

Parent feedback response:

Dear parents and carers,

Thank you to all of you who took the time to provide responses to our annual parent questionnaire this year. The questionnaire is an invaluable way for the school to find out what is important to you and how we can continue to develop and improve the school for the benefit of your children. We had **122 responses** in total which is a fantastic return.

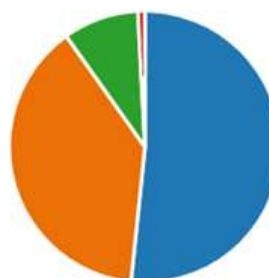
Please see below for the results of the questionnaire and the school response:

1. My child is happy and feels safe at school

[More Details](#)

 [Insights](#)

| | |
|---|----|
|  Strongly agree | 63 |
|  Agree | 47 |
|  Neutral | 11 |
|  Disagree | 1 |
|  Strongly disagree | 0 |



We are really pleased to hear that overwhelmingly, **over 90%**, of parents feel that their child/ren are happy in Surrey Street. 1 respondent has said that their child is unhappy at school. I would strongly urge that parent speak to either the class teacher or a member of the well-being team so that we can find out more about what the issues are.

2. The school has high expectations for my child

[More Details](#)

 [Insights](#)

| | |
|---|----|
|  Strongly agree | 44 |
|  Agree | 56 |
|  Neutral | 21 |
|  Disagree | 0 |
|  Strongly disagree | 0 |

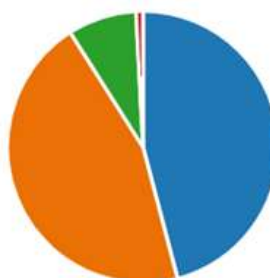


We believe very strongly at Surrey Street that having high expectations for all children ensures the best progress. It is great to see that many parents recognise this too (82%).

3. My child is making good progress

[More Details](#)

| | |
|-------------------|----|
| Strongly agree | 56 |
| Agree | 55 |
| Neutral | 10 |
| Disagree | 1 |
| Strongly disagree | 0 |



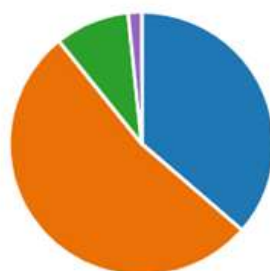
Pleasingly, 93% of parents feel that their child is making good progress. If you have any concerns about your child's progress, please speak directly to the class teacher who will be able to provide further information about your child's learning and progress.

Other opportunities to discuss progress are in the parent evening sessions in October and February.

4. My child receives appropriate homework for their age (reading, TTRs/Numbots, spellings, other targeted activities)

[More Details](#)

| | |
|-------------------|----|
| Strongly agree | 44 |
| Agree | 64 |
| Neutral | 11 |
| Disagree | 0 |
| Strongly disagree | 2 |



Here at Surrey Street, we use evidence and research as the basis for our decisions. There is little evidence to suggest that lengthy and frequent homework during the primary years has a positive impact on children's outcomes.

We focus on the development of children's fluency skills for reading, writing and maths; evidence and research suggests that not only does this boost children's self confidence in essential skills which are transferable but also means that they become more efficient in these strategies, thus freeing up essential space in their minds to think about new and different learning.

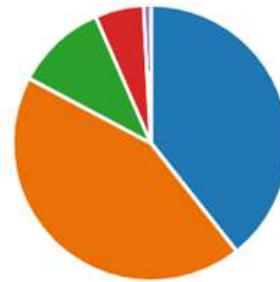
As with all parental issues, in the first instance, please do speak with your child's class teacher if you have any concerns regarding the home learning activities your child is provided with.

5. The school deals effectively with behaviour

[More Details](#)

 Insights

| | |
|---|----|
|  Strongly agree | 48 |
|  Agree | 53 |
|  Neutral | 13 |
|  Disagree | 7 |
|  Strongly disagree | 1 |



Generally, the behaviour is excellent in school. We have recently reviewed our behaviour policy to look for further improvements. This year, because of work on our school values and linking these into the behaviour policy, I have seen a significant improvement in the attitudes and behaviour of children with incidents of poor behaviour being extremely rare. Visitors to the school frequently comment on the children's behaviours to learning and to one another. 83% of parents also agree that behaviour is dealt with effectively.

