

## Greenway Parent/Carer Survey 2013/14

### The Headlines

Thank you to all 240 parents/carers who completed the annual school survey which took place in March 2014.

That's an amazing 74% return rate, which OFSTED would call 'a large majority'. Because so many of you had your say, we can be very confident that the findings are representative of the views of families at Greenway.

### Top 3 Survey Results



99.6% of parents/carers who responded to this question said that you would recommend Greenway to another family



Almost all parents/carers think their child feels safe at school with many comments about the 'nurturing' environment in which children can stretch themselves safely



237 of you (98.8%) think Greenway encourages and expects excellent behaviour. Positive ethos, strong morals, firm boundaries and good manners were all mentioned

### Top 3 Comments



115 parents/carers left comments about the high quality, pitch, stretch, welcome, approachability, professionalism and enthusiasm of Greenway's teaching staff



75 parents/carers said that one of the things Greenway did particularly well was pastoral care, with comments mentioning the positive, kind, caring environment and individual attention given to each child



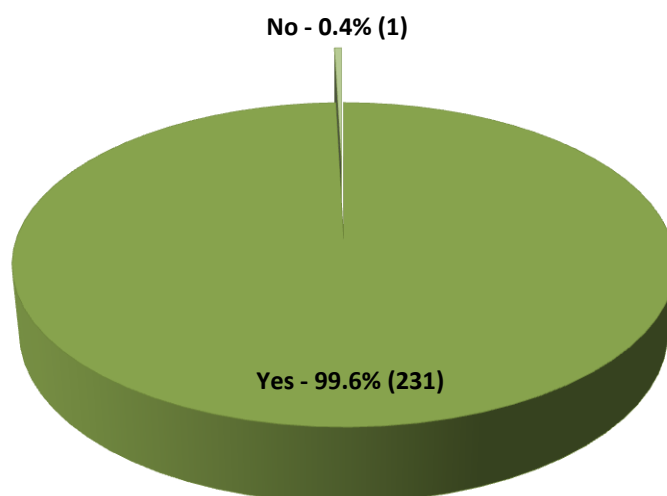
62 parents/carers said that Greenway could be strengthened even further by more and higher quality sport in lessons; by more sports extra-curricular clubs; and with team and inter-school competitions

## Summary of Data Responses

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't know
1. My child is happy at school	62.4% (151)	35.1% (85)	2.5% (6)	0%	<b>97.5%</b> 😊	0%
2. My child feels safe at school	70.2% (170)	28.9% (70)	0.4% (1)	0%	<b>99.0%</b> 😊	0.4% (1)
3. My child is encouraged to work hard and do their best	57% (138)	40.1% (97)	1.7% (4)	0%	<b>97.1%</b> 😊	1.2% (3)
4. Greenway understands and responds to my child's needs	46.3% (112)	50.0% (121)	2.1% (3)	0%	<b>96.3%</b> 😊	1.7% (4)
5. My child is encouraged to recognise and value the different skills and attributes of his/her classmates	36.4% (88)	45.5% (110)	1.2% (3)	0%	<b>81.9%</b> 😊	16.9% (41)
6. I think that my child is taught well at school	48.1% (116)	49.0% (118)	1.2% (3)	0%	<b>97.1%</b> 😊	1.7% (4)
7. My child is making good progress	45.6% (110)	48.5% (117)	4.1% (10)	0%	<b>94.1%</b> 😊	1.7% (4)
8. My child's classroom environment encourages, supports and celebrates learning	50.2% (121)	47.7% (115)	0.8% (2)	0%	<b>97.9%</b> 😊	1.2% (3)
9. The teacher's comments on my child's work helps them to see what they have done well and what they can do next to improve further	50.2% (121)	42.3% (102)	3.7% (9)	0%	<b>92.5%</b> 😊	3.7%
10. My child receives appropriate homework for his/her age	38.2% (92)	51.5% (124)	5.8% (14)	0%	<b>89.7%</b> 😊	4.6% (11)
11. Greenway helps me support my child's learning, including their homework (through curriculum sessions, website, instructions home, etc.)	48.3% (116)	46.3% (111)	2.5% (6)	0%	<b>94.6%</b> 😊	2.9% (7)
12. Greenway communicates with me effectively about my child's progress	31.3% (75)	55.8% (134)	11.7% (28)	0.4% (1)	<b>87.1%</b> 😊	0.8% (2)
13. Greenway communicates with me effectively about school life, events and activities	40.4% (97)	53.3% (128)	5.4% (13)	0%	<b>93.7%</b> 😊	0.8% (2)
14. Greenway responds well to any concerns that I raise	41.3% (99)	47.9% (115)	5% (12)	0%	<b>89.2%</b> 😊	5.8% (14)
15. Greenway encourages and expects excellent behaviour	53.8% (129)	45.0% (108)	0.4% (1)	0%	<b>98.8%</b> 😊	0.8% (2)

