



Marshside
PRIMARY SCHOOL

Treat others' as you would expect to be treated.

Parents and Carers Survey 2017 - 2018

Your views count.

- This document presents the results of our latest Annual Survey of Parent / Carer views. This was carried out in January 2018.
- This survey along with other smaller surveys we carry out from time to time will help to shape the ongoing development of our school.
- Thank you to all parents/carers who completed our Survey.

Some of your views and comments from the Parent and Carer Survey

All staff are approachable and very easy to communicate with.

Teachers were great in helping my child settle into their new class.

Teacher's explanation of the class targets and how the class achieved them was very helpful. .

Good communication, always notified well in advance of events happening.

1. Overall results of the survey.

86 families completed the survey. At the time of the survey there were approximately 135 families.

		Strongly Agree	Agree	Disagree	Strongly disagree	Don't know	Total % agree
1	My child is happy at this school.	70%	29%	1%	0%	0%	99%
2	My child feels safe at this school.	77%	23%	0%	0%	0%	100%
3	My child makes good progress at this school.	59%	35%	5%	0%	1%	94%
4	My child is well looked after at this school.	77%	23%	0%	0%	0%	100%
5	My child is taught well at this school.	69%	31%	0%	0%	0%	100%
6	My child receives appropriate homework for their age.	58%	33%	7%	0%	2%	91%
7	This school makes sure the children are well behaved.	69%	29%	1%	0%	1%	98%
8	This school deals effectively with bullying.	66%	27%	0%	0%	7%	93%
9	This school is well led and managed.	78%	22%	0%	0%	0%	100%
10	This school responds well to any concerns I raise.	69%	27%	2%	0%	2%	96%
11	I receive valuable information from this school about my child's progress.	62%	33%	6%	0%	0%	95%
12	Would you recommend this school to another parent?	Yes 99%		No		Don't know 1%	99%

2. Our response to the survey results, question by question.

1. My child is happy at school.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	70%	29%	1%	0%	0%	99%

Our response: We are delighted that 99% of children are happy at school. We know how important this is to you, as a parent/carer. We work hard to ensure that your children are able to thrive and flourish, that they feel safe, and that lessons and other activities are enjoyable. Happy children are happy, productive and motivated learners!

2. My child feels safe at this school.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	77%	23%	0%	0%	0%	100%

Our response: We are delighted that 100% of children feel safe. We have a range of effective systems and procedures to ensure that we are a safe school - for example our Safeguarding measures, site security, anti-bullying policies and peer mentors. We have an effective internet filtering system and we teach children about staying safe online. We strongly promote mutual respect and encourage children to be caring toward each other. The whole school takes part in termly National Safety Campaigns - Anti-bullying; e-safety week; Keeping Safe. We also invite various external agencies to undertake workshops with the children. These have included NSPCC - Speak Out and Stay Safe; Bully Busters; GANG - Get Away 'N' Get Safe.

3. My child makes good progress at this school.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	59%	35%	5%	0%	1%	94%

Our response: We are pleased that such a high percentage of you believe that their children are making good progress. We have worked very hard as a staff team to ensure that all children make the best possible progress, and we continually monitor and evaluate our impact in this area. We will continue to work hard to maintain parental satisfaction in this area.

4. My child is well looked after at this school.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	77%	23%	0%	0%	0%	100%

Our response: We aim to create a caring environment in our school, where all children feel safe and well cared for. All of the adults in school are caring and considerate with your children. We are delighted that you have confidence in what we do in terms of ensuring children are well looked after. Our listener services and Peer Mentor scheme are well established.

5. My child is taught well at this school.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	69%	31%	0%	0%	0%	100%

Our response: We have worked very hard to ensure that every teacher, and every Teaching Assistant, is highly skilled and well-equipped to carry out their core role - teaching - very effectively. Staff development is an on-going priority. We are thrilled that you've recognised our success in this area, and we promise you that we are determined to maintain this.

6. My child receives appropriate homework for their age.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	58%	33%	7%	0%	2%	91%

Our response: We aim to provide homework, which is meaningful, and which links to and supports work the children are doing in class. Reading, spelling and learning number facts (including times- tables) all feature, and there are also opportunities for research and project work. We're pleased that such a high percentage of you are in agreement. We always welcome the views of parents on any aspects of the curriculum including homework.

