



Parent/Carer Questionnaire and Feedback - October 2022

At the start of the Autumn Term 2022, we sent home an online questionnaire to parents/carers to give you the chance to tell us what you think of our school. 59 parents/carers completed the questionnaire and we appreciate that you did. Your views are very important to us. We appreciate and value all feedback as this informs what we need to do to improve the educational experience that we provide for your children. Please find below the results of the questionnaire, which were overwhelmingly positive and we thank you for that. Rest assured we will be working tirelessly to ensure that any concerns raised are addressed and addressed quickly. Please come into school to discuss any concerns that you may have. We are here to help and are always available.

Response Breakdown

Nursery	Reception	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
1 response	12 responses	8 responses	3 responses	12 responses	8 responses	6 responses	9 responses

Questionnaire Results

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
My child is happy at Florence Melly	43 votes 73%	15 votes 25%	1 vote 2%	0 votes 0%	0 votes
My child feels safe at Florence Melly	43 votes 73%	15 votes 25%	1 vote 2%	0 votes 0%	0 votes
Florence Melly makes sure its pupils are well behaved	38 votes 64%	20 votes 34%	1 vote 2%	0 votes 0%	0 votes
My child has been bullied and the school dealt with the bullying quickly and effectively	3 votes 27%	7 votes 64%	1 vote 9%	0 votes 0%	46 votes N/A
The school makes me aware of what my child will learn during the year	22 votes 42%	21 votes 40%	9 votes 17%	1 vote 2%	6 votes N/A
When I have raised concerns with the school they have been dealt with properly	21 votes 58%	13 votes 36%	2 votes 6%	0 votes 0%	23 votes N/A
My child has SEND and the school gives them the support they need to succeed	10 votes 59%	6 votes 35%	1 vote 6%	0 votes 0%	34 votes N/A
Florence Melly has high expectations for my child	32 votes 59%	21 votes 39%	1 vote 2%	0 votes 0%	5 votes N/A
My child does well at Florence Melly	33 votes 57%	22 votes 38%	3 votes 5%	0 votes 0%	1 vote N/A
The school lets me know how my child is doing	27 votes 48%	24 votes 43%	5 votes 9%	0 votes 0%	3 votes N/A
There is a good range of subjects available to my child at this school	32 votes 57%	22 votes 39%	2 votes 4%	0 votes 0%	3 votes N/A

My child can take part in clubs and activities at Florence Melly	22 votes 42%	22 votes 42%	8 votes 16%	0 votes 0%	7 votes N/A
Florence Melly supports my child's wider personal development	26 votes 53%	18 votes 37%	5 votes 10%	0 votes 0%	10 votes N/A

And finally... 57 out of 59 parents and carers would recommend our school to other parents; that's 97% which we are happy with (but we want 100% of you to be happy).

We know from your feedback that our school is a safe and happy place for your children. We pride ourselves on the fact that our pupils feel safe and happy and that they are ready to learn. These were the joint highest scoring areas of the questionnaire with 73% of parents strongly agreeing (and 98% either strongly agreeing or agreeing) with questions 1 and 2. Mr Baillie leads a great safeguarding team in our school and we are always here to help!

98% of parents/carers either agreed or strongly agreed that we make sure that our pupils are well behaved. What really helps is that we have a strong behaviour policy that is consistently applied by our dedicated staff. Our staff set the highest of expectations for behaviour and when our pupils do not meet this, sanctions are put in place quickly. We are currently working with behaviour specialist, Jason Bangbala, to help further develop our policy and approaches and we are keen to explore a more trauma informed, restorative justice approach. Mr Baillie, our Assistant Headteacher and Behaviour Lead, has big plans for developments in this area.

We understand that bullying happens in every school and we always work hard to address issues of bullying effectively and efficiently. It is pleasing when so many parents/carers completing this questionnaire recognise the significant amount of time and effort we have invested in improving how we deal with the small number of bullying incidents we experience.

From the feedback, we know that we have much more to do to ensure that as parents/carers you are better made aware of what your child is learning during the year. In the coming weeks we will hold discussions with all stakeholders to generate ideas as to how best to tackle this weakest area of the questionnaire.

