

The Devonshire Hill Nursery & Primary School

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Friday 27th May 2016

Dear Parents and Carers,

Governors' Parent & Carer Survey Results

Thank you for completing the Parent & Carer Survey distributed back in January of this year.

We have now had a chance to collate all of the responses, analyse the results and discuss the key findings amongst the Governors and the Senior Leadership Team. It is important that we now share these results with yourselves, and explain the steps we will be taking to address some of the points you have raised.

The results and responses are now available to you on the school's website. If you go to the Community section of the website then click on 'School Governance' from the drop down menu, you will find the document in question under the Governing Body Correspondence heading.

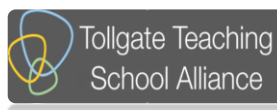
If you made specific comments about issues within the survey, we have shared these with the leadership team, but please bear in mind they remain anonymous and therefore we are unable to respond individually. We know that we do not always get things right but we hope that you will always feel able to talk to us about any concerns and issues you may have.

If you feel your issue is not being addressed, we encourage you to speak with either your child's teacher, the Headteacher or the Governing Body.

Yours sincerely,

Navdeep Kaur

Governor and Chair of the Children, Families and Community Committee





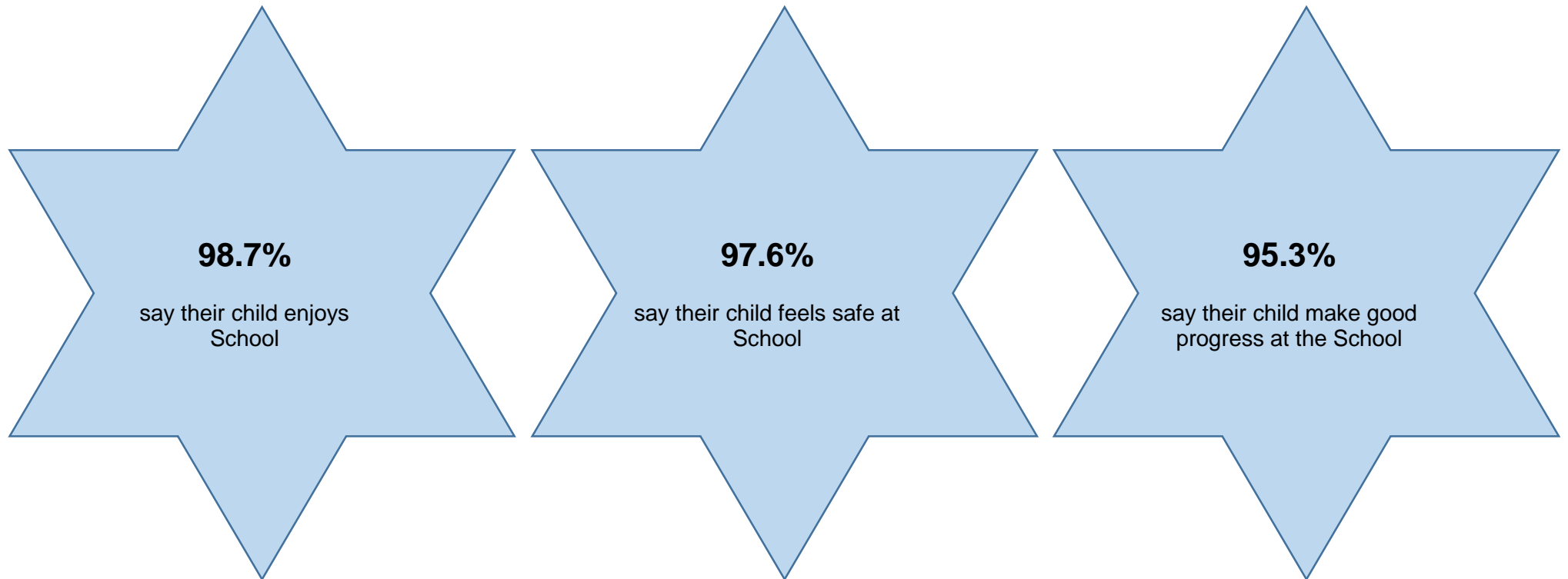
Governors' Parent / Carer Survey Results

May 2016

The Headlines

Thank you to the 87 (41.4%) of families who responded to the governors' survey.

