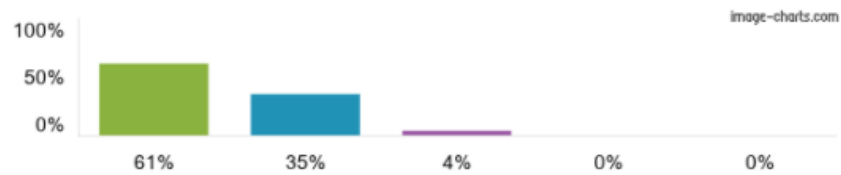


➤ 8. The school has high expectations for my child.



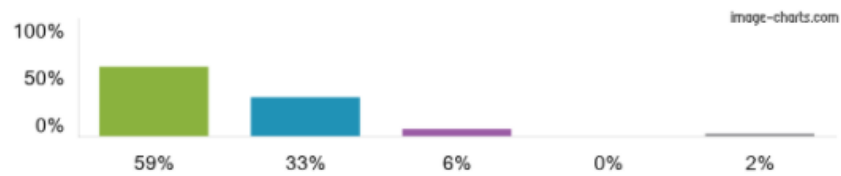
Figures based on 54 responses up to 09-12-2019

➤ 9. My child does well at this school.



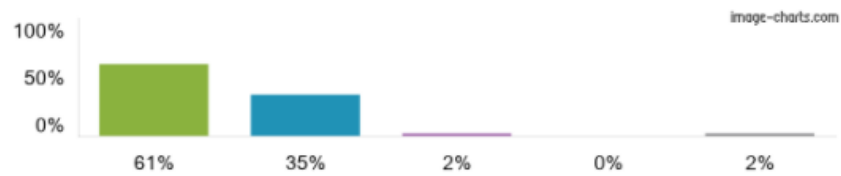
Figures based on 54 responses up to 09-12-2019

➤ 10. The school lets me know how my child is doing.



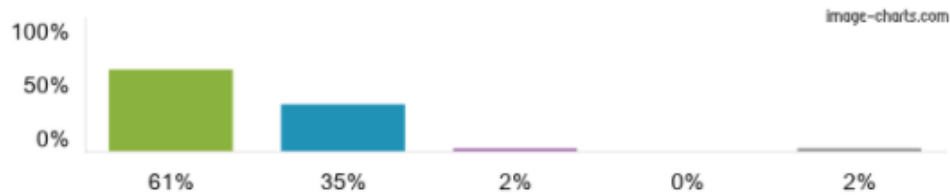
Figures based on 54 responses up to 09-12-2019

➤ 11. There is a good range of subjects available to my child at this school.



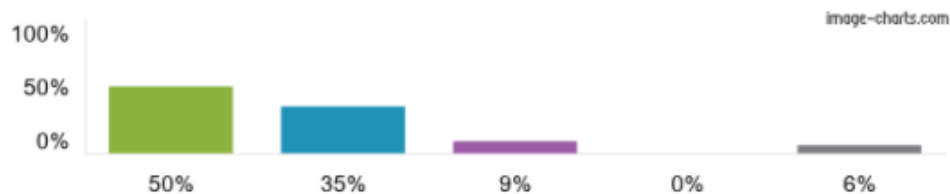
Figures based on 54 responses up to 09-12-2019

➤ 12. My child can take part in clubs and activities at this school.



Figures based on 54 responses up to 09-12-2019

➤ 13. The school supports my child's wider personal development.



Figures based on 54 responses up to 09-12-2019

➤ 14. I would recommend this school to another parent.



