



Dear Parent/Carers

RE: School Satisfaction Survey Feedback

Many thanks to the 104 people who took part in the School Survey (36% of our community) more than double last year's response. This was the first time that we have done the survey online and we were really pleased that so many people took the time to engage. Thank you!

The overall headline is that the school community is very satisfied and happy with their child's schooling, what our school offers and the community relationships which we enjoy. The feedback is overwhelmingly positive with percentages in the 90s when we look at the 'strongly agree' and 'agree' categories combined. This is really good news and certainly reflects all that I see, know and feel about the HWINS community.

We will carry on with all of the aspects which work for our school and where we are able to, will make changes to areas of concern raised.

There always seems to be a difference of opinion about homework – too little/too much. We try really hard to get an appropriate balance and to ensure that family time is not overtaken by home learning. However, with more time spent at home than at school, we do need and appreciate families being an active part of the learning partnership. Some parents/carers responded with 'Don't Know' about how our school deals with bullying and I expect that this is because this situation has never come up for them. With Kind Words and Kind Actions as well as a robust Positive Behaviour Management Policy and Safeguarding Policy, we do manage instances of poor/inappropriate behaviour swiftly.

The following table provides you with an overview of the collated feedback in terms of %. Thereafter, there are the 'what's going well' themes and the 'even better if' themes. For the latter, where we are able to, we will make adjustments with 'quick wins' or building things into future provision.

| Question | Strongly agree | Agree | Disagree | Strongly disagree | Don't know |
|---|----------------|-------|----------|-------------------|------------|
| My child is happy at this school | 73% | 24% | 3% | 0% | 0% |
| My child feels safe at this school | 75% | 23% | 0% | 1% | 1% |
| My child makes good progress at this school. | 58% | 39% | 2% | 1% | 0% |
| My child is taught well at this school. | 61% | 36% | 1% | 0% | 3% |
| My child receives appropriate homework at this school. | 25% | 52% | 17% | 3% | 3% |
| The school makes sure its pupils are well behaved. | 65% | 31% | 2% | 0% | 2% |
| This school deals effectively with bullying. | 21% | 32% | 4% | 0% | 43% |
| This school is well led and managed. | 67% | 29% | 3% | 0% | 1% |
| This school responds well to my concerns. | 41% | 36% | 5% | 1% | 17% |
| I receive valuable information from the school about my child's progress. | 40% | 51% | 9% | 0% | 0% |
| Would you recommend this school to another parent? | 71% | 27% | 1% | 0% | 1% |
| The school values and attitudes have a positive effect on my child e.g., kind words and kind actions, caring, a learning perspective. | 64% | 31% | 2% | 0% | 3% |



Hampton Wick Infant & Nursery School

'This is an outstanding school'
Ofsted 2010
Headteacher: Heidi Johnson Paul



Linked with:
St John the Baptist Junior School

Normansfield Avenue Teddington TW11 9RP T: 020 8977 3971 E: info@hamptonwick.richmond.sch.uk

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|---|-----|-----|----|----|-----|
| The school expects my child to work hard and to do their best. | 72% | 26% | 1% | 0% | 1% |
| There is a good range of activities that my child finds interesting and enjoyable e.g. class topics, special days, focus weeks, school trips. | 66% | 32% | 0% | 0% | 2% |
| There is a positive relationship between the parents/carers and school staff. | 55% | 40% | 3% | 0% | 2% |
| When I visit the school, I am made to feel welcome. | 55% | 41% | 1% | 0% | 3% |
| The school seeks views of parents/carers and takes account of their suggestions. | 34% | 52% | 4% | 1% | 10% |

Nursery
5%

Reception
34%

Year 1
35%

Year 2
26%

If anyone does have any specifics that they would like to pick up with me in person, please chat with me at the gate or make an appointment via the school office.