Top 3 survey results



Data of Responses

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child enjoys School	71.2% (62)	27.5% (24)	0% (0)	0% (0)	98.7% 😊	0% (0)	1.1% (1)
My child feels safe at School	57.4% (50)	40.2% (35)	0% (0)	1.1% (1)	97.6% 😊	1.1% (1)	0% (0)
My child makes good progress at this School	54.0% (47)	41.3% (36)	3.4% (3)	0% (0)	95.3% 😊	1.1% (1)	0% (0)
My child is well looked after at this School	55.1% (48)	37.9% (33)	3.4% (3)	1.1% (1)	93% 😊	2.2% (2)	0% (0)
My child is taught well at this School	50.5% (44)	42.5% (37)	2.2% (2)	1.1% (1)	93% 😊	3.4% (3)	0% (0)
My child receives appropriate age related homework	45.9% (40)	39.0% (34)	4.5% (4)	2.2% (2)	84.9% 😊	4.5% (4)	3.4% (3)

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
Pupils are well behaved at this School	24.1% (21)	57.4% (50)	5.6% (5)	2.2% (2)	81.5% 😊	10.3% (9)	0% (0)
The School deals effectively with bullying	31.0% (27)	36.7% (32)	5.7% (5)	1.1% (1)	67.7% 😊	25.2% (22)	0% (0)
The School is well led and managed	47.1% (41)	39.0% (34)	5.7% (5)	0% (0)	86.1% 😊	6.8% (6)	1.1% (1)
This School responds well to any concerns I raise	42.5% (37)	36.7% (32)	5.7% (5)	1.1% (1)	79.2% 😊	11.4% (10)	2.2% (2)
I receive valuable information about my child's progress	45.9% (40)	40.2% (35)	6.8% (6)	4.5% (4)	86.1% 😊	1.1% (1)	1.1% (1)
I would recommend this School to another parent	51.7% (45)	35.6% (31)	4.5% (4)	1.1% (1)	87.3% 😊	2.2% (2)	0% (0)

Governors' Response to the Survey Results – Question by Question

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child enjoys School	71.2% (62)	27.5% (24)	0% (0)	0% (0)	98.7% 😊	0% (0)	1.1% (1)

Our response:

It is important to the Governing Body that children enjoy School and are fully engaged with the curriculum and learning life skills. This response is absolutely fantastic and gives us confidence that the staff are all working hard and the children are happy.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child feels safe at School	57.4% (50)	40.2% (35)	0% (0)	1.1% (1)	97.6% 😊	1.1% (1)	0% (0)

Our response:

We are delighted that 97% of children feel safe. We have several systems and procedures in place to ensure that we are a safe School – for example our Safeguarding systems, site security, anti-bullying policies, Playground Buddies etc. We have effective internet filtering systems, and we teach the children about staying safe online. We strongly promote mutual respect and we encourage the children to be caring towards each other. **We would like for those parents/carers who disagree to contact the School so we can work together to address their concerns.**

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child makes good progress at this School	54.0% (47)	41.3% (36)	3.4% (3)	0% (0)	95.3% 😊	1.1% (1)	0% (0)

Our response:

The Governing body has worked with the leadership team to improve standards of teaching and provide and support interventions for pupils where necessary. The staff work extremely hard to ensure that all children make the best possible progress and will continue to do so to maintain parental satisfaction in this area.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child is well looked after at this School	55.1% (48)	37.9% (33)	3.4% (3)	1.1% (1)	93% 😊	2.2% (2)	0% (0)

Our response:

We've aimed to create a caring environment in School, within which all children feel safe and well cared for. All of the adults in School are caring and considerate with the children. **We would like for those parents/carers who have disagreed to contact the School so we can work together to address their concerns.**

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child is taught well at this School	50.5% (44)	42.5% (37)	2.2% (2)	1.1% (1)	93% 😊	3.4% (3)	0% (0)

Our response:

The staff have continued to work hard to develop teaching and learning across the School. An important ethos within the School is that staff become leaders in education. The School works hard to guide and train newly qualified teachers and often assists other Schools with improving their attainment. By using interventions where necessary the Governors are always focussed on maintaining a high level of teaching and ensuring all pupils succeed.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
My child receives appropriate age related homework	45.9% (40)	39.0% (34)	4.5% (4)	2.2% (2)	84.9% 😊	4.5% (4)	3.4% (3)