7. This school makes sure the children are well behaved.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	69%	29%	1%	0%	1%	98%

Our response: We have high expectations for good behaviour - all children are clear as to what those expectations are (and in fact they helped to formulate them). Our 'Golden Rules' are promoted and discussed in every classroom. We place strong emphasis on mutual respect. We have clear systems in place to reward good behaviour and deal effectively and consistently with any inappropriate behaviour through a range of 'consequences' and 'rewards'. Children are encouraged to make good choices in terms of how they behave and how they conduct themselves. All staff, including lunchtime staff, are trained in positive behaviour management. Our aim is to work alongside parents to help your children develop an understanding of why good behaviour helps them and helps others - this develops a sense of personal responsibility.

8. This school deals effectively with bullying.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	66%	27%	0%	0%	7%	93%

Our response: The fact that 7% of you have responded 'don't know' perhaps means that we need to spread the word about our effective Anti-Bullying approaches. We have a zero-tolerance of bullying. Any suspected bullying is addressed rigorously, following procedures as set out in our Anti-bullying policy. The children are familiar with our approaches and know who to tell if they experience or see bullying. Staff are trained in how to deal with bullying. The whole school takes part in the National Annual Anti-bullying Campaign - which this year was, "All different, All equal."

9. This school is well led and managed.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	78%	22%	0%	0%	0%	100%

Our response: We are delighted that such a high percentage of parents/carers see leadership and management as very effective. Our Headteacher and Deputy and Senior Leaders want the very best for every child, family and member of staff, and they will 'move mountains' to ensure that every child achieves well, in a happy and safe environment. We have a clear structure in place in terms of leadership and management at Marshside. Every teacher is a leader of their class, and of a curriculum area. All of our leaders are 100% committed to making the school successful - we are highly aspirational, and determined to make Marshside the best that it can possibly be, for every child. Our Governing Body actively holds our leaders to account, contributes to the strategic

development of the school, and supports the school in an energetic and ambitious manner.

10. This school responds well to any concerns I raise.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	69%	27%	2%	0%	2%	96%

Our response: We aim to respond swiftly, and in a caring, considerate and fair way, to any concerns or queries. Every morning teachers are by the classroom door, to individually greet every child and at the end of the day to say goodbye - parents/carers can have a quick word at those times, or can make an appointment for a longer meeting. And, of course, the Head and/or Deputy Head are available - please catch them on the playground or call at the office - we aim to see parents as soon as we possibly can (often immediately). Almost all queries and concerns can be dealt with swiftly and informally. Mrs Trail, our Parent Support Adviser, is available to support families.

11. I receive valuable information from this school about my child's progress.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total Agree
	62%	33%	5%	0%	0%	95%

Our response: We have formal communication routes including Parent Information Days in Autumn and early Summer. In January we produce an interim report with a more detailed report produced every July. We view parent and teacher consultation as a vital part of our role and we will always offer additional appointments to discuss any issues or views you may have. We also consider the information we share regularly such as the work we send home and your children's progress through their Reading Record books as another useful tool to keep you informed.

12. Would you recommend this school to another parent?	Yes	No	Don't know	Total Agree
	99%	0%	1%	99%

Our response: We are very pleased that 99% of you would recommend Marshside to other parents. That's a huge vote of confidence in the school, and shows that you are very happy with what the school is offering. We promise you that we will continue to work very hard, every day, to maintain our high standards. We strive in providing a broad, exciting and enriching curriculum, as well as a solid and thorough grounding in reading, writing and maths. Our aim is that every child is literate and numerate, whilst developing their self-confidence and interpersonal skills. We will help every child find their talent, whether that lies in the arts, sport or in any other part of the curriculum. We will continue to build strong links between home and school, and we will make good use of the local area to enhance our curriculum.

3. Parents and carers responses to questions posed.

If you attended the class information session in June 2017 what did you find most helpful?

Meeting my child's teacher

Useful information about expectations of both child & parent in the next year and plans for the year.

Finding out about the curriculum and introduction to new class topics and homework schedule

The explanation of what targets the class was working towards and what they achieved.

A general outline of what it would be like in the new class

The class routine and work they carry out throughout the year which clarified what learning would take place.

