

# MOSSCROFT PRIMARY SCHOOL

*'aiming for excellence, driving improvement'*



## PARENTS' & CARERS' QUESTIONNAIRE NOVEMBER 2017



## **SUMMARY OF REPLIES**

46 questionnaires were returned. We currently have 94 families within school (Reception to Year 6) therefore this information is based on 48.9% of families who returned their questionnaire, representing 47.2% of the children in school.

Each of the comments stated below is an individual view

### **What do you think are the main strengths of Mosscroft Primary School?**

#### **SCHOOL ETHOS**

Positive attitude with children, caring environment, rewarding good behavior  
Being a good, close community school. Being smaller means everybody knows each other.  
It's a great school, it's like family. I always know my daughter is safe and well looked after.  
Understanding and caring.  
Caring for each individual child, helpful to parents, good communication.  
Inclusion, safeguarding, happy learning environment.  
Punctuality, education, life skills,  
Encouraging children to do their best and making sure everyone feels included.  
Helping children build self-confidence and improving their skills.  
The main strength is the fact that it has a very personal feel about it.  
Caring, helpful, encourage with learning.  
School consistently tries to improve

#### **TEACHING & LEARNING/ATTAINMENT & ACHIEVMENT**

Helping my child achieve the best  
Learning and family.  
Children's learning

#### **LEADERS & TEACHERS**

Mrs France, strong, fair leadership is paramount  
Friendly, non-judgmental staff.  
The way children are taught and the way they encourage the pupils.  
Teachers  
Good team of teachers who bond with each child well. All children mix with everyone, good close-knit school.  
Good teaching staff, being a small school.  
I feel the teachers over these first couple of years of my child's education have really supported him well.  
Very friendly staff, so co-operative, so understanding.  
Dealing with problems quickly and efficiently.

#### **BEHAVIOUR & SAFETY**

Inclusion, behavior, supporting wellbeing of individuals, children are respectful and polite  
Providing a safe learning environment and encouraging the children to succeed.  
Keeping children safe, ensuring children are learning at the appropriate stage.  
Safety.  
I know my child is safe and is learning, being helped and cared for.

#### **GENERAL SATISFACTION**

Good all-round school.  
Communication between teachers, parents and children.  
Great communication, always wanting to be better .  
Communication.  
Always encouraging parents to get involved, always trying lots of ways to improve, I have always found it a lovely school.  
Communication, lovely small school with a family feel.  
It's a friendly and happy place for our soon to start his schooling.  
Small classes/school, more personal approach.

**In your opinion, how could Mosscroft improve further?**

**NOTE: To assist your response here when you have completed the questionnaire (over). In the areas that you have scored lower in – how would you suggest that improvements could be made?**

**GENERAL SATISFACTION**

Happy with all aspects.

I am happy with Mosscroft.

I am happy with my child's development and can't think of anything that would need improving, happy with the school.

I don't think it needs improving.

I think Mosscroft work very well with the parents and pupils; I don't think there are any improvements needed.

I think the school is fine, I just feel uncomfortable with some of the parents' behaviour and choice of conversation on the school yard.

No complaints.

No issues.

Nothing to add at this time.

**TEACHERS & LEADERS**

As a parent I feel that Mosscroft are always trying to find ways to improve the school. I also feel that maybe the school could hold parent meetings for a chance for parents to voice their views positively.

Better communication.

Sometimes letters and info are passed out too late and not enough time to respond.

Talk to me more about any difficulty my child has with learning.

**FUNDING**

New building (we can only hope!), extra funding for tablets/PC's/tech to help pupils with learning difficulties.

The footpaths need updating and there should be more to play with outside.

The requests of more parents' involvement in supporting fundraising for the school.

**BEHAVIOUR & SAFETY**

Discipline.

More safeguarding to ensure that the children are safe.

**TEACHING & LEARNING**

Adapt homework to child's level rather than age.

Better school trips.

Challenge children more.

I personally would like the school to provide an after school swimming club, that's all.

Make sure homework is given out weekly.

More clubs to help kids with maths and English.

More days out to learn about being out and around school. More homework, other than spellings.

**What would encourage you to get more involved in your child's education and the life of the school?**

**GENERAL SATISFACTION**

For me, as a parent, exactly what we do now.

We will always support our child in whatever subjects or tasks he takes an interest in.

Nothing, I feel very involved and kept up to date on all school news.

For me, as a parent, exactly what we do now.

I think the school involves parents as much as possible.

I was a governor previously and I sit and listen to my child read every night.

