



St Joseph's Catholic Primary School
Diocese of Clifton

Faith, Hope, Love
Ite ad Joseph

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Head Teacher: Mrs Wendy D'Arcy



2nd October 2017

Dear Parents/Carers

Parent Survey July 2017

We would like to thank everyone who took part in the Parent survey circulated in July. 19 responses were received. Your feedback is very much appreciated and has been valuable in helping us understand how well you feel we communicate. Having collated your responses we would like to share some of them with you.

Newsletter

We are delighted that the school newsletter is perceived as an excellent way in which parents feel they can keep 'in touch' with what is happening at school. As all respondents said they did not use the feedback form, we will no longer attach this to the end of the Newsletter.

Parent Forum

There was a generally held view that although the Parent Forum is a good idea, being able to arrange a mutually acceptable time around work and childcare commitments, this form of communication is impractical. There was a suggestion of an online forum and this is something which the senior leadership team and governors will consider for the future, but to implement this will require some work and investigation. In the meantime, Mrs D'Arcy has announced in the first Newsletter that she is proposing to identify a class representative, who will then meet with herself and a governor, in order to provide constructive feedback, share ideas as well as celebrate the successes of the school. If this is something that interests you, then please do let Mrs D'Arcy know as soon as possible.

School Governors

The survey results show that there appears to be some confusion regarding the role of the parent governor. At St. Joseph's we have 12 governors on the governing board, as specified in our instrument of government. The board comprises:

- 2 Parent Governors - elected by parents
- 1 LA Governor - appointed by the County Council
- 1 Staff governor
- 1 Headteacher
- 5 Foundation Governors - appointed by the Bishop of Clifton
- 2 Foundation Governors - appointed by the Marist Sisters

All governors have the same roles and responsibilities once part of the governing board. You can find out more about what governors do by speaking to one of us, or looking on the National Governance Association website: www.nga.org.uk

Website

Most respondents are aware of, or use the website as a source of information about the school, although some felt that it wasn't always kept up to date. Maintaining the website is quite a large task and we do try to update information regularly, although we appreciate that this is an area where we struggle with the limited administrative resources available. We would be very grateful to hear from anyone with web building/maintenance experience who could offer an hour a week to assist. If we could have a couple of volunteers this would spread the burden and help us to regularly review and update content in a timely fashion. If you think you may be able to help, please contact the staff in the school office.

Communication

Communication is a two way process and we want all parents and carers to feel that their opinions are valued and that they have appropriate channels open to them to contact staff and governors. It is really important that parents and carers feel able to communicate with the school easily. Parents' evenings are an ideal way for you to discuss your child's progress with their class teacher, but there may be times, in between, when you need to speak with someone about a matter which you feel cannot wait. Here are some of the ways you can do this:

- Class Teachers - are available in the playground at the end of the school day. Please do approach your child's teacher if you wish to pass on information, or perhaps arrange an appointment for a mutually convenient time to meet for a confidential discussion.
- Drop Box - this is situated in the school office and can be used by anyone to leave a note for a member of staff. This is particularly useful if you haven't the time to wait to speak in the playground at the end of the day, or if you are a working parent and need to leave school at 8:40 am when the doors open. The box is checked daily and it would be helpful if you could leave details of how you wish to receive a response to your query.
- Comments Book - This is kept in the school reception. This is a place for parents and visitors to write a few words about something which you would like to share about the school; a celebration of what we do well! If you haven't seen it, or contributed, please do come and have a look and we'd welcome more contributions.

Concerns

We received mixed responses from parents about their understanding of the process for raising concerns. The Department for Education (2016) define a 'concern' as - *an expression of worry or doubt over an issue considered to be important for which reassurances are sought.*

At St. Joseph's we take all concerns seriously and aim to put your mind at ease as quickly as possible. In the first instance, please contact your child's teacher who will either deal with your concern, if appropriate, or put you in contact with someone who will be able to address your issue.

If you don't feel that you have received adequate reassurance, please contact a member of the senior leadership team either by phone, email: seniorleadership@st-josephs.gloucs.sch.uk or by leaving a clearly labelled note in the Dropbox.

Complaints

The Department for Education (2016) define a 'complaint' generally as - *an expression of dissatisfaction however made, about actions taken, or lack of action.*

Whilst we will always endeavour to resolve your concerns informally, we recognise that sometimes you may not feel a concern has not been resolved satisfactorily and therefore wish to make a complaint. Please refer to our Complaints Policy for information about how to make a complaint. This policy is available in our Key Information section of our website or via the following link: <http://www.st-josephs-nympsfield.org/wp-content/uploads/2013/02/Complaint-Policy-2016.pdf>

Once again, we are grateful to all those families who responded to the survey.

As we are now well into the first term of a new school year, we have welcomed many new families to our school community and appreciate that it can take a while to learn about our practices in school. We hope everyone finds the feedback from other families helpful and this information useful for future reference. We would like to engage all current members in our school community and plan to undertake a further survey in the Spring term.

Yours sincerely

For and on behalf of the governing board