Our response:

On the whole, the majority of you felt that the homework issued was appropriate. At Devonshire Hill, one of our key aims is to work in partnership with parents. Home learning enables parents/carers, children and the School to work together to ensure opportunities for extended learning exist beyond the classroom. **We would like for those parents/carers who have disagreed to contact the School so we can work together to address their concerns.**

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
Pupils are well behaved at this School	24.1% (21)	57.4% (50)	5.6% (5)	2.2% (2)	81.5% 😊	10.3% (9)	0% (0)

Our response:

We have high expectations for good behaviour in School - all children are clear as to what those expectations are. We place strong emphasis on mutual respect and have clear systems in place to reward good behaviour and deal effectively & consistently with any inappropriate behaviour. **We would like for those parents/carers who have disagreed to contact the School so we can work together to address their concerns.**

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
The School deals effectively with bullying	31.0% (27)	36.7% (32)	5.7% (5)	1.1% (1)	67.7% 😊	25.2% (22)	0% (0)

Our response:

The fact that 6.8% of parents/carers have disagreed perhaps means that we need to spread the word amongst parents/carers about our very effective Anti-Bullying approaches. We have a zero-tolerance of bullying – any suspected bullying is addressed rigorously. The children are familiar with our approaches & know who to 'tell' if they experience or see bullying. **We would like for those parents/carers who have disagreed to contact the School so we can work together to address their concerns.**

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
The School is well led and managed	47.1% (41)	39.0% (34)	5.7% (5)	0% (0)	86.1% 😊	6.8% (6)	1.1% (1)

Our response:

Our Headteacher and Senior Leadership Team want the very best for every child, family and for every member of staff, and they will 'move mountains' to ensure that every child achieves well, in a happy and safe environment. We have a clear structure in place in terms of leadership and management at Devonshire Hill. All of our leaders are 100% committed to making the School successful – we are highly aspirational, and determined to make Devonshire Hill the best that it can possibly be, for every child. As a Governing Body we actively hold the leadership team to account, contribute to the strategic development of the School, and support the School in an energetic and ambitious manner. **We would like for those parents/carers who have disagreed to contact the School so we can work together to address their concerns.**

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
This School responds well to any concerns I raise	42.5% (37)	36.7% (32)	5.7% (5)	1.1% (1)	79.2% 😊	11.4% (10)	2.2% (2)

Our response:

It is important for Governors to know that any concerns raised are being dealt with appropriately. We will continue to support the School in striving to ensure that concerns raised are always dealt with quickly, appropriately and in a way that keeps the interests of children at its heart. If parents feel that a concern has not been responded to well, then they are encouraged to contact the Governing body.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
I receive valuable information about my child's progress	45.9% (40)	40.2% (35)	6.8% (6)	4.5% (4)	86.1% 😊	1.1% (1)	1.1% (1)

Our response:

It is important to Governors that parents are involved with their child's learning and receive information about their child's progress regularly and this is mostly done through parents evening. At parents evening, your child's report should give you an overview of the progress your child has made and teachers will be more than happy to answer any of your questions.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't Know	No Response
I would recommend this School to another parent	51.7% (45)	35.6% (31)	4.5% (4)	1.1% (1)	87.3% 😊	2.2% (2)	0% (0)

Our response:

We are very pleased that the vast majority of parents would recommend Devonshire Hill to other parents. It's a huge vote of confidence in the School and shows that parents are very happy with what the School is offering. We can promise all parents that we will continue to work very hard, every day, to maintain our high standards by providing a broad, exciting and enriching curriculum, as well as a solid and thorough grounding in reading, writing and maths. We want every child to be literate and numerate, and to develop their self-confidence and interpersonal skills. We will help every child find his/her talent, whether that lies in the arts, sport or in any other part of the curriculum. We will continue to build strong links between home and School, and we will make good use of the local area to enhance our curriculum.

The comments parents / carers made

Parent Comment:

Continuously give out wrong term dates in yearly calendar.