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Overall 😊 or 😞	Don't know
16. My child is encouraged to lead a healthy lifestyle	32.6% (78)	59.8% (143)	3.8% (9)	0%	<b>92.4%</b> 😊	3.8% (9)
17. Greenway helps my child to feel good about their own achievements (in class and/or outside school)	49.8% (119)	45.6% (109)	1.3% (3)	0%	<b>95.4%</b> 😊	3.3% (8)
18. I think that the school is well led and managed	61.5% (147)	36.4% (87)	1.3% (3)	0%	<b>97.9%</b> 😊	0.8% (2)
19. Greenway makes sure that my child is well prepared for the next step in their education (e.g. changing year group or class, taking on responsibilities, or changing schools)	34.3% (82)	48.1% (115)	2.9% (7)	0.4% (1)	<b>82.4%</b> 😊	14.2% (34)

**20. I would recommend Greenway to another family**



*This is a very rewarding outcome that fits well with the overwhelmingly positive parent/carers responses recorded throughout the survey.*

## Governors' Response to the Survey Results – question by question

<b>1. My child is happy at school</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	62.4% (151)	35.1% (85)	2.5% (6)	0%	<b>97.5%</b> 😊	0%
<b>Our Response:</b> <i>We are particularly delighted with this response! Governors believe that the best learning environment is provided for children when they feel happy and safe. We will continue to support Greenway in working hard to deliver this for every single pupil so that parents/carers will continue to feel that their children are happy at this school.</i>						

<b>2. My child feels safe at school</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	70.2% (170)	28.9% (70)	0.4% (1)	0%	<b>99.0%</b> 😊	0.4% (1)
<b>Our Response :</b> <i>As with happiness, Governors consider that a child's sense of safety is critical to providing the best learning environment, so we will always strive for a 100% positive response here. It is, though, rewarding to see that parents'/carers' view is so positive and that they are aware of the work that school does to make children feel that they can conduct and extend themselves, as well as take risks, safely.</i>						

<b>3. My child is encouraged to work hard and do their best</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	57% (138)	40.1% (97)	1.7% (4)	0%	<b>97.1%</b> 😊	1.2% (3)
<b>Our Response:</b> <i>During this school year we have worked with staff and pupils to consider Greenway's recognition and reward system as part of our review of the Behaviour Policy. As a result we are confident that effort and achievement are regularly and consistently celebrated for and with your children in a way which motivates them to try their best. We are pleased that you agree!</i>						

<b>4. Greenway understands and responds to my child's needs</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	46.3% (112)	50.0% (121)	2.1% (3)	0%	<b>96.3%</b> 😊	1.7% (4)
<b>Our Response:</b> <i>Members of staff have been delighted with the many parent/carers comments that we have shared with them about the extent to which you think that they identify, value and work with your children as individuals. We will continue to support them in maintaining this priority, ensuring close liaison between staff, parents/carers and the Inclusion Coordinator (INCo) to support every child's needs.</i>						

<b>5. My child is encouraged to recognise and value the different skills and attributes of his/her classmates</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	36.4% (88)	45.5% (110)	1.2% (3)	0%	<b>81.9%</b> 😊	16.9% (41)
<b>Our Response:</b> <i>Supported by SEAL (Social &amp; Emotional Aspects of Learning) assemblies, PSHE (Personal, Social, Health and Economic education) lessons and at many other opportunities throughout the school day, Governors will continue to support Greenway in helping your children to value themselves and others as unique individuals, exploring how we are all different and how we can support one another to maximise everyone's potential. Recognising that there were a relatively high number (16.9% or 41 parents/carers) of 'don't know' responses to this question, school will also review the 'family activities pack' that accompanies the SEAL programme, and send information home where it might be helpful to you.</i>						

<b>6. I think that my child is taught well at school</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	48.1% (116)	49.0% (118)	1.2% (3)	0%	<b>97.1%</b> 😊	1.7% (4)

**Our Response:** As identified in the School Development Plan, Greenway always strives for continuous improvement in the quality of teaching and learning. Rigorous processes are in place for the recruitment of quality staff, and school works hard to support every teacher and teaching assistant so that they are as effective in their roles as they can be. We are pleased that so many parents/carers recognise these efforts and are grateful for the many very positive comments about the quality of teaching and teaching staff.