Figures based on 54 responses up to 09-12-2019



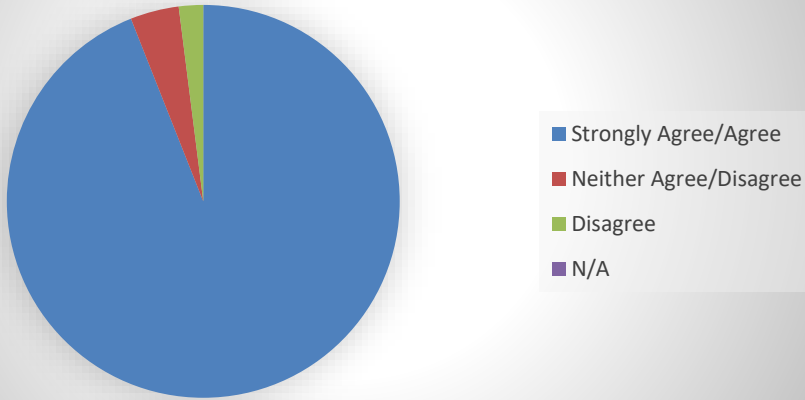
## Conclusion

The governors are very grateful to all parents who gave up their time to complete the questionnaires/register their views on Parent View. The views of parents are crucial to maintaining the high standards at Redhill. The parental input has already enabled the school to put in place some additional measures to respond to those issues raised. The results of the questionnaires are generally positive. It is clear from the results and the comments given by parents that the majority have a very positive view of the school which reflects the high level of commitment from the Headteacher, the staff and the governors to drive forward standards and ensure that Redhill is a school that we are all proud of.