Governor response:

The School works in accordance with the term dates set out by Haringey Council which can be found on their website here: <http://tinyurl.com/zyoyf3v> and on the School website here: <http://tinyurl.com/gobhwst>. We apologise for any errors and changes over the School year and will make sure that these are communicated to you at the earliest opportunity. In addition, the monthly newsletter includes details and dates of trips, parent evenings, holidays and inset days. A hardcopy of the newsletter is sent out to all parents and is also available on the website. Important dates are also available under the Calendar section of the Website.

Parent Comment:

I like it that the Headteacher usually stands at the front of the School. Also some staff members are really friendly.

Governor response:

The Governors feel it is important for the Headteacher to be available and approachable at the School gates at the beginning of the School day, which allows for any concerns or questions to be raised informally. A member of the Senior Leadership Team, our Attendance Officer and a member of the Site Team are also available on a rota basis.

Parent Comment:

Not enough attention is given to individual's capability. No information is given on how you assess a child's capability.

Governor response:

A planned yearly programme of parent workshops will run next year to inform parents of various curriculum and assessment issues within the School. At every parents evening Parents should be provided with a pupil attainment and progress summary, which explains what level their child is at in relation to Maths and English in comparison to the national averages. To assist Parents, the Teaching and Learning policy has

been updated and is available on the School website. Also with the changes brought in by the new curriculum, children who are more able are challenged further in the classroom and in year 5, more able children can join the Tottenham University Programme. In year 6 there is a specific teacher who now works with more able pupils.

Parent Comment:

Not enough School trips. This year there has only been one School trip (which was to a library).

Governor response:

School trips are an important part of a child's learning and we hope to include more trips into the next School academic year. Training is planned for all staff to ensure they understand the updated trips policy, guidance and procedures. Once this is embedded, staff will feel more empowered to organise more trips. We hope to add a section to the website soon to allow parents to suggest future trips. All classes to start visiting Coombes Croft Library shortly. The School will continue with the very successful Work Week next year which enables every class to go on a trip which is educational and interesting.

Parent Comment:

Working parents should be given more notice for School trips and activities because usually its one week notice and it's hard to organise a day off within a week.

Governor response:

The Governors will feed this back to the School and all dates will be included on the newsletter and on the calendar on the website.

Parent Comment:

Don't like the passport homework.

Governor response:

The School will continue using this new format at the moment as it is a relatively new initiative and needs time to become established. The idea behind the passport is that the work is project based and more interesting. It is working very well and children are engaged and producing fantastic work.

Parent Comment:

My child really likes this School, has made good progress, it will be better if there was more homework

Governor response:

We are pleased to hear your child enjoys School. We hope homework can be shared with parents and a child can complete every piece of work on the passport if they wish to.

Parent Comment:

The homework passport is difficult as I don't understand it sometimes and I need to find the work for my child to do.

Governor response:

Parents evening is a good opportunity to discuss the passport with your class teacher. The School hope to offer parents more guidance through web links/reference lists of different supporting materials they could use. Support and help is available if this is an area which is difficult.

Parent Comment:

I am happy that my son studies at this School. He really enjoys the School and his after School clubs. Thank you so much to all the teachers.

Governor response:

It is wonderful for Governors to receive such a positive comment and see first-hand how the School makes a difference to children's lives.

Parent Comment:

We are very happy for sending our child to Devonshire Hill.

Governor response:

Thank you, we are very happy to hear from you.

Parent Comment:

Keep up the good work!

Governor response:

We will do our best, working hard with the staff to maintain and continuously improve every aspect of School life.

Parent Comment:

I'm really happy to send my kids to Devonshire Hill, but I have two concerns. First, is about break time. Kids need more attention when in the playground. Second, is about after School clubs. I wish you would do an English Class as well. Some of the kids have difficulties with English and an extra hour when they can learn will be great.

Governor response:

The School has a number of staff on duty at break times, there is 1 play leader for every class, 2 supervisors and additional staff for reception children. Teaching staff are also available and we have a friendship stop system. A great deal of time and resources are used to assist children who speak English as a second language. If you feel your children may need extra help please raise this concern with the class teacher. English and Maths boosters will be taking place throughout the Summer Term. There is an after School phonics club for Yr. 2, after School Accelerated Reader Club for Yrs. 4-6, English web links available on School website for parents to support their children with sounds and letter formation. All children have home/ School reading books assigned. The School are also planning joint lessons for children and parents, so they can learn and work together.