When a behaviour incident occurs in school, staff ensure that the guidance within the behaviour policy is followed, and children involved are given an opportunity to reflect on their behaviour and given time to consider the best way forward to repair the situation. Other children may not be fully aware of the subsequent consequences for those involved.

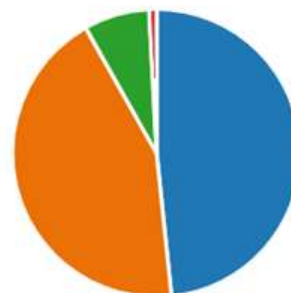
For the small minority of parents who do not believe that behaviour incidents have been dealt with effectively, please do speak to either your child's class teacher or a member of SLT so that we can respond to any individual concerns. As with all sensitive issues, we can only discuss issue relating to your child and we are not at liberty to disclose the outcomes of behaviour incidents other than informing you that school policy and guidance has been followed.

6. The school is well led and managed

[More Details](#)

 Insights

| | |
|---|----|
|  Strongly agree | 59 |
|  Agree | 53 |
|  Neutral | 9 |
|  Disagree | 1 |
|  Strongly disagree | 0 |



92% of parents feel that the school is well led.

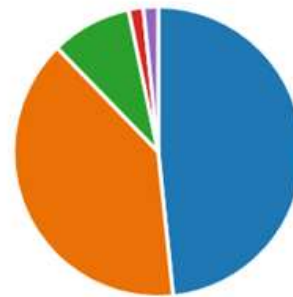
We take great pride, as a senior leadership team, in the relentless drive for school improvement whilst maintaining a child centered approach.

7. The school responds well to any concerns I raise

[More Details](#)

 Insights

| | |
|---|----|
|  Strongly agree | 59 |
|  Agree | 48 |
|  Neutral | 11 |
|  Disagree | 2 |
|  Strongly disagree | 2 |



88% of parents feel that the school responds in a timely and appropriate way to concerns raised. For those parents who do not feel that this is the case, in the first instance, please raise concerns with your child's class teacher. They are often best placed to deal with concerns.

If you are not satisfied by the outcome, this can be escalated to the year leader who can look further into the issue.

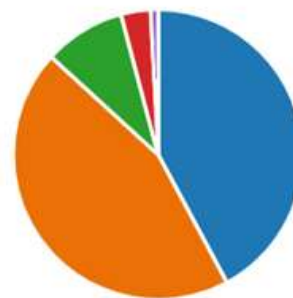
A copy of the school's complaint procedure is held on the school website and is there for you to refer to if necessary. <https://primariesite-prod-sorted.s3.amazonaws.com/surrey-street-primary-school-and-nursery/UploadedDocument/83b3f6e4-9daf-46e0-86f0-b288e2f41607/ssps-complaints-procedure-sep-22-pdf.pdf>

8. The school communicates with me effectively about how to support my child's learning

[More Details](#)

 Insights

| | |
|---|----|
|  Strongly agree | 51 |
|  Agree | 54 |
|  Neutral | 11 |
|  Disagree | 4 |
|  Strongly disagree | 1 |



86% of parents feel well informed about how best to support their child's learning, which is great to hear. We would however like 100% of parents to share this view. Again, if ever you need further information, then please do speak with your child's class teacher. This can be done either face to face or via ClassDojo.

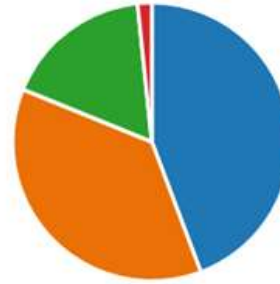
We will be aiming to provide a half term's notice as a minimum for all trips and key events as a result of parental feedback.

9. The school endeavors to meet the needs of all pupils including those with special educational needs?

[More Details](#)

 Insights

| | |
|---|----|
|  Strongly Agree | 54 |
|  Agree | 45 |
|  Neutral | 21 |
|  Disagree | 2 |
|  Strongly disagree | 0 |



81% of parents agree with this statement.