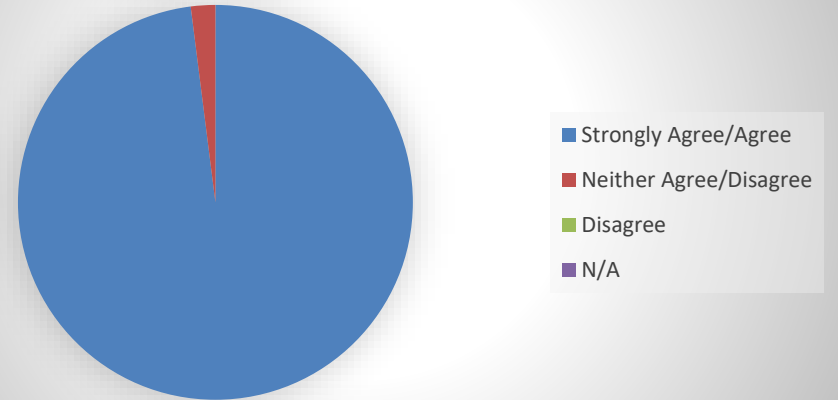


General Parent  
Questionnaire Results

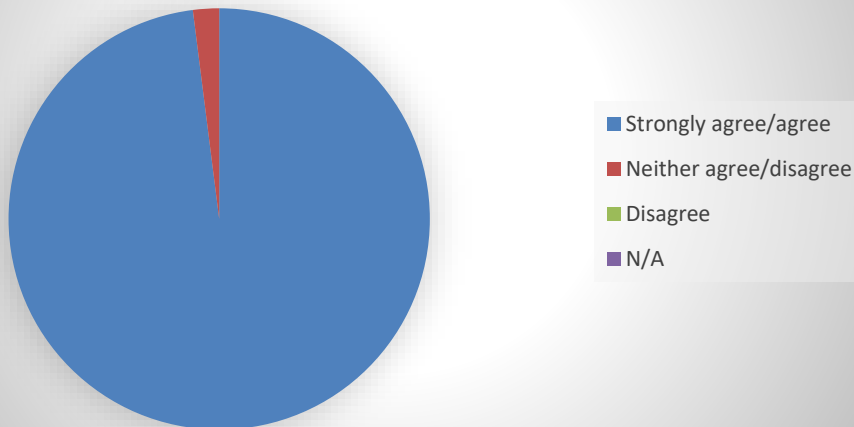
**My child enjoys coming to school**



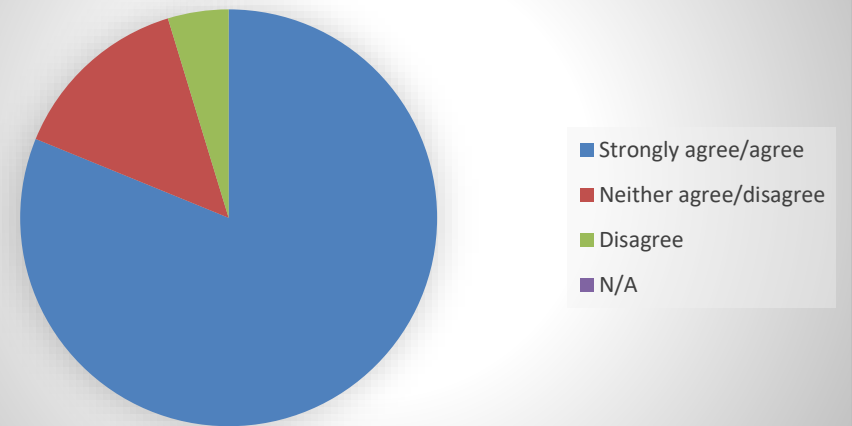
**My child is safe at school**



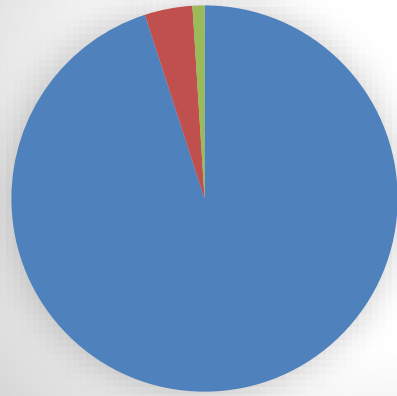
**My child is well looked after**



**I am happy with the school lunches**

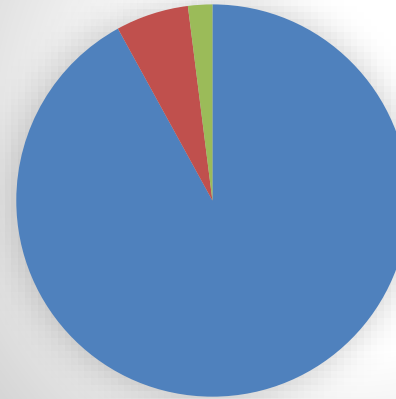


### My child enjoys playtimes and dinnertimes



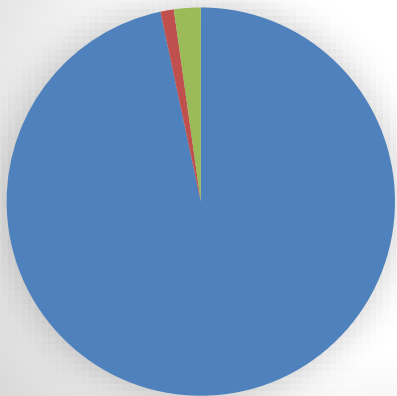
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### My child is encouraged to lead a healthy lifestyle



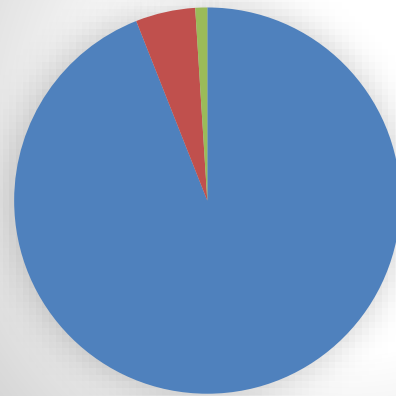
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### I am satisfied with the condition of the school buildings/grounds



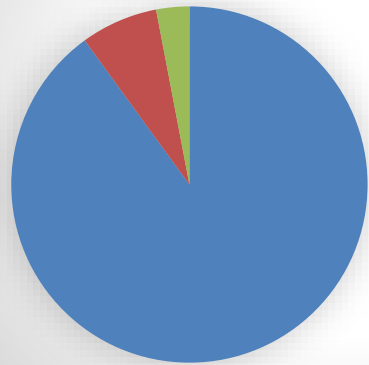
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school has high expectations for my child