Parent Comment:

We need plastic plants or fresh plants within the School, offices and play grounds. This will make the School more welcoming not just to use but also visitors. A shelter is required for the bikes because when it rains the bikes will get rusty and get old quickly. My children like to take their bikes to School but they can't because it rains nearly every day, so they are missing out enjoying their bikes which is also exercise as part of staying healthy.

Governor response:

There are plans to have plants in the main reception area and hanging baskets around the School. There are many competing demands on the School's budget, and improvements are constantly being made to the playgrounds and playing field. We would encourage children to bring their bikes to School, and we are looking at whether the current bike sheds can have a roof put on them. We also hope to resume the gardening club.

Parent Comment:

Is it possible that when the year 3's go swimming they go by bus instead of walking as the weather is getting more cold and we don't want them to catch a cold.

Governor response:

The weather is getting warmer now so we hope the children will be less cold. As we are a Healthy School aspiring for the Gold award, we believe in keeping the trip a walking trip as it is part of their overall PE provision.

Parent Comment:

My children enjoy their School. We are so lucky to be in the School. The School has made such a difference to our child's progress.

Governor response:

We work hard to keep the standards high and help every child achieve their full potential. Thank you for your encouraging feedback.

Parent Comment:

Happy with School. Feel worried about road outside School, how some parents park. No parents evening for Reception. Would like more homework. Sometimes reading book is not changed for two weeks.

Governor response:

We also have concerns about the road outside the School and parking. The Chair of Governors and the Site Manager have been in discussion with the local authority and will update parents and carers as soon as we hear back from them. With regards to homework, your child, should they wish can complete all parts of the Homework Passport to further their knowledge. We have made the school aware of reading books not being changed regularly and they will that this is carried out going forward.

Parent Comment:

There should be councillors who look after cases.

Governor response:

The new family support worker has started and she is working closely with families who need assistance. The pastoral care team are trained to offer a range of support and I encourage you to contact them if you or your child needs help. We have a strong referral system in place for teachers to refer children and worry boxes have been introduced. The School dog Charlie will also be used in therapy sessions over the coming months.

Parent Comment:

My boy is very happy going to nursery every morning. Teachers are very nice and have taught him to speak. I have a daughter who wants to study in your nursery. Thank you for your support.

Governor response:

We are always grateful to receive feedback about the nursery, the staff at the nursery work hard with the children and we are pleased to hear your child is now speaking.

Parent Comment:

My only concern is getting information on my child's trip etc. in a reasonable amount of time. The School has definitely improved on this and I hope it continues to get better. I think it would benefit parents to have information on your child's class teacher at the beginning of each new year (academic), whether it be a brief meeting, handout or info pack. This would be helpful. Also what will be happening throughout the academic year e.g. I had no idea in year 2, there will be SATs.

Governor response:

The Governors are working with the Headteacher to improve communication between the School and parents. At the start of year 2 SATs will be discussed at the first parents evening and 'meet the teacher' sessions will take place to share key information. The curriculum overview to be sent out at start of the year and Curriculum overview available on website.

Parent Comment:

Keep up the good work!

Governor response:

Thank you, we will.

Parent Comment:

Homework: could be better. Assembly: more notice needed.

Governor response:

We aim to improve communication between the School and parents. We are in the process of setting up a parent class rep system to help fill in some of the gaps. Key assembly dates to be collated at the start of the year for 16-17 cycle and sent out to parents and uploaded onto website. The homework passport has been referred to several times above.

Parent Comment:

It would be nice to have notice in advance of events at the School such as School photos, performances etc.

Governor response:

Half termly overviews will be sent out by the admin team in a timely manner. The website will also be updated frequently with important dates under the calendar section of the website and the monthly newsletter will include important dates also.

Parent Comment:

With our child treated and taught well, we have confidence in the School.

Governor response:

It is good to hear you have confidence in the School. As a Governing body we want all parents to have confidence in the School and to support us.

Parent Comment:

School gates should be opened at least 5 minutes before School starts, especially in bad weather so children can start the day feeling warm and comfortable.

Governor response:

School gates open at 8.45am, the School day starts at 8:55am. Children can go into their classrooms at 8.45.