

Parent / Carer Survey 2019 – 2020

Thank you to all of those who completed the parent / carer survey. There were **85** responses. Here are results in summary, there are comments and the school's response that follow.

Survey Results in summary

Statement	No of responses	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
1. My child is happy at this school.	85	56 66%	26 31%	1 1%	1 1%	1 1%
2. My child feels safe at this school.	85	51 60%	30 35%	2 2%	1 1%	1 1%
3. The school makes sure its pupils are well behaved.	85	45 53%	33 39%	4 5%	2 2%	1 1.2%
4. My child has been bullied and the school dealt with the bullying quickly and effectively*. *56 67% of the children have not been bullied.	84	8 10%	10 12%	5 6%	2 2%	3 4%
5. The school makes me aware of what my child will learn during the year.	83	37 45%	36 43%	6 7%	2 2%	2 2%
6. When I have raised concerns with the school they have been dealt with properly*. *24 28% of the parents / carers have not raised any concerns	85	24 28%	27 32%	8 9%	1 1%	1 1%
7. Does your child have educational needs and/or disabilities (SEND)?	84	Yes	6 7%	No	78 93%	
If yes to question 7, and your child has SEND, does the school give them the support they need to succeed?	17	4 24%	3 18%	2 12%	0	8 47%
8. The school has high expectations for my child.	85	37 44%	38 45%	2 2%	1 1%	7 8%
9. My child does well at this school.	83	44 53%	30 36%	2 2%	2 2%	5 6%
10. The school lets me know how my child is doing.	82	31 38%	42 51%	5 6%	2 2%	2 2%
11. There is a good range of subjects available to my child at this school.	85	33 39%	49 58%	0	0	3 4%
12. My child can take part in clubs and activities at this school.	84	34 41%	37 44%	1 1%	1 1%	11 13%
13. The school supports my child's wider personal development.	83	26 31%	42 51%	3 4%	2 2%	10 12%
14. I would recommend this school to another parents/carers (yes or no).	84	Yes	79 94%	No	5 6%	

Comments in response to question 13: The school supports my child's wider personal development.

Your comments	Our responses
They make my children very confident outside of the classroom.	This is good news, thank you. We will continue to work hard with you on this.
I've received no support from the school last year I expressed my feelings to the teacher which nothing was done and now my 6-year-old has anxiety and depression and frightened to go to school I feel like my child been let down not happy at all.	This is not good to hear, we would really like you to speak to about this so that action can be taken. We make full use of Single Point if children are suffering in any way, if how we aim to meet individual's needs is not sufficient.
He always tells me when he asks question he's been ignored; or he will be told late.	If this has happened then please let us know so that it can be addressed. We have an open-door policy and teaching staff are available at the end of each day if you wish to discuss any worries. Failing that, you can make a telephone appointment if it is difficult to find a convenient time to talk.
Do not understand the question.	It is about developing other skills through the Catholic Life of our school, and skills such as 'softer' skills (please ask us about Learning Friends) as well as about the opportunities they take outside of the classroom (in having roles in school) and outside of the school day (in clubs or groups they may take part in).
Learning through homework club.	This is good to hear, homework is aimed to help the children reinforce what has been taught in school.