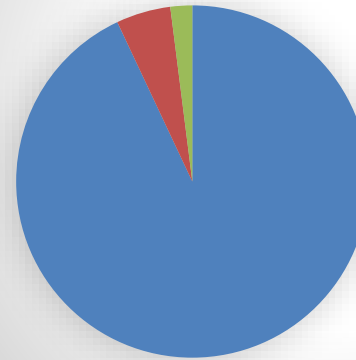
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school systems of rewarding and praising are effective



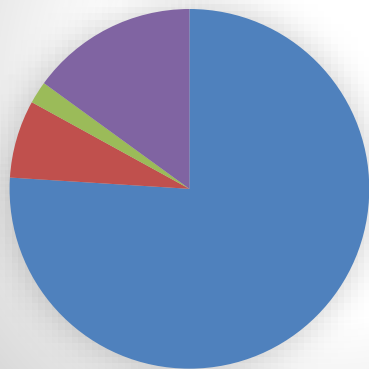
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school makes sure its pupils are well behaved



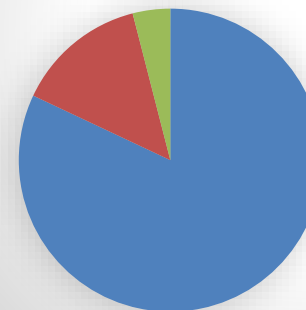
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

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



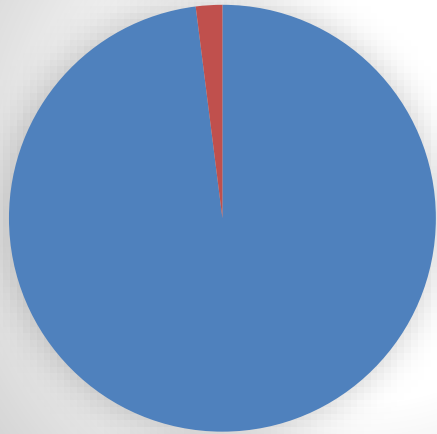
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### My child is confident that should they have a problem, there is someone they can go to in school who will listen to them



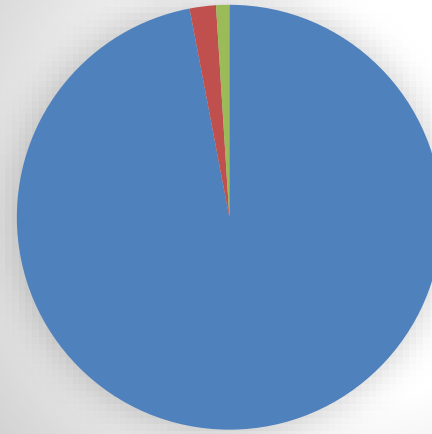
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### My child is taught well at school



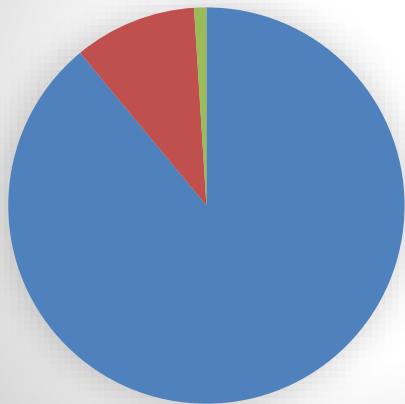
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### My child is doing well at the school



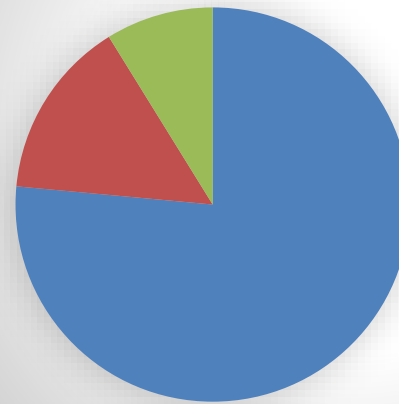
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school lets me know how my child is doing



