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### Parent/Carer Survey – Summer 2018/2019 Outcomes and Next Steps

Dear Parents and Carers,

At the end of the summer term, a parent/carers survey was again completed in order to gain your views about our academy. Thank you to the many of you who took the time to give us your feedback. It is disappointing that only 59 responses were given out of the possible hundreds that we might have received, but we recognise the best way of capturing your views is when you are in school (for example, during pupil learning reviews) and this has seen a higher response level in the past. As a result, we shall look to target our surveys at these times in the future to get a greater uptake of responses.

We continue to receive extremely positive feedback and helpful suggestions and thoughts on how we can continue to improve and build on our current successes. As we have done with our previous surveys, we thought it may be helpful for you to know some key headline results/feedback that came out of the survey, and what the academy will be doing to address any areas for development.

As a result of the smaller number of responses, it is worth noting that one response is almost worth 2% of the value of any question, and so it can just be one response which causes a result to be less than 100%:

#### Key Strengths

98.3% of all parents/carers agree or strongly agreed that:

- Their child enjoys coming to Green Ridge.
- Their child is safe and well-cared for at Green Ridge.
- The teaching at Green Ridge is good and helps their child to make progress.
- The school meet's your child's particular needs.
- The school helps you support your child's learning.
- The school supports your child's emotional well-being.
- The academy deals effectively with bullying.
- The academy promotes a healthy lifestyle to our pupils.
- The academy expects each child to work hard and achieve their best.
- We encourage parents/carers to play an active part in the life of the school.
- Green Ridge responds well to any concerns I may have.
- They are happy with their child's experience at Green Ridge.

Other areas of strength and positive feedback was received for the following statements:

- The school is well led and managed (96.5%)



- Behaviour at Green Ridge is good (96.5%)
- They are kept well-informed about your child's progress through Pupils Learning Reviews (94.9%)
- Parents feel comfortable coming to the school with suggestions or concerns (94.9%).

Individual feedback and responses about the school's strengths supported the statements above, for example with comments such as:

- *"Good leadership, lovely staff that really do care about every child there and the high expectations set for pupils. I especially like that particular behaviours are not rewarded as they are expected anyway - this helps children to become good people as they are being kind and respectful because they want too, rather than for the reward at the end! The school celebrates the children and their efforts in so many different ways which is fantastic."*
- *"My children are happy attending Green Ridge and I am very happy with how approachable all the staff are with any queries I may have."*
- *"An amazing school, the best in the county by far! We are so lucky to have chosen such a wonderful school with so many diverse opportunities for all to achieve, be it sporting, creative or educational activities. A chance for every child to achieve."*
- *"We are delighted that our boy attends this school. Every day he is excited to go and learn something new. Thank you for your efforts and professionalism."*
- *"My daughter has learned so much at Green Ridge. I am a happy parent!"*
- *"We could not be happier with our daughters first year at Green Ridge and are thrilled she will be completing the rest of her primary education with you too."*
- *"I have been so impressed at how willing staff have been to help my child with reading and providing her with regularly changed reading books to encourage her phonics. I am very happy with the school and my child loves it also, a big thumbs up from me!"*
- *"Could not be happier with Green Ridge, I feel very lucky that our child was able to come here for her school journey."*
- *"Passionate teachers, strong leadership, impressive facilities."*
- *"The staff are always friendly and helpful. Communication is very good, I am kept informed of what is going on in all areas of the school by newsletter or e-mails."*
- *"Brilliant leadership, excellent teaching staff and overall structure of learning."*
- *"The school staff are very well organised and creative in their approach to delivering the curriculum, which ensures children are able to access and engage well with the teaching and learning on offer. The school actively encourage parental involvement in children's learning in school and provide ample support for parents with regards to home learning, I have personally found the stay and play sessions to be particularly beneficial and hope there will be some opportunity for these in future years!"*
- *"All staff at the school are approachable and know the children very well. I have been so impressed with the communication, especially through Tapestry, which means that I have at times felt like I have almost had a weekly dialogue with my child's teacher. All concerns are listened to and advice is always helpful. The facilities are amazing, even the reading books are engaging for my child."*
- *"The school encourages parental participation and I love how often I can come and see my child's learning. The school also invite many guests into school to talk about different topics and my child loves this; it really encourages his curiosity about new topics. My child talks so proudly about his school and I am very happy to tell people how happy we have been at Green Ridge this year."*
- *"School is well managed, the level of education seems high comparing to other local schools, teachers seem happy working at school and my child willingly goes to school every day."*

