



## Parent Questionnaire Feedback Letter – Summer 2023

### THE RESULTS

Dear Families,

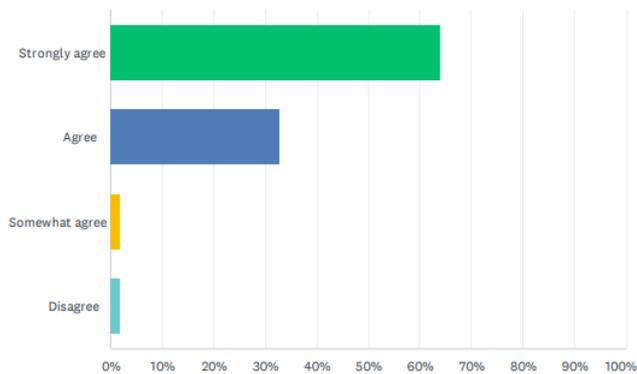
Thank you to all of you who took the time to fill in the survey that we ran before the summer.

We had 120 responses. This represents 18% of our families. The response was overwhelmingly positive and we are glad to see that the majority of you are happy with the care that we provide for your children.

#### The main headlines are as follows:

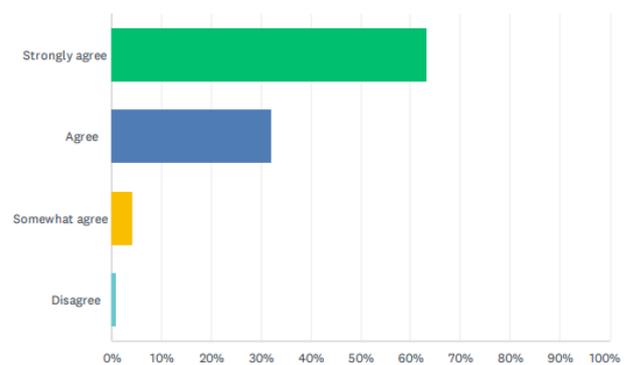
Q4 My child is happy at this school

Answered: 119 Skipped: 1



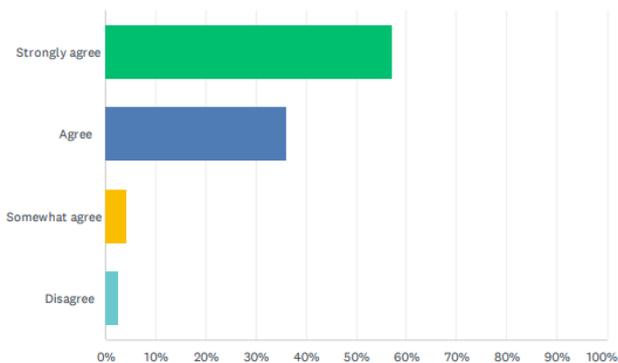
Q5 My child feels safe at this school

Answered: 119 Skipped: 1



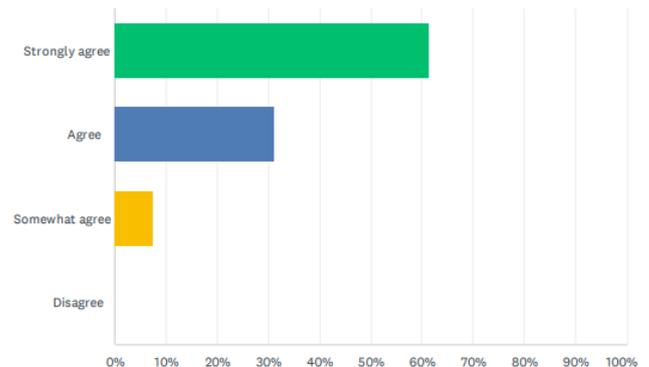
Q6 My child has made good progress this year at school