<b>7. My child is making good progress</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	45.6% (110)	48.5% (117)	4.1% (10)	0%	<b>94.1%</b> 😊	1.7% (4)

**Our Response:** Progress made by every child at Greenway is the subject of a Pupil Progress Meeting that takes place between the teacher, Head teacher/Deputy Head and INCo every half term. Monitoring all children in this inclusive way has proved highly effective in helping Greenway to respond to individual needs and to ensure that no child can 'slip under the radar' irrespective of their level of attainment or progress. We will continue to make sure that this happens for every child.

<b>8. My child's classroom environment encourages, supports and celebrates learning</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	50.2% (121)	47.7% (115)	0.8% (2)	0%	<b>97.9%</b> 😊	1.2% (3)

**Our Response:** Governors are pleased to see such a positive response from parents/carers and to receive some very complimentary comments about the school environment. Greenway aims to provide a variety of opportunities for parents/carers to view their child's classroom (e.g. child shows parent and Welcome to your Class) throughout the year. We have also improved the school's website this year to provide more regular celebration of the many learning opportunities that enrich the children's curriculum. Please keep looking!

<b>9. The teacher's comments on my child's work helps them to see what they have done well and what they can do next to improve further</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	50.2% (121)	42.3% (102)	3.7% (9)	0%	<b>92.5%</b> 😊	3.7%

**Our Response:** Greenway has taken innovative steps with marking over the last 3 years and so Governors are pleased to see yet another year-on-year increase in positive data from parents/carers. Understanding that marking is critical to supporting strong progress for pupils, we will continue to keep marking under review, but know from their feedback that your children are now, more rapidly than ever, able to correct, edit and learn from the 'green for growth' marks while also gaining confidence from the 'tickled pink' marks.

<b>10. My child receives appropriate homework for his/her age</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	38.2% (92)	51.5% (124)	5.8% (14)	0%	<b>89.7%</b> 😊	4.6% (11)

**Our Response:** Homework, as ever, splits opinion, with some parents/carers wanting more/harder homework while others want less/easier work to be sent home. We were though, pleased that most parents/carers think Greenway sets appropriate homework that is consistently handed out and well thought-through. Positive feedback about how this has improved in recent years was particularly good to see.

<b>11.Greenway helps me support my child's learning, including their homework (through curriculum sessions, website, instructions home, etc.)</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	48.3% (116)	46.3% (111)	2.5% (6)	0%	<b>94.6%</b> 😊	2.9% (7)
<b>Our Response:</b> <i>School curriculum mornings/evenings on Read Write Inc, Maths and Big Write have been well attended and positively praised. Information from those sessions is now also on the website. Further curriculum sessions are planned for next year and we will continue to support school in making these as accessible as possible, so that even more parents/carers feel able to support their children's learning at home.</i>						

<b>12.Greenway communicates with me effectively about my child's progress</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	31.3% (75)	55.8% (134)	11.7% (28)	0.4% (1)	<b>87.1%</b> 😊	0.8% (2)
<b>Our Response:</b> <i>While continuing to draw a positive response from a very large majority of parents/carers, we acknowledge that this question also drew the largest negative response (12.1% or 29 parents/carers) in the survey. However, the report to Governors on feedback from last year's annual (end of year) Pupil Progress Reports identified a significant amount of praise for the 'comprehensive', 'constructive', 'informative' and 'individually tailored' content, with some parents/carers even expressing concern that reports were 'too long' and creating 'too great a workload' for teachers. From that, we must assume that any issues being expressed here relate to more routine communication that is received about children's progress. A review of the Pupil Progress Reports has already been scheduled to take on-board last year's feedback and to review them against other Primary School reports in Berkhamsted. We will also ensure that 2-way communication continues to be encouraged, to find ways in which school can improve performance even further in this area.</i>						