**COMMUNICATION**

More notice for events and activities as I have a busy work diary and can't always attend for my child.

**TEACHING & LEARNING/PARTNERSHIP IDEAS**

Parents and children working together.

To be able to come in and do school activities.

Maybe some fun activities for parents and children to do.  
Become a member of the PTA.  
Different activities for homework.  
I like it when parents are invited in to see children's work and have no concerns getting more involved.  
Information and clubs.  
Invite parents to join children to get involved with work – a Parent and Child Day  
Maybe booster clubs that parents can join in for the first term (so parents can get used to new style of learning).  
Maybe more sports or a football team etc.  
More homework  
More projects.

### **BARRIERS**

I believe I am, we just have a lot of family and work responsibilities.  
As a working parent I find it difficult to attend school in the daytime to be involved. I would be more than happy to attend activities after school which I appreciate is difficult.

**In response to Parent View one area the school has focused on for this year is extracurricular clubs. Are you and your child/children satisfied with the clubs we have offered this Autumn Term?  
If not please state why.**

### **POSITIVE RESPONSES**

Yes, my child really enjoys games club.  
Yes, my child attends clubs and really enjoys them.  
Yes, my daughter attends school clubs and has really enjoyed them.  
Yes, my daughter really enjoys after school club.  
Yes, my son enjoys doing extra clubs in school and there has always been enough space for him to attend.  
Yes, my son loves football club – but no clubs for reception children?  
Yes, she goes to 2 clubs a week.  
Yes, very happy, children enjoy attending after school club on a Wednesday.  
Yes, we are very happy with the 2 clubs that our child attends. It allows him some free time to play with school friends away from the classroom.  
There were also 17 responses of "Yes"  
Great response! My child really enjoys getting involved.  
Much better extra-curricular clubs, especially the booster groups. Maybe ask the parents what they would like to see the children doing. Get parents to invent after school clubs with no costs.  
My child has joined all the after school clubs very much.  
My child has not expressed a wish to attend these groups and activities. I would encourage this if he requested this.

### **NEGATIVE RESPONSES**

Weren't enough options for year 3/4 this time. And when the clubs are cancelled due to a meeting etc kids lose out on their time to go towards their graduation.

### **SCHOOL REPLY:**

*Thank you so much for all these positive responses. As this area was highlighted for focus in the Ofsted inspection in January 2017 and was also mentioned in last year's questionnaire we really feel we have delivered positively in this area and developed our provision massively - and your responses reflect this too!*

*Please note that clubs for Reception pupils are planned to begin in the Spring and Summer Terms - this was a conscious decision to allow the pupils to settle in and make friends their first term of school. Over the year we have tried to balance fairly the clubs targeted at different year groups so if it appeared there were less in Autumn this may be readdressed in Spring and Summer - however, we will relook at the balance over the year to make sure it is as even as possible.*

*Could I also assure parents that clubs are only cancelled if absolutely necessary to do so. However, in order for graduation hours to not be lost, if at all possible I will arrange for any missed sessions to be repeated at the end of the original timetabled 'block'. Parents would always be informed of this.*



**MOSSCROFT PRIMARY SCHOOL**

		<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
1	My child is happy at school	63.8%	36.2%	0.0%	0.0%	0.0%
2	My child feels safe at this school	74.5%	25.5%	0.0%	0.0%	0.0%
3	My child makes good progress at this school	70.2%	23.4%	4.3%	0.0%	2.1%
4	My child is well looked after at this school	68.1%	29.8%	0.0%	0.0%	0.0%
5	My child is taught well at this school	68.1%	29.8%	2.1%	0.0%	0.0%
6	My child receives appropriate homework for their age	55.3%	36.2%	6.4%	2.1%	0.0%
7	This school makes sure its pupils are well behaved	63.8%	34.0%	0.0%	0.0%	2.1%
8	This school deals effectively with bullying (bullying includes persistent name calling, cyber bullying, racist and homophobic bullying)	40.4%	42.6%	2.1%	0.0%	0.0%
9	The school is well led and managed	63.8%	34.0%	2.1%	0.0%	0.0%
10	The school responds well to any concerns raised	61.7%	25.5%	2.1%	0.0%	0.0%
11	As a parent I receive valuable information from the school about my child's progress	57.4%	34.0%	4.3%	0.0%	4.3%
12	Through an interesting curriculum my child enjoys learning new things at school	57.4%	25.5%	0.0%	0.0%	0.0%
13	Staff expect my child to work hard and do his/her best	74.5%	31.9%	0.0%	0.0%	0.0%
14	Mosscroft works closely with parents; encouraging parental participation in learning and in explaining how parents can help their child to learn at home	68.1%	42.6%	2.1%	0.0%	0.0%
15	My child knows what he/she has to do to improve	55.3%	40.4%	0.0%	0.0%	2.1%
16	Staff encourage my child to become mature and independent	57.4%	31.9%	0.0%	0.0%	2.1%
17	Staff treat my child fairly	66.7%	31.9%	0.0%	0.0%	0.0%
18	Mosscroft has an effective system for rewarding good behaviour and work	72.3%	27.7%	0.0%	0.0%	0.0%
19	Mosscroft teaches children to develop a good positive attitude towards everyone regardless of different cultures, races, values and beliefs	72.3%	27.7%	0.0%	0.0%	0.0%
20	The school is opening and welcoming	70.2%	27.7%	2.1%	0.0%	0.0%
21	Parents are well informed school news and events	68.1%	27.7%	2.1%	2.1%	0.0%
22	The school seeks the views of parents and takes account of their suggestions and concerns	59.6%	36.2%	2.1%	0.0%	0.0%
23	I feel comfortable about approaching the school with questions, or a problem or a complaint	76.6%	23.4%	0.0%	0.0%	0.0%
24	I would recommend this school to other parents	63.8%	34.0%	2.1%	0.0%	0.0%