Comments overall

Your comments	Our responses
Amazing teachers and school.	This is great to hear, we will continue to strive for everyone to be their best.
Encourage children to use serviette /paper towels to clean their mouth after meals (not nice picking up kids with bake beans all over). Do appreciate all your hard work, thank you. God bless	Lunchtime supervisors have regular training and work hard to encourage the children to look after themselves. We will continue to do this and help them if they are struggling to do so. Thank you for the kind comments.
My child had challenging times in nursery with another child and also himself the teachers were brilliant with my son who is a massive challenge but didn't feel like they were dealing with the other child in the correct way as this child is still continuing now my child's moved on with him I have raised my concerns with the school and the only thing making my son unhappy.	We do a lot of work through RE, Circle Time, and across the curriculum, as well as in assemblies to make sure that all of our children are aware of how to keep themselves safe. Where there is challenging behaviour at times, children are encouraged to model good behaviour, but their safety and safeguarding is our first priority. We constantly share with our boys and girls that they have a voice and they are allowed to use it to keep themselves safe no matter what is upsetting them. If you do have concerns still, please arrange to speak with the class teacher or Mrs Downes so that this can be addressed.
I have concerns about toilets cleanness and constant lack of toilet paper. My children need to bring toilet paper from home.	If problems such as these arise, which I would expect to happen rarely, if at all, please encourage your children to speak to staff in school who can address issues like this – this will help them to become more independent.
Overall, I feel my child has progressed well with his personal development. However, I feel the line of communication regarding progress with his learning	We apologise for this and are looking at ways we can accommodate meeting times that are suitable to all. Our open-door policy means that if you do have anything you

<p>could be better. Also, I have had three working days' notice for a meeting which I don't feel is enough time to make arrangements for time off work. Due to this, I can't attend this meeting which I feel is very unfair against working parents.</p>	<p>would like to discuss, you can arrange an appointment with the teacher, or arrange a telephone appointment if a face to face meeting cannot take place.</p>
<p>When my daughter was being bullied I felt there was a real lack of will from the class teacher to be proactive in dealing with the underlying issue. There was also an attempt to brush the incidences off as normal female interactions. Even if this were the case, it doesn't make the behaviour acceptable. There was a tendency to also blame the problem on my daughter's sensitivity.</p>	<p>We take the issues of bullying very seriously and follow a thorough anti-bullying policy as well as safeguarding, peer on peer abuse is totally unacceptable. We are sorry that this was not a positive experience and if there are any further issues, we would like to work with you and any children/families concerned to deal with this so that it does not occur again.</p> <p>On this very important point, Year 6 will be working with Mrs Downes to plan and lead an assembly regarding anti-bullying. A lot of work has been done with all of our children in this area and we see that the subject needs ongoing focus so that children know that if/when bullying occurs, it is not tolerated and that they have a right to tell us when something makes them upset, unhappy or uncomfortable.</p>
<p>The SENCO is amazing and very supportive. She always goes above and beyond to support both ourselves as parents and our daughter. I cannot fault her. However, it feels like classroom staff lack knowledge and expertise to properly support our daughter. Information was not passed on during transition and they need to be reminded often of the support that she needs.</p>	<p>We are really pleased to hear that you are happy with the work of the SENDCO, who works with staff to plan actions and interventions that take place in school. Meetings that are separate to parent/carer days are being set so that parents/carers can feel that there is a joined-up approach and we aim to work together to ensure that each individual's needs are met.</p>
<p>Best school for my child with the best teachers.</p>	<p>This is great to hear, we will continue to strive for everyone to be their best.</p>
<p>With my experience with the school I don't think I can ever recommend it because I have to be honest.</p>	<p>We are very sorry to hear that and if there is something we can do to make sure that your relationship is more positive, please make an appointment to speak with us.</p>
<p>Close knit school.</p>	<p>This is great to hear, we will continue to strive for everyone to be their best, making sure that the children feel (as well as everyone) part of the school family.</p>
<p>I feel some members of staff are unapproachable and difficult to speak with. On occasions I have felt patronised when spoken to.</p>	<p>We are sorry that is your experience, our staff along with all of the leadership team work hard to make sure that we have a positive relationship with everyone in our school family. If you find this occurs again, please let Mrs Downes know.</p> <p>We do have a complaints policy that we follow, which is available on the school's website.</p>
<p>Mine now is the third generation of my family to attend this school. My mom and aunties all came to St Francis as well as myself and brothers.</p>	<p>We are really pleased to hear that you are part of our school's rich history.</p>
<p>Some days my child does not feel safe as there is a child in this class who is always hurting children. When I ask him whether he said something when he sees it, his answer was 'No, because he would hurt me'. Also, I would like to see more regular reading assessments so he can get more challenging books</p>	<p>We do a lot of work through RE, Circle Time, and across the curriculum, as well as in assemblies to make sure that all of our children are aware of how to keep themselves safe. Where there is challenging behaviour at times, children are encouraged to model good behaviour, but their safety and safeguarding is our first priority. We</p>