### Areas for improvement

As with our previous surveys, there were some questions answered where not all parents/carers agreed; however, these responses were often only three or four parents/carers who responded and so care must be taken to ensure this is a view expressed by the majority:

### *My child gets the right amount of home learning (for their age) (86.2%)*

Existing parents/carers will know that this remains a contentious issue in every school and indeed at Green Ridge, with all parents/carers having different experiences and abilities to support their child. Over the summer term, myself, Mr. English and Mrs. Mackie worked with the Parent Forum group to put in place a new home learning expectation from September (which is being communicated separately to this letter). The intention is to respond to parental feedback, but at the same time ensure that we make it purposeful for the children so that they are motivated to do it (without becoming a chore) and then building on this to reinforce key skills as the children develop (e.g. spellings, timestables). We continue to argue that parents will often expect a 'sheet' to feel that their child is doing home learning, but in reality, quality reading of 10-15 minutes per day, practising spelling words together and learning times-tables or number facts is more than enough and is better support for your child in the long-term. More information will come out about this next week about the new home learning arrangements.

### *Instances of misbehaviour at Green Ridge are well-managed (94.8%)*

Only three responses said they disagreed or strongly disagreed that instances of misbehaviour were not well managed. The academy has a clear behaviour system in place with levels and consequences throughout all year-groups; by in large, these address the vast majority of incidences of misbehaviour. However, one size does not always fit all, and some children with additional social and emotional needs may require individual adjustments. However, we ensure that we are consistent with our approach, and that any consequences or punishments for misbehaviour are dealt with swiftly, and parents/carers informed as necessary. There is a clear message and expectation to children that we expect all children to behave at Green Ridge, and as a result, children rise to this high expectation. However, the leaders have recognised that more can still be done to improve any instances of misbehaviour and how these are managed. More information will be coming out to you separately about our 'Behaviour Watch' system which will seek to put early support and positive intervention in place for those children who persistently misbehave and disrupt the learning of others, where we can work with parents/carers and the child to improve the number of incidents.

### *Parents understand how your child is assessed against the curriculum (89.9%)*

We recognise that it can be difficult to understand how your child is assessed and the interpretation of this information. We strive to make things as clear as possible so that you have an accurate picture of your child's achievements. As part of the meet the teacher meetings and the pupil learning reviews this year, I am asking teachers to give you more information about the assessment expectations for your child's year-group/class so that you have a clearer understanding of what your child is being assessed against and what this means in practice.

### *I know how to contact the school's governing body (86.4% agreed, compared to 75% last summer)*

Details of who the school governors are can be found on our website [here](#), and details about how to contact them can also be found [here](#). The governing body also send home a [termly update](#) to parents/carers, which was published in July. You also have two parent governors, Laura Nunn and Ben Moloney (parents of children currently in Year Two and Four) whom you can go to directly.

### **What do you feel the school could do to improve on with regards to the social and emotional development of the children?**

Comments broadly fell within the following categories:

- Enrichment clubs and activities (before/after school)
- Greater mental health and well-being support for children

In considering all the suggestions made, including those above, we are going to take the following actions:

- Over the last spring and summer term, we trialled several different clubs and learned about how these could work moving forwards. As the academy grows, we will have a greater number of staff to run clubs, but over the first few years this has been more difficult. A separate letter will be coming to you today.

- Mrs. Cavanagh, our Education, Welfare and Pastoral Support lead is leading on Mental Health across the academy from September. Mrs. Cavanagh has been attending training and development to support her in working with the children across the school and putting in systems and a curriculum in place so that our children are taught about the benefits of positive mental health and how they can support themselves. This has also formed part of our school development plan for this year, and we will also be running some parent workshops later this year to provide more information about what we are doing in school.

Thank you once again for taking the time to share your views and for helping us to improve what we do at Green Ridge.

Please do ensure you contact the Parent Forum reps in your class who are able to feedback any ideas/suggestions to the school on a regular basis; they meet regularly with the leadership team and this is your way of ensuring that all issues are raised, and appropriate action is taken where possible. Further communication about Parent Forum reps will shortly be communicated as well.

Yours faithfully,



Mr. Aaron Wanford  
Headteacher