

ROWAN GATE PRIMARY SCHOOL

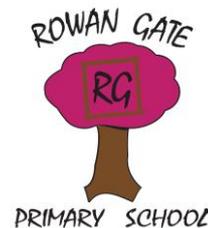
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(Friends of Rowan Gate School charity No: 1115349) Website: www.rowangateprimary.co.uk



PARENT / CARERS SURVEY – Listening to your views

July 2013

Dear Parents / Carers,

Thank you all very much to all of you who completed the Parent / Carers survey we sent home in April 2013. The aim of this survey was to find out how you feel about Rowan Gate School – from how well teachers and staff communicate with you, to how your child is getting on at school and how you view the way your child is treated at school.

We received a good response from the survey, with 41 responses. This means that over a third of all parents with a child at the school responded.

Attached is a brief summary that outlines the main results of the survey and also tells you a little bit about how we intend to tackle the less favourable results. If you would like to see the full report and survey data please contact us through the school and we will be happy to forward a copy.

Please take some time to read through the survey results. It is important that parents are satisfied with the way the school is being run and how their child is being treated. By taking the results of this survey seriously and tackling the bits that you told us were not so good, we can all work together to make Rowan Gate an even better school.

The majority of parents have responded that they would prefer to attend a coffee morning to meet with governors. More details to follow.

If you would like to discuss the results of this survey in more detail, or would like it explaining to you please do not hesitate to contact us through the school.

Kind regards,

Lino DeAlmeida, David Brown, Vania Vincer
Parent Governors



Survey Results – April 2013

The good bits...

The results of the survey were, on the whole, very good.

We were delighted that the overall message from the survey is that the majority of parents are satisfied with all aspects of the school.

The survey told us that:

- **All parents with the exception of 1 parent** agree that their child likes school
- **All** parents agreed that the school is a welcoming place for parents and carers
- **All** parents agree that Rowan Gate is a good school
- **All** parents said they are proud that their child attends Rowan Gate and that the school is a welcoming place.
- **All parents** felt that Teaching at the school is good.
- **All** respondents think the school is a clean, tidy and safe place for their child
- **All** believe that the school is well led and well managed
- **Almost all** 96% feel comfortable about approaching the school with questions, problems or complaints
- The **majority** of parents - 97% - feel that staff treat their child fairly, they encourage their child to be independent and they are helping their child to develop positive relationships
- **A good majority** – 95% feel that they are kept informed of how their child is progressing.
- **Three quarters of respondents (76%)** said that they knew who the parent governors are and **68%** said that they knew how to contact them. **This is great improvement.**

Areas for improvement

While the survey results were extremely positive on the whole, there were some areas which could be improved upon. These included:

- 10 parents (24%) said they were unaware of who the parent governors are, 13 parents (32%) did not know how to contact them.



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- 1 parent disagreed that they would feel comfortable about approaching the school with questions, a problem or complaint.
- 2 parents did not feel they are kept well informed about how their child is getting on
- 3 parents did not feel that the school encourages healthy eating and drinking.
- 1 parent express concern about the vulnerability and safety of their child.

Plan of action

- Continuing effort will be made to increase the profile of the Governing body, in particular the Parent Governors -
 - A coffee morning will be organised in the near future which will allow parents to meet with members of the governing body.
 - A Governors newsletter is being sent out at the end of each term to update parents on who we are, what we do, and our involvement in school life.
 - Our photographs are displayed in the school reception area.
 - Contact can be made with Governors via the school office (Michelle, Clerk to Governors.)
- Mrs Clarke has contacted a parent who voiced concerns about not feeling comfortable with approaching the school. We feel that everyone should feel welcome and try our best to be an open school. A meeting has been held between staff and the parent to hopefully relieve this concern.
- Mrs Clarke has spoken with 1 of the parents who did not feel well informed about their child and this concern has been resolved.

Unfortunately the other parent has replied anonymously. Should this parent want to discuss their thoughts with Mrs Clarke, please contact via Michelle in the office.

- Mrs Clarke has contacted a parent who voiced concerns about the safety of their child in school. She has met with staff and has shared these concerns.

