

Hampton Wick Infant & Nursery School

'This is an outstanding school'

Ofsted 2010

Headteacher: Heidi Johnson Paul



Linked with:

St John the Baptist Junior School

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Dear Parent/Carers

RE: School Satisfaction Survey Feedback

Many thanks to the 140 people who took part in the Ofsted style Whole School Survey (54% of our community) more than last year's response of 104. This is the second time that we have done the survey online and we were really pleased that so many people took the time to engage. Thank you very much!

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 making our strengths stronger and where we are able to, will make changes to areas of concern raised. Towards the end of this document is a summary of comments from parents/carers for your perusal.

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 Restorative Practises, which we have introduced this year, has been helpful in giving children a specific structure to support them when there is conflict. I would caution parents/carers about **the use of the word 'bullying'**. Whilst there are instances of silly/inappropriate behaviour, it is rare for children who are 3-7 years old to be bullies. With so many children from so many different backgrounds, it is important that **all staff, children and all parents/carers support the school in our behavioural values of 'Kind Words and Kind Actions'** which give us all a point of reference when things are going well and when they are not.

Where parents/carers have responded with 'Don't Know', I am conjecturing that this is either because they feel they they/their child have not directly experienced the situation described or have not looked at wider feedback such as Friends and Flying Newt information which contribute to a fuller picture of school life.

If anyone does have any specifics that they would like to raise with me in person, please chat with me at the gate or make an appointment via the school office. Thank you. I would much rather we talked and looked to see how we can work in stronger partnership than anyone feel disenfranchised. Thank you.

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	64	34	1	0	1
My child feels safe at this school	71	28	0	0	1
My child makes good progress at this school.	59	40	0	0	1
My child is well looked after at this school	65	34	0	0	1
My child is taught well at this school.	64	35	0	0	1
My child receives appropriate homework at this school.	33	44	18	2	3
The school makes sure its pupils are well behaved.	67	31	1	0	1
This school deals effectively with bullying.	27	26	1	1	45
This school is well led and managed.	62	35	2	0	1
This school responds well to my concerns.	41	45	1	1	12
I receive valuable information from the school about my child's progress.	47	44	6	1	2
I would you recommend this school to another parent	70	27	1	0	2
The school values and attitudes have a positive effect on my child e.g., kind words and kind actions, caring, a learning perspective.	68	31	0	0	1
The school expects my child to work hard and to do their best.	67	31	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.	64	36	1	0	0
There is a positive relationship between the parents/carers and school staff.	56	42	1	0	1
When I visit the school, I am made to feel welcome.	57	40	2	0	1
The school seeks views of parents/carers and takes account of their suggestions.	35	44	5	1	15

Responses: Nursery 15% Reception 23% Year 1 30% Year 2 33%

Key Themes: What's Going Well – All Comments from Parents/Carers

- **Children:** treated as individuals, children are put first, individual support and tracking of each child, staff support students as much as is humanly possible, pupil participation in running the school such as Eco and School Council, school prepares children well for what they are doing
- **Learning:** focus weeks, great variety of activities, diverse learning, use of Wilderness, assemblies are always show-stoppers, creative curriculum, fun, ambitious learning for children, varied programme of topics which instil in children interest and a joy of learning, well organised curriculum
- **Community:** Parents are made to feel welcome, inviting helpers in, engages the whole family in learning, strong school community. Community spirit, a strong sense of school identity and community, community involvement

- **Behaviour:** school promotes good behaviour, clear behavioural expectations, tackles bullying, happy children, encourages kindness, encourages confidence and resilience, resolve conflict between children in a great way, Hampton Wick High 5 (ready, respect, resilience, reasoning, reflecting), Kind Words and Kind Actions, encourages every child to do their best, values driven behaviour is great, promotes kindness and consideration of others, good manners, respect, a nurturing positive environment with positive values
- **Communication:** great, good, know what's coming up when, newsletter, warm and welcoming feeling, friendly staff, good relationships between children and staff, staff listen, welcoming staff, morning welcome from staff, great staff, everything is well organised, takes parents' concerns seriously, strong leadership team, safeguarding
- **School Ethos:** the school's mottos are through everything that you do, nurturing and supportive for children and adults, great community spirit, strong sense of community, positive

School encourages well behaved and well-mannered children who want to learn. Build confidence: kids can do it and together we can make it better.

The school's values of Kind Words and Kind Actions had a profound influence on my child. The values adhered to by staff and children create a calm and positive environment for effective learning.

Masses of topic and challenges which sometimes stress parents out but keep us on our toes and we often learn, too!

I struggle to list just 3 things that the school does well – they go above and beyond on every possible way.

I love how many different members of staff know my child by his first name. I think that really helps to build confidence/ease with their surroundings.

Key Themes: What Could Be Even Better

Homework: This area is always one which divides opinion: too much, not enough or an acceptable amount! There were some comments about the Red Target Books which go out to Reception and Key Stage 1 classes each month. The Senior Leadership Team (Assistant Heads Miss Sugrue and Mrs James, Deputy Head Miss Read and myself) will do a review of expectations and will report back in the next couple of weeks. Thank you.

- **Playground Behaviour:** Some concerns were raised about children's inappropriate behaviour at playtimes/lunchtimes and children being listened to and matters being followed up. All teachers will remind children of behavioural expectations and what to do when things are not how they should be. Staff will also be reminded. This includes lunchtime staff. Senior Leaders will monitor lunch playtimes over the next few weeks and Miss Read (Deputy Head) will remind lunchtime staff of expectations and procedures regarding positive behaviour management at a forthcoming meeting. I would be grateful if parents/carers can also remind children about behavioural expectations at lunchtime including children playing with children in their own year groups and to also remember to speak with an adult if they are unhappy. Thank you.
- **Inset Days with link school St John the Baptist:** 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. As you will know from the newsletter, I do feel a sense of hope and joy as for the coming academic year 18-19, 4 of the 5 Inset days across HWINS + SJB are the same! Aiming for 5 out of 5 😊
- **Parent communications:** A few people raised this about 'lack of information, late information out and not being informed about events until the last minute'. Please do ensure that if you are not on GroupCall that you have a chat with the staff in the School Office and they will help you. The

volume of communication is kept as far as possible to a minimum ie, no reminders, etc. The community diary is available on the school website and a 'reminder' 2 week diary is at the bottom of the weekly newsletter, 'The Flying Newt'. We do provide a school year community diary so please remember to refer to that for forthcoming events. Thank you.

Once again, a huge thank you to everyone who participated in the survey, taking the time to give feedback. It is appreciated and I have read each and every comment.

This is a lovely school where wonderful learning and teaching takes place, where aspirations are high and every child makes progress set in a positive, nurturing and purposeful environment. We have a super school community which is positive, proactive and supportive. As Headteacher, I value all of these things immensely as I am sure you do, too.

This is YOUR school and your school community: in partnership, we make it a wonderful place for children and adults. Let's make our strengths stronger and work on where we can make things even better.

Thank you.

A handwritten signature in blue ink, appearing to read 'Heidi Johnson Paul'.

Heidi Johnson Paul
Headteacher