Answered: 119 Skipped: 1



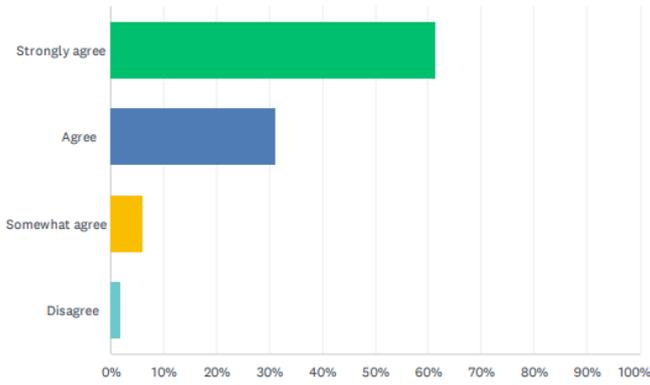
Q7 My child is well looked after at school

Answered: 119 Skipped: 1



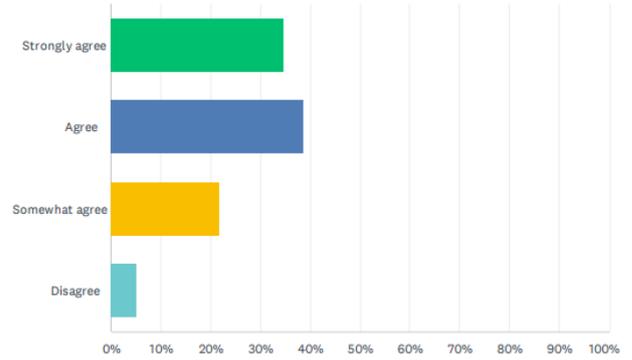
### Q8 My child has been taught well at this school this year

Answered: 119 Skipped: 1



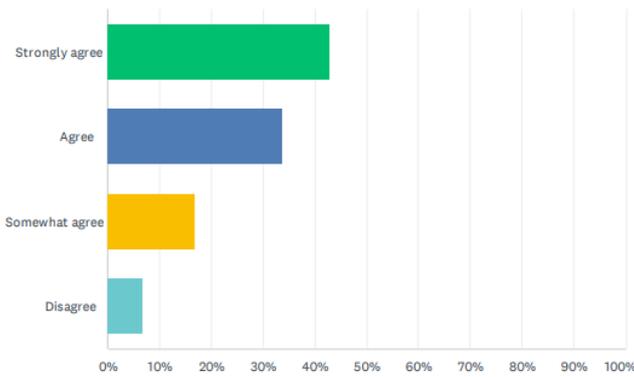
### Q9 My child has received appropriate and relevant homework

Answered: 119 Skipped: 1



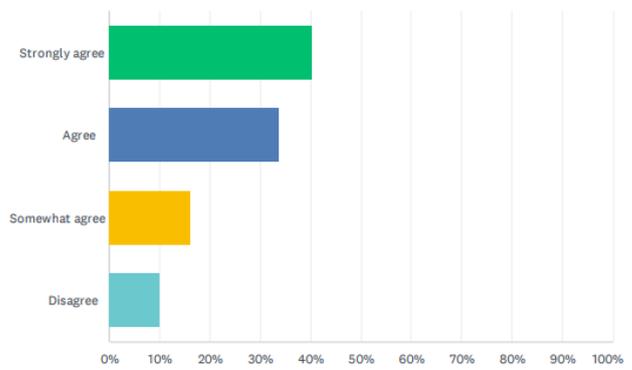
### Q10 This school ensures the pupils are well behaved

Answered: 119 Skipped: 1



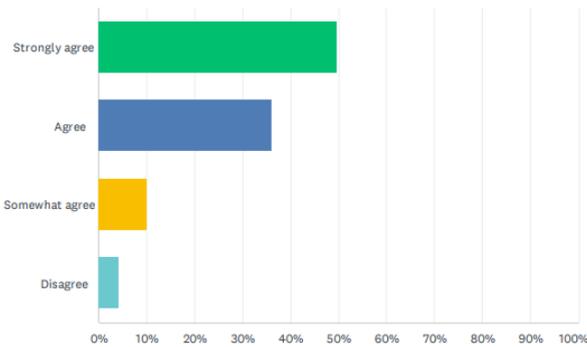
### Q11 This school deals effectively with behaviour issues

