



## PARENT/CARER QUESTIONNAIRE 2024

	<b>ENJOYMENT, ACHIEVEMENT, SAFETY &amp; WELFARE</b>	<b>Average 2023</b>	<b>Average 2024</b>
	68 Responses 9 Nursery, 17 Reception, 26 Year 1, 16 Year 2		
1	My child feels happy at this school	4.35	4.66
2	My child feels safe at this school	4.40	4.87
3	The school makes sure its pupils are well behaved.	4.26	4.78
4	My child has been bullied.	13 pupils	3 pupils
5	If yes to Q4: How strongly do you agree with this statement: 'The school dealt with the bullying quickly and effectively'	4.00	4.00
6	When I have raised concerns with the school they have been dealt with properly.	10/13 responded yes	2 responded
7	Does your child have special educational needs and/or disabilities (SEND)?	6	3
	If YES to Q7: How strongly do you agree with this statement: 'My child has SEND, and the school gives them the support they need to succeed'	4.67	4.67
8	The school has high expectations for my child.	4.25	4.29
9	My child does well at this school.	4.36	4.63
10	The school sets targets and lets me know how my child is doing	4.33	
11	There is a good range of subjects available to my child at this school.	4.15	4.34
12	The school supports my child's wider personal development.	4.27	4.32
13	I help with homework		63 yes
14	I would recommend this school to another parent.	97% yes	98.5%

A message from Mrs Walsh

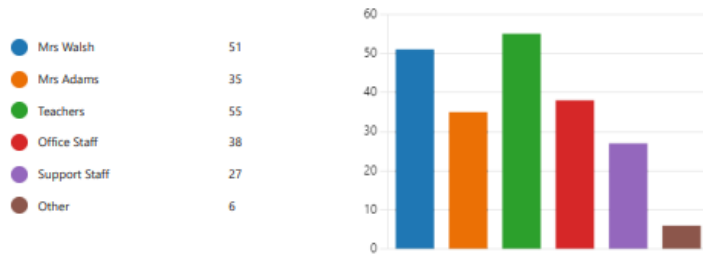
**68 returned forms in April 2024 : Many thanks for all who took the time to complete the questionnaire. Once again we have been overwhelmed by the positive comments. I**

**3 parents felt their child had been involved in a Bullying type incident. We have completed work around what bullying is and what bullying isn't. Ask you child to describe the difference between being mean, rude or a bully. All of which are upsetting when experiencing. Our work on restorative practice supports in resolving these issues.**

**I can assure you that if a child or parents raises a concern around bullying, Mrs Adams investigates to find out what has happened. In most instances this indicates child friendships and falling out, which is not necessarily bullying. We do obviously support pupils to resolve these friendship issues as they can be upsetting. Our work will be around the difference between being rude, mean or a bully. All of which are upsetting when experiencing them!**

I have added the response to 'I feel I can approach staff for support when required.' Please may I remind you Mrs Adams and myself (or a member of Senior Leadership Team) is on the gate daily. If you need to speak to us confidentially then please just ask for an appointment, if its general advice we will always try to help. I was pleased to see parents have a range of people they will go to for support.

22. I feel I can approach staff for support when required. (0 point)



We are trying to raise our standards constantly, especially in basic skills reading. I would urge parents to try and hear children read at least 3 times a week, I do understand that time is sometimes difficult to find but research does show children who read regularly get a rapid start! As a staff we have undertaken training in phonics this year , we assess your child’s reading every half term, there is now a section on assessing fluency of reading rather than just reading the RWI words. Fluency only improves the more we read, reading the same book with increased confidence is an important part of learning to read.

17. I hear my child read (0 point)



Thank you for your comments on the questionnaire, I have summarised them here....

## What parents like about Palfrey Infants ...

- Learning wise my child reads and writes and does multiplication already. I am very proud.
  - The school is doing a great job.
  - Teaching and support from staff and deals with community concerns quite well.
  - The school ensures the safety of children with their care throughout a variety of methods, communicating with parents via the app and messages help to keep parents up to date with any dates and events that are important. Offers a range of support from the class teacher all the way to the top being the headteacher. Parent evenings are very informative regarding children's development and progress throughout the school year. The school also takes any concerns am regarding children very well and tends to solve the issues immediately.
  - School is great at teaching my child to be independant and to do things himself even if its difficult its about trying. Also teaching is very good XXXX has progressed and is doing really well also any concerns we have or XXXX has we know we can take them to the head teacher or any of the staff and can talk about them and they are always looked into and a solution is provided.
  - I think the school is very good at supporting children and motivating them to go to school the toast in the mornings is a brilliant idea!
  - The school is great and i am very happy with the care they provide. XXXX loves learning and is doing so well he really has come a long way and is always eager to learn. He has built a good relationship with the teachers were he can discuss his feeling and any concerns. He knows that if he ever needs help the teachers and staff are there and can be approached. He loves going to school everyday and i always look forward to hearing about it because he really does enjoy it.
  - Teacher give confidence to kids and appreciate kid very well.
  - Concern raised by parents gets solved properly. Easy to access teachers when u need to pass an urgent message. Head teacher is always available at the gates in the morning so can discuss child's concerns with her first hand without having to call or email.
  - My child is very happy at Palfrey Infants she enjoys coming to school and enjoys the learning. She covers a wide range of topics and is always eager to share with me what she has learned each day.
  - The school values and respects the diverse backgrounds of all children with celebrations and holidays. The children learn a wide range of subjects in an engaging manner. The new stay n play for parents is a great initiative for parents to see a glimpse of how the school works and gets them more involved.
  - I think the teaching is done quite well by the teachers and the environment for children is welcoming. The office staff is really welcoming which is a positive as they are the first point of contact in many instances. The newsletter is a good point too as it keeps me informed of whats happening in school and important dates. The school app is also good for some information.
  - Children feel safe and happy. I can see my child is developing physically and cognitively.
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- My son has made remarkable progress in both reading and writing under Miss J's guidance. Since joining her class, XXXX has shown a noticeable increase in confidence.
  - The support from the staff and the feedback from the teachers about our kids is really good.
  - This school is supportive and the teachers are very helpful