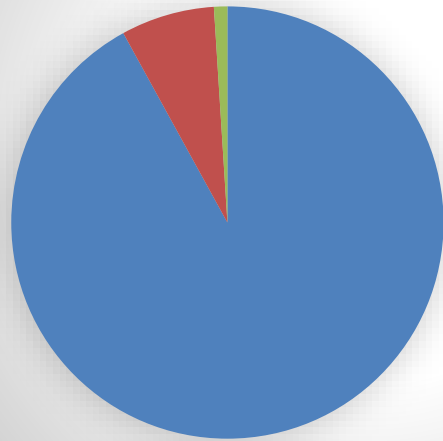
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school makes me aware of what my child will learn during the year



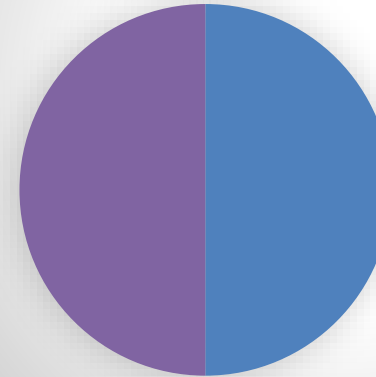
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

**There is a good range of subjects available to my child at this school**



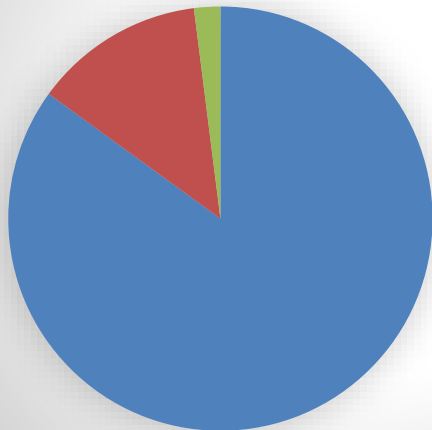
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

**If your child/children have SEND, the school gives them the support they need to succeed**



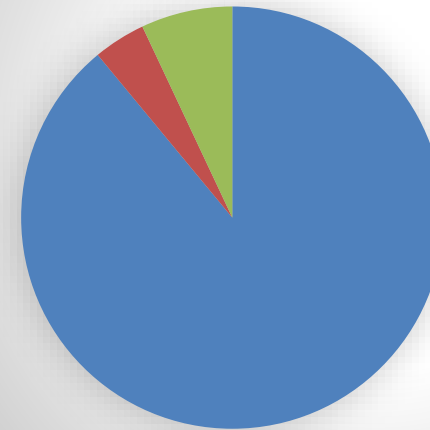
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

**The school supports my child's wider personal development**



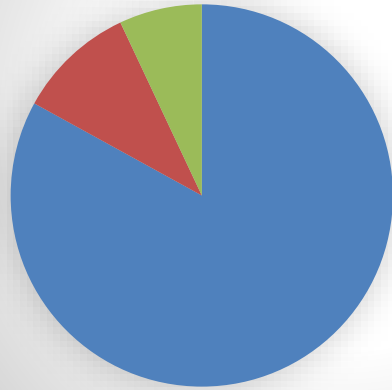
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

**My child receives an appropriate homework for his/her age**



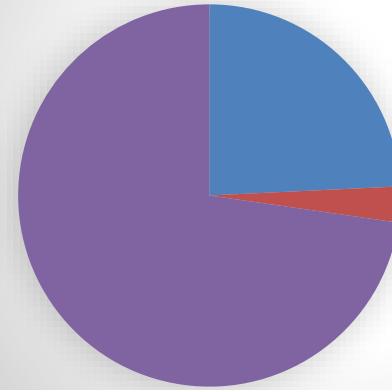
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### My child can take part in clubs and activities at this school