Answered: 119 Skipped: 1



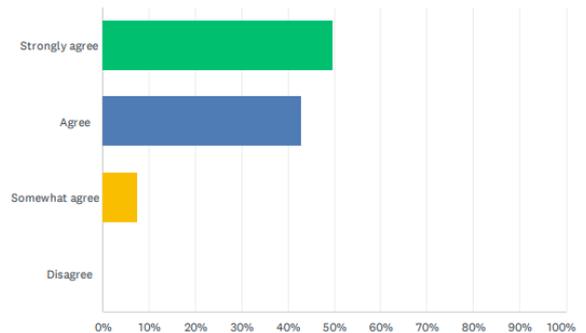
### Q12 This school is well led and managed by the Senior Leaders and Governors

Answered: 119 Skipped: 1



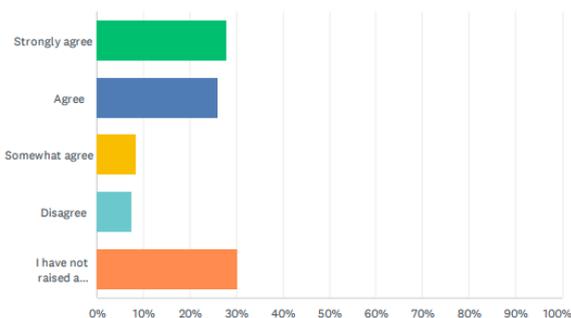
### Q13 I am aware of the process of raising any concerns I have with the school

Answered: 119 Skipped: 1



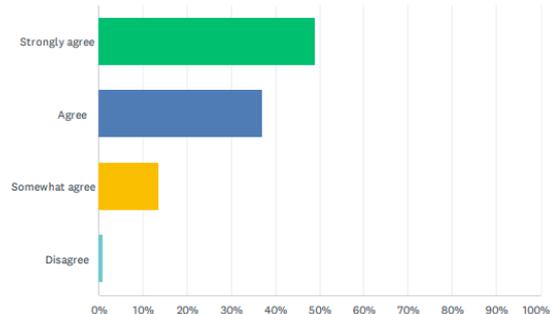
### Q14 If I have raised a concern- the school has responded well to any concern I have raised this year

Answered: 119 Skipped: 1



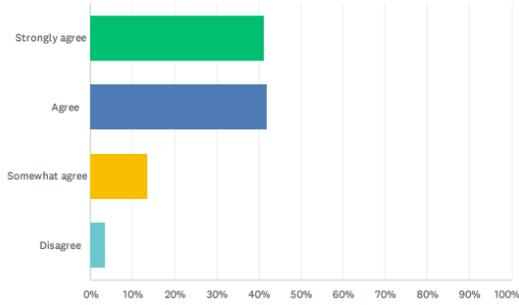
### Q15 I have received valuable information about my child's progress this year e.g. school report, parents evenings etc.

Answered: 119 Skipped: 1



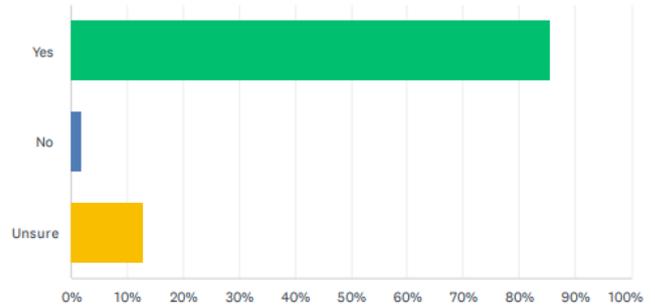
Q16 I feel there has been a range of family engagement opportunities so that I can support my child's learning at home e.g. workshops, learning evenings.

Answered: 119 Skipped: 1



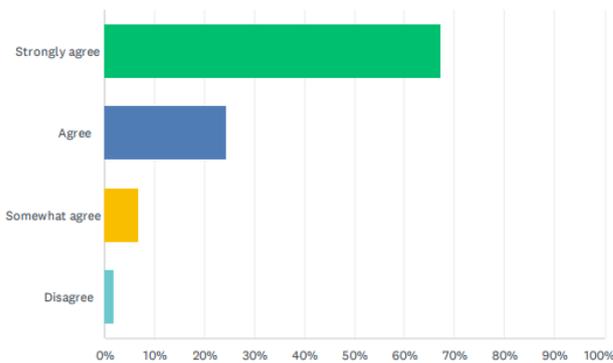
Q17 I feel part of the Pinner Wood Community

Answered: 118 Skipped: 2



Q18 I would recommend this school to another parent

Answered: 119 Skipped: 1



We are extremely pleased with these results.

