

## Clutton Primary School Parental Communications Survey - March 2018

Dear Parents,

Thank you for supporting the school with our communications questionnaire. It has been very helpful for us to canvas your views and to prioritise appropriate actions. The responses (35%) were constructive, which has helped us greatly with our future action planning.

Below, I have included a few points of celebration where, from survey results, you think we are doing a good job. Along with this letter I have also included a more detailed breakdown of the survey results and an outline of what actions we intend to take as a result of your comments and views.



- All parents attend parent's evenings, with the vast majority agreeing strongly that they were useful and relevant.
- Letters home, texts and emails are informative and useful (100%)
- Head teachers newsletters are useful and relevant (79% strongly agree)
- The vast majority of parents feel comfortable approaching the school staff and governing body (78%)
- A large majority of parents feel they receive guidance that helps them support their child's learning (70%)

As ever, we are keen to improve every aspect of what we do. Having noted that a number of you have suggested we could improve communication, we will be talking to parents about ways we can do this.

Thank you once again for the time and consideration you gave to this survey

Regards  
Elizabeth Ennew  
Headteacher

**COMMUNICATION SURVEY 2018: 37 returned out of 105 sent = 35%**

<b>A. Parent/School Partnership</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
1. I feel that the school communications keep me well informed about my child's learning		43%	46%		
2. Do you attend parents' evening?	100% attend.				
3. I find parents' evening is useful and relevant	89%				
4. I feel that the end of year report provides me with a thorough understanding of my child's progress		60%			22%
5. I receive guidance that enables me to support my child's learning at home	70%		30%		
6. Would you participate in any of the following to strengthen communication between the school and the wider community?	22/37 interested in Parent Forum. 16/37 support regular focussed surveys. 11/37 happy with current involvement in school.				

<b>B. Written communication</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
1. The half-termly newsletters from the head teacher are useful and relevant	79% strongly agree/agree		16%		
2. Letters home, texts and emails from teaching staff are useful and relevant	100% strongly agree/agree				
<b>C. School website</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
1. I regularly visit the school website			27%		
2. I look at the website for	35/37 respondent's look at term dates and calendar events.				
3. I find the website easy to navigate		62%			16%
4. I usually access the website on a :	78% access on a tablet or portable device.				

D. Raising Queries	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
1. I know how to approach members of staff/ the Governing Body with questions or queries.		78%			

E. Ways of communicating				
1. To find out about school events and activities do you: (check all answers applicable to you)	29/37 respondents read the newsletter 26/37 check with the class teacher 23/37 ask their child/children			
2. My preferred method of <b>receiving</b> communication is: (tick all applicable)	31/37 respondents preferred text message 28/37 email 27/37 letters in book bag.			
3. My preferred method of <b>talking</b> to the school is: (tick all applicable)	33/37 ticked face to face 17/37 email			



## CLUTTON PRIMARY SCHOOL COMMUNICATION SURVEY

### Additional feedback and planned actions:

Comments	Current Situation	Additional Planned Actions
Feedback on information you'd like to see on the school website: (12 responses)	New website launched March 2018, main set up designed in response to this questionnaire.	Improvements to the coverage and accuracy of website content in progress.
1) More photographs of the school children. 2) Ability to feedback – comment form. 3) Ensure calendar dates and class pages updated regularly. 4) Curriculum and topic information available – inc Maths and Lit. 5) More information regarding clubs. 6) Updated class news.	1)/ 6) Class pages are now being set up- these will have class photographs and regular updates from teachers and children. 2) Feedback/comments form on front page of website. 3) Calendar on front page of website – changing dates to be alerted via text. 4) The website has details of topics and learning in each class for the term. The curriculum pages contain information for the topics covered on a 2 year cycle for each class, as well as links to the national curriculum guidelines for each year group.	Improvement of the school website will allow guidance from each class to be posted on class pages.

Comments	Current Situation	Additional Planned Actions
<p>Feedback on effective Communication: (20 responses)</p>	<p>Meeting of School Leaders has reviewed findings. Meeting set to establish action plan.</p>	
<p>1) Helpful to know age related expectations for each year group.                  2) Would be useful to have one particular place to check for communication.                  3) Letters from teachers to go on school website, as paper copies misplaced or lost.                  4) Potentially using social media eg: School Facebook Page or Twitter to keep updated.                  5) Clarity on how to contact staff in different situations.                  6) Improving notice period of school events for working parents.                  7) Regular coffee mornings to share ideas and have less formal meetings between home and school.                  8) Ensure separated parents both receive all communication regarding their child/children.                  9) Weekly open sessions for an hour for parents to ask teachers any questions.</p>	<p>1) The website has details of topics and learning in each class for the term. The curriculum pages contain information for the topics covered on a 2 year cycle for each class, as well as links to the national curriculum guidelines for each year group.                  2) / 8) The school aim to use the website as a central source of information. Alerts via text will be sent.                  3) As above                  4) The use of social media for groups affiliated with school (but not monitored by the school) is being reviewed and guidelines for its regulation will be shared in the form of an ICT use policy                  5) / 9) Clarity on contacting staff to be outlined on the website                  6) Website information to be updated as soon as possible and changes to dates / information to be alerted via text.                  8) Home School Agreement to be updated and re-shared.</p>	<p>The use of social media to be incorporated into future communications planning.                   Head teacher to set up a coffee morning each half term for informal catch up and to share ideas.                   Review of PTFA to strengthen numbers and communication moving forward, as school budgets reduced.</p>