- Personal response teachers have. Understanding each and every child and almost catering to their learning styles.
- Parent child workshops. A range of homework - reading book, paper homework, purple mash
- I get regular information about my child's progress in school
- Teachers do a great job teaching and supporting children that have different needs to be met.
- Deals with concerns well, very accommodating
- Staff are easy to approach they care not just about the school but children too and keep parents up to date about all topics with regards of school and pupils.
- I am pleased with the staff, the support they regularly update with being school related or community related
- The leadership team and school staff are very supportive.

Is there anything you feel our school could look to improve ? Many thanks for your questions and queries...

*The rush that happens within the morning and afternoon, all parents tend to block pathways from before the main gate to collect children to the alley way leading to the nursery gate, sometimes leading to pushing through and knocking into children.'*

*Widen gates or add additional gates by parent/student entrance?*

I agree the drop off and collection period is very busy. Please parents be mindful and try to be considerate. We do open both gates, it sadly is not possible to have a third.

*'More homework please'*

Our homework is focused around basic skills, reading for fluency, spellings and basic maths . Remember children can always choose to read other books and share stories. We try to get the balance for family life.

*Enforcing proper behaviour from parents during pick up of students. Some of them are very rude and aggressive and feels like not much is done about it.*

We always ask parents to to courteous and mindful of their behaviours. I understand people are busy and, in a rush, but our children learn from our actions and manners. Therefore it is important to model kind manners.

*'My child sometimes comes home hungry.'*

Our school meals ensure children usually get a choice and each sitting has at least 30 minutes to eat. In addition to lunchtimes 2 pieces of fruit is available each day.

*My only small thing I feel is maybe communication via school app or text message could be more regular with updates such as non-uniform days etc as many of us are busy parents with children across 3-4 different schools and sometimes organising days helps if we had a notice of reminder the day before. I am aware all is sent via email on school notice but I'm sure many forget dates. Sometimes I have had text that it's non-uniform at 8.35 when we're ready to leave the house as I had forgot the date the text would have been more useful the day prior just to help us plan better.*

I apologise if this is happening. The reminder on the day of an event is usually there in case parents have missed the notes on the newsletter or other texts. We try to send an appropriate number of messages to inform rather than bombard parents.

*I feel there could be extra activities for the kids or after school clubs. This is something that can give the kids something more to do and help with their development. There could be a library session for the kids, that was something my child looked forward to. I think progress of the child can be shared more often, as parents have to wait for a parents evening to come along till they can enquire in detail or see how their child is doing in school. I think there could be more work on technology by the kids and there could be more such resources in school. The school app could be more developed and used in many other ways too.*

We are looking to extend our afterschool opportunities next year, with a drama club, a music club and a sports club. Year 2 have ACE groups on a Friday 10 weeks a year during lunchtimes so every child gets an opportunity to take part.

Library has now been moved during school time again to make it inclusive so all children take part.

Please remember that if you wish to discuss a concern or just ask around advice on progress you can make an appointment to have a short discussion with staff rather than wait for Parents Evenings.

Our website is currently being updated and we hope this will be a useful source of information for parents. Look out for the new website launch June/ July.

*Not on time opening and closing gate sometimes finishing later and closing early in the morning.*

I apologise if the gate occasionally gets opened after 8.45am , this is sometimes due to me sorting staffing or other issues so school is safe. The gate is not closed early in the mornings it closes at 8.55am. We do try to be prompt at 3.15pm but cannot open the gate if the children are not ready to leave.

*More school visits.*

Governors and the Leadership Team took the decision to limit paid school visits to Reception & Year 2 due to the cost of living. Trips often get quite expensive due to coaches etc. In Year 1 we have sourced local visits that have only a small ( if any charge) we are mindful that with several children visits can be an extra strain on families.

Many thanks

Mrs Walsh