<p>to read. He can read levels 12 and above from Oxford owl online and he enjoy these stories, but still keep bringing only Level 8 books as in his previous year.</p>	<p>constantly share with our boys and girls that they have a voice and they are allowed to use it to keep themselves safe no matter what is upsetting them.</p> <p>If you do have concerns still, please arrange to speak with the class teacher or Mrs Downes so that this can be addressed.</p> <p>We do encourage children to read widely, which can include home and library books, in addition to safe internet sites. We are also looking at how many books are taken home for reading, so information will follow this soon.</p>
<p>I have observed that, some of the instruments taught in school are based on a selection process. However, like the violin I have seen siblings attending. I believe this must be looked at two children from the same household get the opportunity and then the other household is refused. I would like to propose that, if you have a sibling already in a particular instrument lesson then the other child would have to be considered for another instrument not the same one that a sibling is on to free space for other households to also get the opportunity. I have a typical example of at least three families who have two children in the violin class but my daughter was refused. I know they take a test but it's still not a fair process as the older sisters teach the young one before they come to the selection so they turn to go through successfully. It's important that you think about equal opportunity in terms of household as there at least about 90% of sibling groups in your school. I will be happy to have further deliberations on this issue.</p>	<p>Thank you for your views. Music provision is something we are looking at as at the moment, it is offered at no cost, in a climate where there are many budget constraints, we will be exploring our way forward with our families.</p>
<p>Although my daughter says she likes school I believe from speaking with her daily she can often feel intimidated by behaviour strategies used (i.e., cameras are watching you) when my concerns for this were brought to class staff I had no feedback. This is just an example. Another would be that of the teacher shouts and it's too loud, obviously I can't comment on this. She often replies nothing or it was boring when asked about her day and 1/5 days can be exciting and highly descriptive. I think the transition from reception to year 1 has been poor in that me and my family have found communication from the teacher and school minimal or confusing (cross wires) and silly embarrassing errors made, i.e., writing another child's name in my daughters' book.</p>	<p>We are pleased that your daughter is happy in school, though not happy to hear that she feels intimidated attacks times. What may happen from time to time, is that if individuals or groups are not telling the truth about something that has taken place, a member of staff may suggest that they will have to go back and look through video footage from cameras in place to keep children safe. Please be reassured that if we had cameras in place, we would inform the school community as it would need a policy that is available for all. In some schools, this is the case, but we do not have cameras at school.</p> <p>Monitoring of teaching and learning often takes place as well as pupil voice interviews, where it has not been reported that staff shout loudly at children. If your daughter does feel uneasy in any way, please remember that safeguarding is our first priority and we will work with you to help her feel confident and safe.</p>
<p>Communication I feel is still horrendous, lack of it and everything is wrong.... you're having to double check things!! School is losing its community, it's heart and again I feel this is down to communication too.</p>	<p>There may be a lot of parents/carers who would agree with you about minimal descriptions of the day, we often</p>