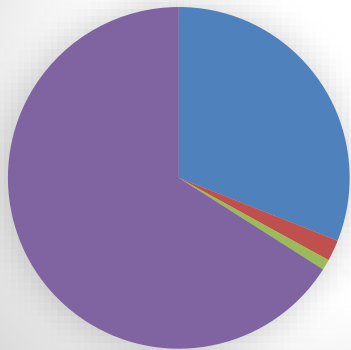
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### I am happy with the quality of breakfast/after school club (Annexe)



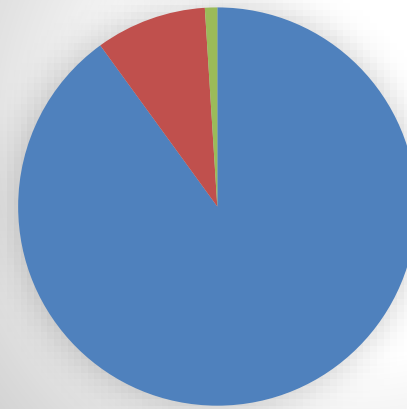
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### Self-isolating: I am pleased with the provision the school has provided whilst my child has been issolating



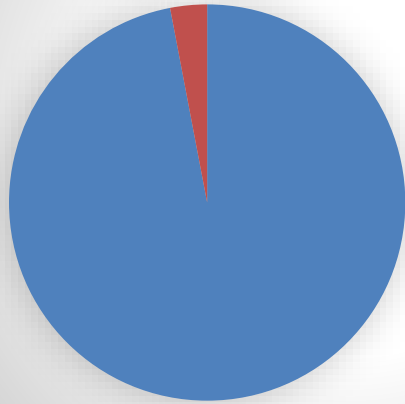
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school is welcoming and there are opportunities to get involved



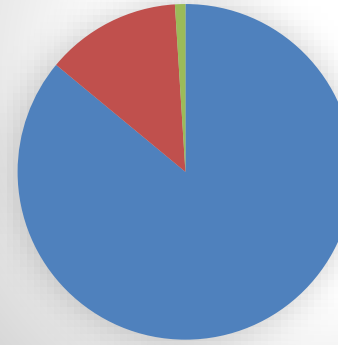
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school promotes worthwhile attitudes and values



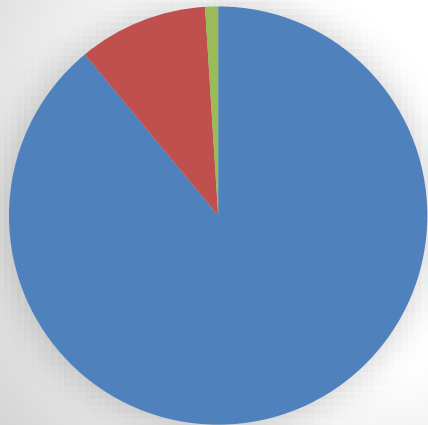
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### The school encourages parents and guardians to play an active part in school life



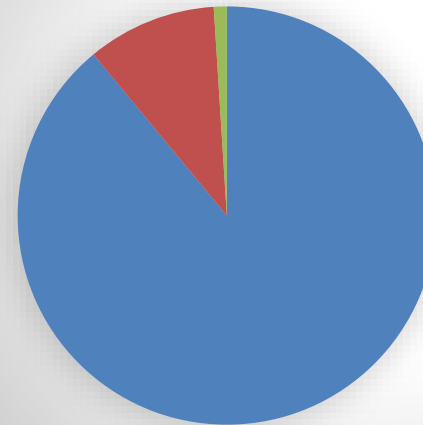
- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### I think the school is well led and managed



- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A

### I would recommend Redhill to another family



- Strongly agree/agree
- Neither agree/disagree
- Disagree
- N/A