## You Say, We Do: response in light of comments and statistical outcomes:

In line with the school's commitment to listening to the views of all parents and valuing the feedback given, regardless of how representative this is of the parents as a whole, please find below responses and action in light of the outcomes of the questionnaire.

<p>Parent Voice &amp; Communication</p>	<p><u>Parent Voice</u></p> <p>We really value the views and opinions of parents – hence the annual Parents Questionnaire and for this year asking for parental views on the reworking of our school vision, mission statement and strap line.</p> <p>We fully appreciate that to gain mutual understanding all the school stakeholders need to communicate openly and honestly.</p> <p>'Have Your Say' meetings used to be a common feature of the school structure but due to lack of parental support were phased out.</p> <p>In light of the feedback from this questionnaire the school will reinstate a termly Parental Consultation meeting with school leaders and governors. Agendas will be put into place and develop from issues being raised by parents. Look out for the first of these to occur in late January.</p> <p><u>Notice for events</u></p> <p>The school policy for providing notice for Star and Proud Assembly is one week – the teachers pick the pupils and they are awarded the week later. Parents are notified via Text2Parents so it is important we have up to date contact details. We always cancel our Proud or Star Assembly if we know this timescale cannot be met.</p> <p>Occasionally one off events that we get late notification of spare places for or involvement in do shorten the notification period but we always hope the chance to participate outweighs the shortened notice.</p> <p>However, the point will be raised with staff and the school office to ensure that sufficient time is always being provided.</p> <p>Our monthly newsletter, which is sent out to all parents, but which is also put on our school website, always contains a section on forthcoming dates for the month to come to help with some forward planning for parents too.</p> <p><u>Children's Progress</u></p> <p>Statutorily, schools need only report to parents once a year – via a written report. However, like many schools, at Mosscroft we realise that this is not sufficient and operate the following:</p> <ul style="list-style-type: none"> <li>• Meet the Teacher Meeting (September)</li> <li>• Autumn Parents Evening (November)</li> <li>• Spring Parents Evening (March)</li> <li>• Written report sent out (end June)</li> <li>• Summer Open Afternoon (July)</li> </ul> <p>In addition if your child has additional learning needs than there are meetings and reviews, with the school's SENCo, on top of these.</p> <p>Mosscroft very much operates an 'open door' policy and should you feel that in-between these meetings you would like to meet to discuss your child's progress then this can be very easily arranged with your child's class teacher. Your child has half termly progress meetings with their class teacher based on findings from ongoing assessments and coverage of the National Curriculum statements plus attitudes to learning – all of which can easily be shared with you as parents if so wished more than the meetings already planned.</p> <p>Don't forget that your child's home reading record book or homework diary is another excellent way in which you can communicate with your child's class teacher – I can assure you that all class teachers would respond to any questions asked.</p>
<p>Homework</p>	<p>In our Ofsted inspection (January 2017) homework was identified as strength of the school, and is reflected in the majority of our parent feedback.</p> <p>However, a small number of parents are obviously not satisfied with the school approach. Our homework policy can be found on our school website and I would direct parents to take a look at this and then, if they feel that their child is not</p>