<b>13.Greenway communicates with me effectively about school life, events and activities</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	40.4% (97)	53.3% (128)	5.4% (13)	0%	<b>93.7%</b> 😊	0.8% (2)
<b>Our Response:</b> <i>We are pleased to note the overall positive response here, and will continue to support school in working to provide timely and comprehensive information to parents/carers. In particular, Greenway has made significant progress with regularly updating the website with news and photographs, and is developing the School Newsletter so that it routinely covers news on key themes (like sports). We will also continue to work with school on targeting texts and emails, but note that opinion on whether these are appropriate now (in terms of too many or too few) is entirely divided.</i>						

<b>14.Greenway responds well to any concerns that I raise</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	41.3% (99)	47.9% (115)	5% (12)	0%	<b>89.2%</b> 😊	5.8% (14)
<b>Our Response:</b> <i>Governors are pleased that a very large majority of parents/carers gave a positive response to this statement. We will continue to support 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.</i>						

<b>15.Greenway encourages and expects excellent behaviour</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	53.8% (129)	45.0% (108)	0.4% (1)	0%	<b>98.8%</b> 😊	0.8% (2)
<b>Our Response:</b> <i>It is very reassuring to have such an overwhelmingly positive response to this question. This year Governors have worked with children, staff and parents/carers, as well as with older pupils elsewhere and with Ashlyns school to review and update our Behaviour Policy as we progress towards becoming a Primary School. We are delighted with the outputs from that work which we are excited about sharing with you in full once the new policy is formally launched in September 2014.</i>						

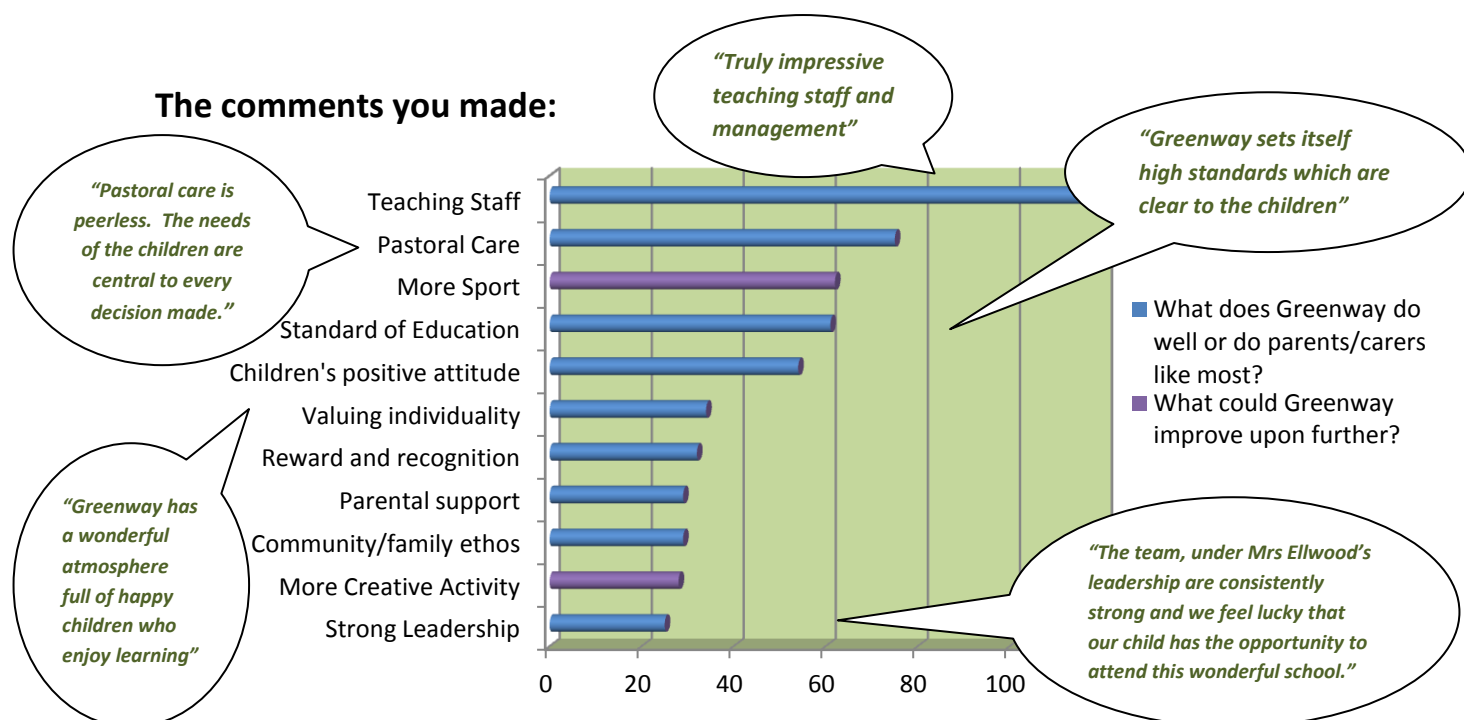
<b>16.My child is encouraged to lead a healthy lifestyle</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	32.6% (78)	59.8% (143)	3.8% (9)	0%	<b>92.4%</b> 😊	3.8% (9)
<b>Our Response:</b> <i>Through the curriculum, during assemblies, in clubs, and with the approach that Greenway takes to school meals including packed lunches, pupils are encouraged to adopt a healthy lifestyle. It is rewarding to note that a very large majority of parents/carers agree that this happens already. School will continue to help children understand why a healthy lifestyle is important and what it means for them.</i>						