At Pinner Wood, we totally committed to providing the best education and care for the children and these results reflect that we are meeting our intentions. They are broadly in line with the results shared last year.

We take all your feedback seriously and read all comments made.

**The positive comments:**

Thank you Pinner wood for all the extra events, I was very happy to see Iftar event this year great idea
I'm feeling very proud that my boys have come so far in school and are being taught brilliantly! We've had fantastic reports for both and are very proud to be part of PW. Many thanks to all the wonderful staff who have helped my children grow.
My child has settled really well into the Pinner Wood community. She has made lovely friends and knows to follow the Pinner Wood golden rules. She is also looking forward to her new adventure next year.
We feel like we lucked out being near PW, this school is so amazing, feels like a whole community is raising our kids.
I'm feeling very proud that my boys have come so far in school and are being taught brilliantly! We've had fantastic reports for both and are very proud to be part of PW. Many thanks to all the wonderful staff who have helped my children grow.
Thank you to the SLT and wonderful teachers and staff at PWS for all their hard work.

Thank you to the SLT and staff for all their hard work.
I have so much to thank Pinner Wood for and most importantly my daughter loves school. She is happy to go in every day, feels totally safe, is making good progress, has so many varied opportunities and hope more to come. I always support and recommend Pinner Wood to the community because it's wonderful and rounded. Many thanks to all senior teachers who do so much. Your care for the children is always apparent and appreciated.
I think it was really lovely that the school is so inclusive and it was something I felt so proud of to share with other friends at the other schools as this is not something widely done elsewhere.
Thank you to the incredible teachers of the class and the wonderful breakfast & after-school club teams, which are really caring and always full of energy and attention with the kids
Keep up the excellent work.
The school has been excellent with its open door policy.
We are very happy with Pinner Wood School and thankful to the entire hardworking staff.
Best school in the area so glad my son is a part of it Pinner Wood School.
As my son moves onto the next chapter of his learning journey, we would like to say a special thank you to all the staff of Pinner Wood for their hard work and efforts. This is what has helped shape him into who he is today. The final year at Pinner Wood has been truly enthralling and he has enjoyed every moment, from learning to the residential. A huge well done to all the staff.
My kids and we are happy with Pinner wood school. Teachers are very polite and other staff as well.
My child has loved joining Pinner Wood and we feel that both of our children have been nurtured and looked after with such care by staff.
We are very happy at Pinner Wood and wouldn't want our children anywhere else.
The staff are very welcoming and they really care about all children
Great school -Big thank you for all the support!
The school is doing great. Keep up the good work.
The excellent leadership and teaching staff are just brilliant!
Great work. One of the best aspects of the school is it's inclusiveness

**The things your children have enjoyed/ had success in last year (taken from question – successes your child has had)**

Learning	Friendships	PW Values	Visiting Farm	Maths	School Plays	Year 6 Business Challenge
SATS Results	Extra - curricular activities	Reading	Oracy	Isle of Wight	Good communication	Good Behaviour
STEM week and fair	Wonderful teachers	Pinner Woodstock Festival	Music Lessons	School Council and challenges	Historic knowledge	Leadership Roles
Improving confidence	Trips	Writing	Sports events	Phasels Wood	Eco Warriors	Reading

The survey raised some considerations that we can action.

There were no themes raised (people asking for the same thing.) Where considerations were personal to your child we have contacted families individually, should you wish to discuss.