	<p>getting the homework which is stated in the policy, they need to approach their child's class teacher in the first instance and then Mrs. France, as Headteacher, if you feel the situation does not improve.</p> <p>If the issue is that you would just like more to do at home with your child, then all class members would be more than happy to direct any parent to useful websites; resources or Huyton Library, all of which will enrich your child's home learning.</p>				
<p>Safeguarding (including parental conduct on the playground)</p>	<p>Interestingly safeguarding was reflected as a strength in the questionnaires, and is also high scoring in any pupil surveys that we conduct, so am wondering if this is an issue being experienced by a small number of parents only. However, these views are still very important to us.</p> <p>In the past three OfSTED inspections the school has consistently received a judgment of good for meeting the safeguarding, behaviour and welfare needs of the pupils and it is an area we take very seriously indeed and conduct a zero tolerance attitude where we feel breeches are made in relation to any aspect of inappropriate behaviour or lack of attention to safety.</p> <p>Therefore, I would encourage any parent who has any concerns about their child's safety in relation to the school environment, relationships within school, parental conduct on the playground, child protection issues or the care, guidance and support that is provided on a daily basis, to raise their concerns immediately with the Designated Safeguarding Officers (Mrs. France &amp; Mrs. Wilkinson) or the school governors so the issues can be addressed immediately.</p>				
<p>Enrichment Activities</p>	<p>We do ensure that there is a trip; visitor into school or school event/s that occur each term – and these are reported termly to governors. The school newsletter section 'What's Been Going On' reflects, on a monthly basis, all the enrichment activities that have been occurring too.</p> <p>We believe our children receive rich and varied opportunities to broaden their learning and gain experiences that add to their overall education and enjoyment.</p> <p>In Autumn Term 2017 alone the following events have occurred:</p> <table border="1" data-bbox="451 1037 1430 1761"> <tr> <td data-bbox="451 1037 938 1444"> <p><b>September</b></p> <ul style="list-style-type: none"> <li>*Music Alive Assembly (orchestra)</li> <li>*Visit to school by the Book People Book Bus</li> </ul> </td> <td data-bbox="938 1037 1430 1444"> <p><b>October</b></p> <ul style="list-style-type: none"> <li>*Year 6 trip to Prescott Museum: Mini-museum project</li> <li>*Year 5/6 trip to local care home</li> <li>*Well Being Week with massage sessions from the British Massage Association</li> <li>*Year 6 Secondary School Taster Day</li> <li>*Knowsley City Learning Centre teaching in Year 2 (Computing project)</li> </ul> </td> </tr> <tr> <td data-bbox="451 1444 938 1761"> <p><b>November</b></p> <ul style="list-style-type: none"> <li>*Knowsley City Learning Centre teaching in Year 5/6 (Computing project)</li> <li>*African Arts and Music Day workshops</li> <li>* KS2 Maths Games Day</li> <li>*Remembrance Day Assembly (delivered by ex-military personnel)</li> </ul> </td> <td data-bbox="938 1444 1430 1761"> <p><b>December</b></p> <ul style="list-style-type: none"> <li>*Whole school Pantomime trip</li> <li>* Christmas Enterprise Fair</li> <li>* Christmas Bingo evening</li> <li>* School Choir performed at St, Edmund Arrowsmith's Evening of Music</li> </ul> </td> </tr> </table>	<p><b>September</b></p> <ul style="list-style-type: none"> <li>*Music Alive Assembly (orchestra)</li> <li>*Visit to school by the Book People Book Bus</li> </ul>	<p><b>October</b></p> <ul style="list-style-type: none"> <li>*Year 6 trip to Prescott Museum: Mini-museum project</li> <li>*Year 5/6 trip to local care home</li> <li>*Well Being Week with massage sessions from the British Massage Association</li> <li>*Year 6 Secondary School Taster Day</li> <li>*Knowsley City Learning Centre teaching in Year 2 (Computing project)</li> </ul>	<p><b>November</b></p> <ul style="list-style-type: none"> <li>*Knowsley City Learning Centre teaching in Year 5/6 (Computing project)</li> <li>*African Arts and Music Day workshops</li> <li>* KS2 Maths Games Day</li> <li>*Remembrance Day Assembly (delivered by ex-military personnel)</li> </ul>	<p><b>December</b></p> <ul style="list-style-type: none"> <li>*Whole school Pantomime trip</li> <li>* Christmas Enterprise Fair</li> <li>* Christmas Bingo evening</li> <li>* School Choir performed at St, Edmund Arrowsmith's Evening of Music</li> </ul>
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