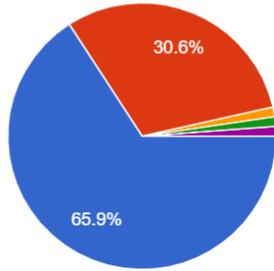
<p>Emphasis seems to be on attendance and nothing else.</p>	<p>hear this on parents'/carers' evenings. Sometimes, children will say more when role playing or at bedtimes/prayer times.</p> <p>We are sorry that you feel unhappy about communication, as we have said before, some errors have occurred and we have apologised. The website now will be the main place to find calendar events and you can request a paper copy of events and newsletters, which has always been offered.</p> <p>We hope that you are able to read the newsletters, which always focus on the Catholic life of the school, often on safeguarding information that is seen to be helpful to parents and carers as well as other relevant news as well as focus on attendance and punctuality, which at 96.4% is something to celebrate and to make sure that we aim for the best and to not get complacent. Again, if a paper copy is preferred, please ask for one.</p>
<p>One thing that needs improvement is the communication. An example was during the sports day it was not clear that year 3 was not included in key stage 1 so we were not able to watch our child due to the confusion. There were other problems with communications before. Also, the school has been too strict with parents taking photos during school events which is very frustrating, I think many parents are not happy with this.</p>	<p>We are sorry that there was confusion around this, we are looking at the way in which the dates and events are shared with you, so that this does not happen. Unfortunately, there will sometimes be human error, but we will do everything we can to avoid this.</p> <p>Unfortunately, we do have strict regulations to follow under GDPR law. Where many are happy for their children to be filmed/photographed. Some are not, some of these are for safeguarding reasons, so this is not something we are liberty to change.</p>
<p>All staff and pupils do the school proud.</p>	<p>We are really proud of St Francis Xavier too.</p> <p>This is great to hear, thank you. We will continue to work hard to make sure that it stays this way.</p>
<p>Teachers are all nice and supportive.</p>	
<p>Family oriented school.</p>	
<p>School is very good.</p>	
<p>My son loves coming to school every day I feel he learns a lot at school and is happy in the school environment.</p>	

KEY:

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

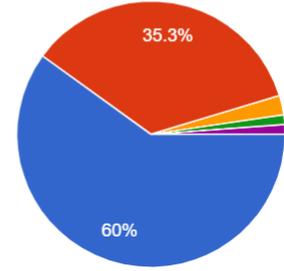
1. My child is happy at this school.

85 responses



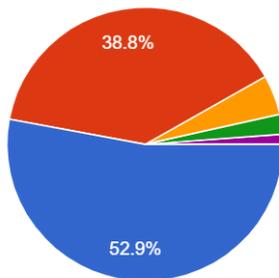
2. My child feels safe at this school.

85 responses



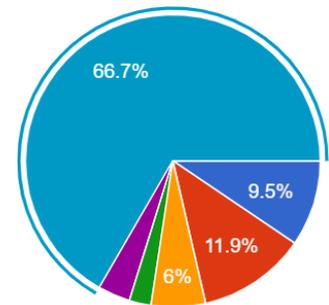
3. The school makes sure its pupils are well behaved.

85 responses



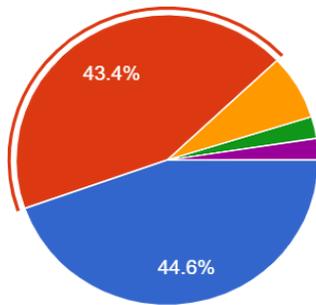
4. My child has been bullied and the school dealt with the bullying quickly and effectively.

84 responses



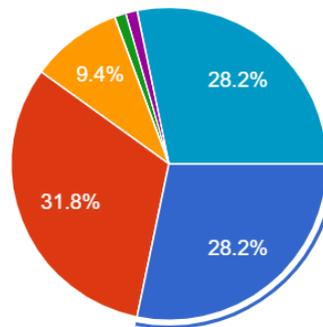
5. The school makes me aware of what my child will learn during the year.

83 responses



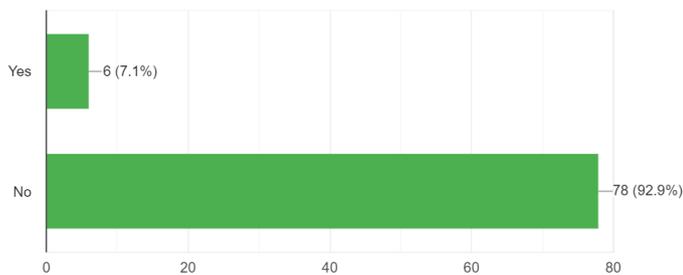
6. When I have raised concerns with the school they have been deal with properly.