What my child would be learning

Overall information about the school. Being able to talk to the individual teachers\Meeting teachers - reassuring

Our Response

We have found that these meetings help parents prepare their children for the next year of their school life through meeting their teacher and learning about the day to day routine and curriculum. Where parents are unable to attend the formal meeting we would always be flexible and hold a meeting at a mutually convenient time.

Anything you think we could improve?

No = 11 responses

Suggestions of places to visit / things to do over the holidays in relation to new terms topics.

Children should get a bit more homework

If you were unable to attend, were you able to make use of the information pack sent home?

Could be emailed

Yes = 24 responses

I found it very helpful thank you

We didn't receive one = 2 responses

How well did your child / children settle into their new class in September 2017?

No problems / Good / Great / Well / Very well =55 responses

Settled very quickly and is extremely happy = 5 responses

Satisfactory = 1 response

Comments included

Teachers were great in helping them settle in

Really enjoyed the transition days from the previous class.

Ok. Took some time to get used to a new teacher

Visits to classes for a few weeks beforehand are very beneficial

Much better than expected

Fairly well. Some confusion around new teachers and perhaps different teaching methods to start with.

OK although they found it confusing having 2 teachers

Struggled to adjust, good support from school and class teacher.

It took a while to settle in at first, but seems to have settled fairly well now.

Not very well at first, still sometimes struggling

Not very well, upset. Took full $\frac{1}{2}$ term to settle

Very well for both children

Nothing but positive things said about my child for the first few months.

Fantastic they love school and their teacher

Our Response

We all know that the first few weeks in a new school or in a new class with a new teacher take a bit of getting used to. All staff work hard to make your children feel settled and we always want to work with parents so that together we can make your child feel happy every day. We actively encourage you as parents to talk to us about any concerns no matter how big or small the issue may seem.

How well do you feel school communicates with you? What is your preferred method of communication?

Text	Email	Phone	Letter / paper	Verbal	App
15	21	5	10	5	4

Excellent communication with home = 4 responses

Good / well / very well = 25 responses

.Communication is very good. But above all the staff are all approachable and very easy to communicate with.

Very well face to face for specific

Very good up to date information The new app is a great idea

Glad that moving to online / link for new app not working at the moment.

I feel I know all the information we need.

Communication is outstanding at Marshside

Happy with communication by email. Pleased with new app

Always notified well in advance of events happening.

Very well - online communication

School communicates well particularly through use of app now.

I find emails get lost so I would prefer a letter.

Could be better - Can ignore emails.

Communication is improving - social media & text

Not that well (at times)

Text followed by a call. Letters don't always make it home.

Parents' evening could be increased, especially if they are not working to expected level. Plan made to get them to expected level & parents involved.

Verbal preferred. School excellent communication. Kept well informed of issues. Would prefer increased feedback regarding progress.

Our Response

Communication is an area that can always be improved, as it is never 100% perfect as everyone prefers different ways to receive information. We have various methods in place including, face to face, letters home, email, text and website.

Additional information

Any additional support strategies or learning strategies to support recognised areas for improvement Parking by some parents is dangerous - even though parents are reminded by Newsletters and staff.

4. Next steps.

We are very appreciative of the many positive comments from parents and carers, and we guarantee that we will maintain all of our strengths - all of the things you love about the school will continue!

Welfare/ caring for your children

- We will work alongside parents through formal and informal routes to ensure that your child is happy in school.
- We will highlight our Anti-bullying policy on our website.
- Our Golden Rules will be discussed and highlighted on our website
- We will ensure that your concerns will be listened to and provide a clear escalation route for you to follow.

Curriculum

- Governors and Senior leaders will consider any issues around the level of homework and identify any areas for improvement.
- We will review how we share information about your child's progress;
- We will continue to offer the New Class Information meeting in the summer term and make the information booklets available through e-mail and on the website under the class pages.

Communication

- We will strive to ensure that all our communications with you are timely, clear to understand and easily available to you.
- We will review the effectiveness of the Marshside App, and the recently introduced Parent Mail App to further extend the ways we communicate with parents and carers and the ways we promote the school.
- We will continue our efforts to ensure that the tiny minority of parents/carers who park inappropriately are persuaded to adopt a safer approach.