<b>17.Greenway helps my child to feel good about their own achievements (in class and/or outside school)</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	49.8% (119)	45.6% (109)	1.3% (3)	0%	<b>95.4%</b> 😊	3.3% (8)
<b>Our Response:</b> <i>As part of this year's review of Greenway's recognition and reward system, we have worked with staff and children to make sure that attainment and effort are routinely acknowledged and praised so that children can feel justly proud of their achievements and can motivate themselves and others to work hard and try their best. We are pleased that most parents/carers agree that this happens at Greenway and are grateful for your ongoing support, particularly in encouraging your child to let their teacher(s) know about achievements outside of school.</i>						

<b>18.I think that the school is well led and managed</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	61.5% (147)	36.4% (87)	1.3% (3)	0%	<b>97.9%</b> 😊	0.8% (2)
<b>Our Response:</b> <i>We are delighted to see that the vast majority of parents/carers believe that the school is well led and managed. Governors believe that this is critical if the whole Greenway team is to deliver an outstanding education for your children and so we will continue to strive for excellence in leadership and management.</i>						

<b>19.Greenway makes sure that my child is well prepared for the next step in their education (e.g. changing year group or class, taking on responsibilities, or changing schools)</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	<b>Overall</b> 😊 or ☹️	Don't know
	34.3% (82)	48.1% (115)	2.9% (7)	0.4% (1)	<b>82.4%</b> 😊	14.2% (34)
<b>Our Response:</b> <i>We believe that, through Greenway's transition programme, this school is particularly good at supporting children in the next steps of their education. It is therefore pleasing to note that most of you agree. School will continue to support children in this way, while seeking to engage with the very small (but notable) minority of parents/carers who said that they did not know how or whether this happened.</i>						

## The comments you made:



**What parents/carers thought Greenway did particularly well or what you like most about the school...** A total of 178 parents/carers left unprompted detailed comments. Many covered more than one theme. You can see the top themes (those with 25 or more comments) on the chart above.

**Things that parents/carers think we could improve upon at Greenway...** A total of 163 parents/carers left unprompted detailed comments here. Most of these covered single issues only. Every theme has been reviewed by the Governing Body, including the Head and Deputy Head. The two themes which were mentioned 25 times or more are shown on the chart above.

## Top Comments

**Teaching staff** – including quality, pitch, stretch, welcome, enthusiasm, approachability and professionalism from teachers and TAs – Teaching staff was by far the most popular theme and the subject of 115 positive comments from parents/carers.

**Pastoral care** – including kindness, nurturing and one-on-one or whole family support from teachers, TAs, the Head and Deputy Head – Pastoral care was specifically mentioned in over forty percent of positive comments left by parents/carers.

**Sport** – 62 comments asked for more of, and higher quality, sports/games in lessons, plus more clubs (before/after school and at lunchtime), and team/inter-school and competitive sport.

**Standard of Education** – 61 comments praised the standard of education including the level of expectation, engaging themes, well structured days, fun lessons, extra support, plus specific mentions for quality maths and literacy/phonics lessons.

**Our Response** – *We are very grateful for the overwhelming number of positive comments about Greenway, which we have shared with staff. To see what we have already achieved and plan further specifically for sport, please see the separate Sport Survey report (on the website). We already do more sport than ever and sport is now included in the School Development Plan for 2014/15 with objectives to increase challenge and skills development for an even higher proportion of pupils.*