Questions asked:	Our Response
<b>Can food portions be bigger at lunchtime?</b>	<p>There are Government guidelines for the size/ amount of food portions. These differ depending on the child's age. The team at Pabulum adhere to these.</p> <p>Year 6 can have seconds if there is food left.</p> <p>We will pass on all your feedback to Pabulum and discuss with them in our regular meetings.</p>
<b>Is the food service too rushed at lunchtime?</b>	<p>With the introduction of free school meals across the school numbers have increased.</p> <p>Pabulum are now serving 500+ meals in a 1 ½ hour window – this is not an easy task.</p> <p>We are working closely with Pabulum to look at how we can best do this without impacting on learning time.</p> <p>We will continue to improve this aspect of service.</p>
<b>Can we have one form of communication across the office?</b>	<p>We agree!</p> <p>We will be introducing Arbor after half term – the aim will be to incorporate all office systems with this e.g. payments/ attendance etc.</p> <p>This should make our systems more efficient.</p> <p>More details will follow after half term.</p> <p>We will still use Tapestry and Seesaw in the classrooms.</p>
<b>Can the timing of events/ coffee mornings/ meet the teacher be considered to enable all families to attend?</b>	<p>This is something we want to get right.</p> <p>Over the past few years, we have found events at 9am on a Friday morning are best attended.</p> <p>When we have tried evening information events, we have found the turnout to be low (less than 20 families).</p> <p>Teachers stay late and then only a handful of families attend.</p> <p>We are interested in your views on this: Please fill in the survey sent last week <a href="#">by clicking here</a>.</p>
<b>Can spellings being set on Education Shed and shared in good time?</b>	<p>I have spoken to staff to make sure this is happening.</p> <p>Key Stage two children have spellings set on Ed Shed.</p>
<b>Can we withdraw children from PSHE lessons?</b>	<p>PSHE is a statutory subject so children cannot be withdrawn. It is an important subject that teaches children about personal, social and social education.</p> <p>We use the jigsaw scheme of work and this can be found on our website: <a href="#">Pinner Wood School: PSHE</a></p>
<b>Can more community events/ festivals be marked and celebrated?</b>	<p>Over the past few years we have tried to make our offer much more diverse and reflective of our community.</p> <p>We have had great successes in the assemblies, festivals, cultural evening, and 'Bee You' campaign.</p> <p>However, we would like to keep growing in this area. We have put together a shared calendar here: <a href="#">Pinner Wood School: Diversity, Equality and Inclusion</a> please let us know of any festivals important to your family be emailing <a href="mailto:offiec@pinnerwood.co.uk">offiec@pinnerwood.co.uk</a> and we will acknowledge in our news.</p>

	<p>Additionally, if there are families who wish to plan events for the whole community to join in – please let us know.</p>
<p><b>Can the school do more for parking?</b></p>	<p>We try our best and last year launched a parking campaign found <a href="#">Pinner Wood School: School Council Parking Campaign 2023</a></p> <p>We continue to promote and reinforce the message.</p> <p>However, the school has no legal powers outside the school. This one relies on the whole PW community working together to keep the children safe- WE URGE YOU TO BE CONSIDERATE when DRIVING/ PARKING NEAR SCHOOL.</p>
<p><b>Can we have sets for English and Maths?</b></p>	<p>In some year groups/subjects e.g. Phonics we set for learning. However, in others children are together learning from each other this is based on the research found <a href="#">EEF - Setting in Groups</a></p> <p>We will use groups where appropriate e.g. year 5/6 and phonics</p> <p>However, teachers comments that they know their class better and the needs of learners when they are not set.</p> <p>Children also like to be with their class.</p> <p>We will continue to use a mixed approach that works for learners.</p>
<p><b>Can we have more/ written homework?</b></p>	<p>A few years ago we revised our approach.</p> <p>We used the findings from the Education Endowment Fund research <a href="#">Homework Research</a></p> <p>We link homework set to skills learnt in class.</p> <p>Most homework in online</p> <p>We try to find a balance so that it is productive but still allows children time to relax at home.</p> <p>We know this will always be an area that families differ on – some want more and others less.</p> <p>We offer a peer supported homework for children in Key Stage two who struggle to complete tasks at home.</p>
<p><b>Can the outdoor stage (Key Stage 1 playground be removed?)</b></p>	<p>This area has been closed off as the wood is rotting.</p> <p>We have had contractors to look at it to see what can be done – if anyone has any expertise in this area- let us know!</p> <p>The site team assess the site every day and leaders conduct regular site walks.</p> <p>However, if you notice things that are of a concern please report to <a href="mailto:office@pinnerwood.co.uk">office@pinnerwood.co.uk</a> so we can action.</p>
<p><b>There are children who are experiencing behaviour challenges in my child's class – what is being done?</b></p>	<p>Pinner Wood is an inclusive school and we know children join from a range of base lines. Some need more support with behaviour than others.</p> <p>Some children have SEN needs that impacts their behaviour.</p> <p>Pinner Wood's code of conduct- 'PW WAY' that we ask all pupils to adhere to. We support all children to do this. We ask families to encourage this way at home too.</p> <p>Lots of work goes on in school to support all children.</p> <p>Mrs Bretayne will be running a coffee session on Tuesday 31<sup>st</sup> October at 9am in the garden to explain our expectations for behaviour.</p> <p>If you are ever concerned please come and talk to us (See below). Please note we cannot discuss other children but can support your child.</p>