85 responses



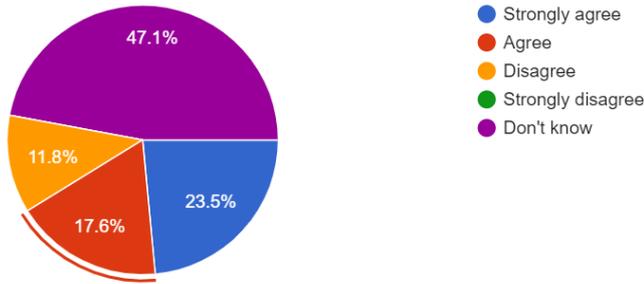
7. Does your child have educational needs and/or disabilities (SEND)?

84 responses



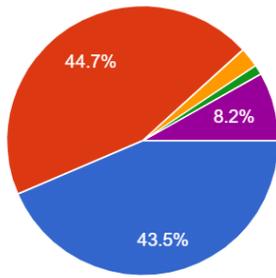
If yes to question 7, and your child has SEND, does the school give them the support they need to succeed?

17 responses



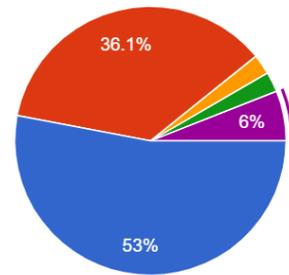
8. The school has high expectations for my child.

85 responses



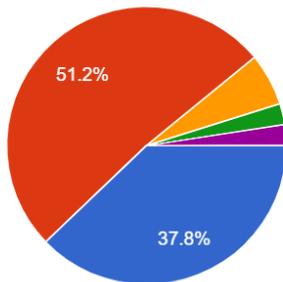
9. My child does well at this school.

83 responses



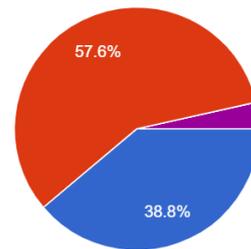
10. The school lets me know how my child is doing.

82 responses



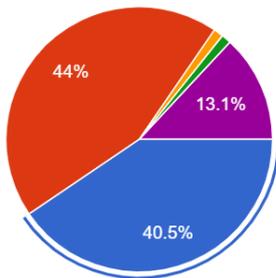
11. There is a good range of subjects available at this school.

85 responses



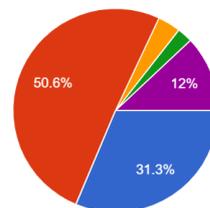
12. My child can take part in clubs and activities at this school.

84 responses



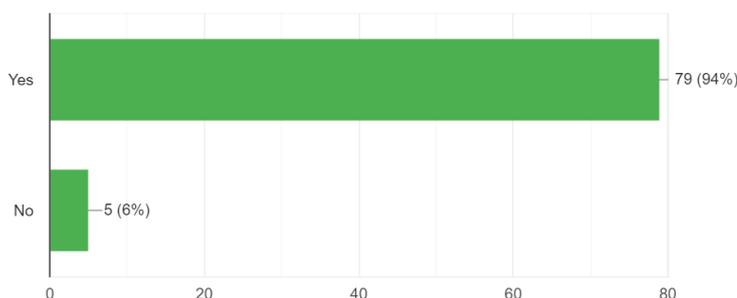
13. The school supports my child's wider development.

83 responses



14. I would recommend this school to another parent. (yes or no)

84 responses



Thank you for completing the questionnaire. Please state what year group your child/ren belong to:

82 responses