94% of parents/carers agree that we respond to concerns they may have quickly and effectively. However, as a school we need to concentrate on the small minority of parents who disagree. And we will! If you ever have an issue or concern, it is vital that you speak with your child's class teacher, Mr Baillie, our Designated Safeguarding Lead, myself or any other member of staff promptly so that the issue can be resolved and appropriate action taken. Our doors are always open and we are genuinely here to help!

We are delighted that 94% of parents/carers with children who have SEND feel that our school gives them the support they need to succeed. We have made significant changes in this area of school life recently and it is really pleasing to see that these changes are having a positive impact. We genuinely believe in our core values and our motto: "if you can DREAM it, you can do it" and I am delighted that 98% of parents/carers recognised the high expectations we set for our pupils. Every single staff member at our school genuinely believes in our core values and our motto: "if you can DREAM it, you can do it" and I am delighted that 98% of parents/carers recognised the high expectations we set for our pupils. We want them to have no limits to their ambition and you absolutely recognise that!

The vast majority of you feel that your child/children are doing well at our school. We work hard to ensure that every child succeeds and makes good progress. This has been particularly challenging during and post-pandemic but our team are working tirelessly to make up for lost time and ensure that the children recover both academically and socially.

Like with question 5, we need to improve how we make parents/carers aware of how their children are doing. We have recently restarted face to face parents' evenings again and we will consult with parents/carers about our end of year annual reports so that they are as informative and accessible as possible this year.

We are extremely proud of our vibrant, broad and balanced curriculum: The Florence Melly Way and this is clearly recognised by our parents/carers. 96% of you feel that there is a good range of subjects available to your children. We are always looking to improve our curriculum offer and this year, we are investing significantly in new science resources to support teaching and learning, new high-quality texts in history and geography to really help bring humanities alive and have vastly improved the amount of time our children spend learning a new language. Miss Revuelta, our new Spanish teacher, is visiting every class, every week, providing specialist Spanish lessons... excelente!

We agree with parents/carers that our provision for extra-curricular clubs and activities has not been strong enough post pandemic. This is an area of school life that we need to improve quickly to ensure that our pupils' wider personal development is supported and enhanced. Watch this space for lots of improvements in this area in the coming weeks and months!

I would like to take the opportunity to direct you to Ofsted's Parent View website. Parent View is an online questionnaire for you to give your views about this school at any time of the year. It's easy, it's quick and it's a great way of sharing with Ofsted what a great school Florence Melly is.

Lastly, I would like to leave you with a few of the wonderful comments left by our parents/carers from the questionnaire...

Comments left by parents

"Couldn't praise all of the staff at Florence Melly enough! They have been so supportive of my child and it has made family life at home more manageable. Thank you!"

"I love that the school is inclusive of all and they go above and beyond to make the children feel special. They do very well at celebrating special occasions. My kids have all been very happy attending Florence Melly Community Primary School."

"When we raised concerns about our child settling in during his first few weeks of Reception, we were contacted immediately and action was taken straight after that phone call. Our child's confidence is growing day by day and he tells us regularly how much he likes his teacher/TA. If we have any questions, his teacher responds to us so quickly! (I don't know where she finds the time, but am equally so grateful). The lady who greets him into morning club is always so warm, welcoming and talks to him, which give us all a lovely start to the day. It's a difficult transition leaving your child in someone else's care, but the staff team at Florence Melly have gone above and beyond to make this transition as easy as possible for him and us. We are really happy with him being there and would like to send a huge thanks to the team."

"My son started reception in September and is doing amazingly well with his phonics and reading. Teachers are always available to chat at the start or end each day and they are very responsive on Class Dojo."

"All of my children have attended Florence Melly and I they always felt safe and happy. They've all progressed well beyond expectation and the teachers here always adapt to their individual needs. I cannot praise the school enough and I will be so sad when the last one leaves."

"The school doesn't just focus on English and maths. I love that they prioritise Art, PE, music and Spanish."

"Keep doing what you do,. You do an amazing job and thank you for all the support. Best school there is!"

Once again, thank you for the fantastic support you have shown and I promise we will try our best to address your areas of concern.

Take care

Mr Leach
Headteacher

IF YOU CAN DREAM IT, YOU CAN DO IT!