We are really pleased with the results from this survey as it reflects all the hard-work that goes into making Pinner Wood a very special place for the children.

We would like to take this opportunity to thank our amazing staff, all across the school. They work extremely hard, always giving that extra bit not only to provide brilliant teaching but extra opportunities, trip, clubs and other experiences. This is not the norm or what is expected and we are extremely grateful.

Thank you if you took time to share feedback – it is important to us and helps shape your school.

However, please remember if there is anything you would like to share- positive or concerning -please get in touch. Our procedure can be found below.

Many thanks and hoping we have another happy year together,

Miss S Marriott and Mrs O Barbet  
*Headteacher*                      *Chair of Governors.*

Pinner Wood has an open-door policy. If you are concerned/worried about anything, please contact our team (outlined below.) We would rather take action quickly before it turns into something bigger.

### **Contacting the School**

#### **Our Policy is as follows:**

We hope that you are really happy with the education and care we provide at Pinner Wood. In most cases, we find that through our many lines of communication and very clear policies, all messages are relayed and there is little need to see us. However, we understand that from time to time, issues can occur.

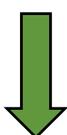
We pride ourselves on our '**Open Door Policy**' which means that we aim to be available as soon as practically possible to discuss any issues. We aim to get any matters dealt with quickly and efficiently, so that they can be effectively resolved. We hope to deal with any problems before they have done the rounds of WhatsApp – as experience tells us that this can heighten problems and not always be a helpful solution! We have lots of ways to communicate with our families. We know it is so important to work together to best support your child's learning.

Many of you know our procedures, but just to remind you:

## How to contact us

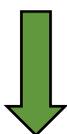
### **The first point of contact is the class teacher.**

Teachers can be reached via seesaw (in working hours 7.30-6pm), e-mail (via the school office) or in person. Teachers are very busy people, so will endeavor to reply as quickly as possible and always within five working days. We politely ask that you avoid contacting class teachers in the morning (unless it is urgent) as they are trying to settle their class and get lessons started quickly. They are around at the end of the school day and are happy to help with any brief issues. Please be aware that other children are waiting to be collected so please wait until the other children have left to speak to the teacher. If necessary, the teacher can arrange a phone call or meeting to discuss the issue with you.



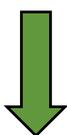
### **Key Stage Leader/Subject Leader**

If the issue is not resolved the next line of contact would be the Key Stage Leader or Subject Leader – they can be reached via the school office. A staff list is on our website.



### **Senior Team**

We aim to have a member of the senior team on the playground most mornings. We are happy to support with any brief queries. We can be contacted via the office e-mail and we will aim to get back to you as soon as possible, but always within five working days.



### **Complaints Policy**

If you have been through all the stages as outlined above and still are not satisfied, our policy can be found on our website here: [Pinner Wood School: Policies & Documents](#). Miss Heather Richardson is our school Complaints Officer and can point you in the right direction. However, we always hope to resolve any issues before it gets to the formal stage.

### **Conduct**

At Pinner Wood we expect all communication to be polite and respectful between all members of our community. No one has the right to be abusive in person or in written communication. Our expectations are outlined in our [Positive Communications Policy](#). We will take appropriate action on anyone not following this policy.

### **Pastoral Leader**

Mrs Bennett (Lisa) is our full-time Pastoral Lead. Her role is to support children (and their families) who are facing challenges that impact their learning/well-being. Lisa is often on the playground and can also be reached via the school office.