At Surrey Street we value each and every child and work closely with parents to ensure that we have all of the relevant information we need in order to best support your child. If you have concerns relating to your child's learning and believe that your child may have additional learning needs then please do raise this with your child's class teacher or alternatively contact Mrs. McKay, school SEND, who will be able to speak to you about your concerns.

The school website also has a host of resources and links which may be of use:

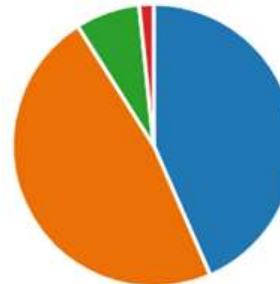
<https://www.surreystreetprimary.com/send-inclusion/>

10. The school values child mental health and wellbeing

[More Details](#)

 Insights

| | |
|---|----|
|  Strongly agree | 53 |
|  Agree | 58 |
|  Neutral | 9 |
|  Disagree | 2 |
|  Strongly disagree | 0 |



91% of parents agree with this statement.

At Surrey Street we have a team dedicated to ensure that children's well-being and mental health is prioritised (WBT). Ms. Mary Gilbert is the school's Senior Mental Health Lead and coordinates the work of the Well-Being Team across the school. Not only do we host a whole range of interventions for those children most in need, but we also work with a number of outside agencies too: CAMHs (children, adolescent mental health clinical team), CHUMs, Art therapy, Sand therapy, drawing and talking to name but a few.

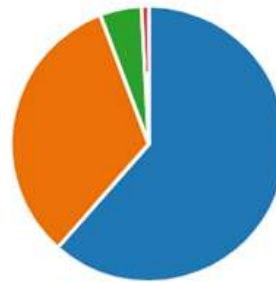
We provide free before-school clubs every day of the week as we know that opportunities to be physically active promote good mental health. We are building a programme of heavily subsidised after school clubs over the course of this half term but hope to have a full programme of clubs available for the new academic year.

If you have concerns about your child's well-being, then, in the first instance, speak with your child's class teacher or contact the school office and Ms. Gilbert will contact you to discuss your concerns

11. The school is welcoming

[More Details](#)

| | |
|-------------------|----|
| Strongly agree | 75 |
| Agree | 40 |
| Neutral | 6 |
| Disagree | 1 |
| Strongly disagree | 0 |



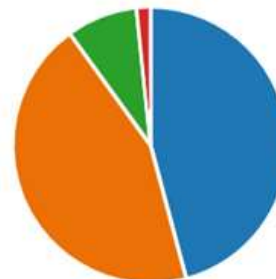
94% of parents agree with this statement.

We know that starting the day off right is essential to the school day and creates a positive atmosphere for learning. Members of the Senior Leadership Team, Well-Being Team and Family Worker Team are available each day, before and after school, for both the parents and the children. I would welcome the opportunity to speak with the parents who don't believe the school is welcoming to gain further insights into their views.

12. There are opportunities for parents to get involved e.g. assemblies, events and workshops

[More Details](#)

| | |
|-------------------|----|
| Strongly agree | 55 |
| Agree | 53 |
| Neutral | 10 |
| Disagree | 2 |
| Strongly disagree | 0 |



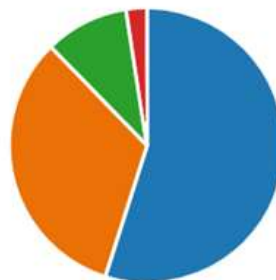
We hold regular celebration assemblies so that parents can share their child's achievements. At the end of each term, we host a singing spectacular where parents get to see the children perform. We hold annual performances for the EYFS nativity and the year 6 performance in the summer term.

13. I would recommend this school to other parents.

[More Details](#)

 Insights

| | |
|-------------------|----|
| Strongly agree | 67 |
| Agree | 40 |
| Neutral | 12 |
| Disagree | 3 |
| Strongly disagree | 0 |



88% of parents would recommend this school to other families.

We would like this to be 100% of families so I would urge the parents who disagree to speak to a member of SLT so that we can gain greater insight into your views.