Key Themes: What's Going Well

- **Learning:** diversity of curriculum, richness of provision, supporting children's interests, creative approach taken to learning, use of Wilderness, opportunities for children to undertake practical tasks, range of clubs on offer, interesting learning on offer, promotion of reading, target books and home learning activities.
- **Behaviour:** Kind Words and Kind Actions, promotion of respect, manners, nurturing ethos, happy children who enjoy coming to school
- **Communication:** information shared in advance of events, use of the parent email system (for updates, changes and reminders), access and availability of staff, welcomed into school by staff team, great staff team who are friendly and helpful
- **School Ethos:** nurturing and supportive for children and adults, great community spirit including the contribution of Friends, strong sense of community supported by school structures, really helpful fundraising.

Key Themes: What Could Be Even Better

Though there was less feedback given in these areas and other than the first point below, no clear themes, I have picked up a few areas to share:

- **Clashes:** A few parents/carers pointed out that there have been focus week and target book clashes! *Sorry about this: we will check the school schedule and adjust that with immediate effect! We only have one more focus week this school year (in June) and a double supermagic School Of Rock event so we can easily address any conflicting dates! Thank you.*
- **RE:** A couple of people commented about religion at our school and questioned why we are 'pushing' a Christian approach. *To clarify, schools are required by law to deliver Religious Education and this must be broadly Christian based. As part of our curriculum delivery, we teach children about other religious practices and these are covered in assemblies, too. RE promotes the spiritual, moral, cultural and social development of children and helps to prepare them for the opportunities, responsibilities and experiences of later life. Children in Key Stage 1 and upwards are required to undertake a daily act of collective worship. This may be a time for reflection on a theme, a time for children to think about how they may better use Kind Words and Kind Actions, a thinking question perhaps related to a moral dilemma or it may be a prayer which children can choose whether or not to engage with.*



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- **Phonics workshops:** a couple of parents/carers asked for a phonics workshop. *We are happy to provide this and can offer the following dates and times: Tuesday 21 March @ 9am, Tuesday 28 March @ 3:30pm.*
- **Information:** A couple of parents/carers asked for **diary information/school notification and requests in advance and some asked for more information about their child's progress.** *In terms of the first, school diary information is published in September on the school website and through email to all parents/carers. Updates are also given in each newsletter. I know that life is busy but I am unsure as to what else we can realistically do! In terms of pupil progress updates, we cannot provide weekly progress updates to parents/carers. With 2 consultations per year and 2 further opportunities for parents/carers to look at their child's work (at the end of class assemblies) and an extensive Summer report, we cannot realistically provide more! Perhaps a solution would be to cut out the Autumn and Spring consultation meetings and provide a numerically based report card instead and the Summer report in July. If you think this is worth exploration, do let me know.*
- **Retention:** One parent commented about retaining staff. *I am sure that you are all aware of the recruitment crisis that we are experiencing in teaching. In addition to this, Richmond has a high turnover of staff once they are in their 3-5th year of teaching as they cannot afford to live in the area. We also face the challenges of appointing staff who are on temporary visas. Recruitment and retention is a London and big city-wide problem. We work well at developing and supporting staff as part of our recruitment package and do our utmost to retain quality staff.*
- **Inset Days with St John's:** A few people raised this. *I appreciate your irritation. My preference would be for all schools to have the same dates to make life easier for everyone! I endeavour to schedule term and inset dates with SJB as much as is within my power. Where we can get dates to synch, we do. Draft dates for 2018 -2019 have just been released so we will again liaise with SJB and talk about how we can manage a joint solution. Please note that from the start of the coming **academic year 2017 - 2018, all end of term finishing times will be 3.15pm, ie the same as all of the other school days.***
- **Parent communications:** A few people raised this. *I appreciate that for those of you who were used to ParentMail the transition may not have been wholly smooth but all communications have been sent for some time by our new email system. They show up as coming directly from School, rather than an external company and you are able to email back directly to the School Office if you have any queries. The permission forms and parents evenings are separate in the sense that they require secure areas to run because of the data contained: this is why you receive a link in your email that takes you to another page. If you are having problems with receiving the communications please come into the School Office and we will help you.*

If you have an area which you would like me to specifically address with you, please do make an appointment for a chat. Thank you.

Heidi Johnson Paul
Headteacher