Parents were invited to leave additional comments regarding the school if they wished. We had a total of 39 extra responses. Please see below:

General positive comments:

I feel the school is brilliant and my child loves attending. Couldn't ask for a better school. Answered neutral for behaviour as I do not know.

My son came halfway through reception year and all the staff were fantastic when he came. He has moved into year 1 well and the teachers go above and beyond for all their students. I find the school extremely supportive as well, dealing with my worries and concerns and even when absence was highlighted, I attended the meeting and felt so much more supported after. I really cannot fault this school. I'm so pleased my son attends

A great thank you to all the Surrey Street Primary School staff!

I'm especially happy with the teachers and the assistants. They are always very polite and helpful. I always recommend the school to my friends and neighbours.

Keep up the good work each and every one of you

I like the warm welcome given by staff during pickup periods. It gives the assurance that my child is in safe hands. Thank you to everyone.

Am pleased that my child is well looked after during school hrs

I really appreciate the welcoming and response to any of the matters regarding the child. So helpful.

Mrs Jackson is an amazing head teacher she is approachable, easy to talk to, helpful and very supportive. She knows the children and she is very hands on.

The Head Teacher and members of the staff also pay attention to any form of worries you present to the school

The school has really been impactive and I have been recommending the school to some of my friends.

So far I am happy for everything

We are grateful and happy that our child is part of your community and you are helping its development and progress. Thank you for everything Surrey Street!

I am very happy that my child is at this school. I always recommend to all my friends.

The adults are helpful

What we say:

Thank you for your comments.

It is part of our school ethos to be a truly family oriented school. We recognise the value in being available to our families so that they can share concerns and worries that they may have; we find that this approach typically allows for any issues to be easily resolved. Staff at the school share the ethos and values and as such, the staff team frequently go above and beyond to ensure that the children have the best experiences during their time in school.

| All other comments | We say: |
|--|---|
| <p><i>I would like school to start at 8.15am like most primary schools around.</i></p> | <p>We follow Luton Borough Council's school timings guidance. Most local primary schools start between 8:30-9am. We have a soft start 8:45-8:55 but we do offer breakfast club which opens at 7:30am each morning for those parents who need to go to work or study.</p> <p>For further information on breakfast and after school club please contact the school office: admin@surreystreetprimary.net</p> |
| <p><i>Controlling car park</i></p> | <p>We are very aware of the congestion on Cutenhoe Road and also on the driveway up to school. Unfortunately, we only have authority over the top part of the school grounds and can only continue to encourage parents to drive and park carefully and considerately. Where you can, we would urge our families to walk to school; not only is this better for the environment but it is better for the children and parents too. The school continues to work with Luton Borough Council's traffic team on the challenges faced and further safety restrictions will be enforced over the next 12 months, which should help to reduce some of the issues.</p> |
| <p><i>I'm happy with the school over all. I am glad my daughter is going to start her reception in Sept. Only problem is parking and average pick and drop time. For working parents, it's a lot. The idea of SEND is amazing, only thing that concerns me, how will it affect the parking problem. Is it going to be worse.. :(Thankyou</i></p> | <p>Please see above comments regarding the parking issues. We also offer before and after school club for working parents so please consider this if you are finding the timings tricky. We are yet to know what the situation will be with increased traffic; however, the new SEND unit is for a maximum of 16 additional children and not all of these families will necessarily drive to school. Some children may come via minibuses but drop off and pick up times will be arranged to avoid times of high congestion in the interest of safety.</p> |
| <p><i>Since we moved to a new apartment, I planned to change my daughter's school because of distance to my new house. She was telling me that she would miss her friends. 😊</i></p> | <p>We would always urge parents to reconsider moving their children once they are happy and settled in school. It's great to hear how happy your child is in school and that she is enjoying learning alongside her peers.</p> |
| <p><i>I am not happy with the learning approach towards children. I feel there is not much motivation from the teachers; this needs to be addressed with more follow-ups and feedback with children's progress and not just to wait until the parent's evening. The progress is very slow. Can you please also change the way to pick children up?</i></p> | <p>Fortunately, this is not a view shared by most parents. However, it would be beneficial for this parent to speak directly to a member of SLT about their concerns. Teachers are available at the start and end of each day. Parents are also able to do message teachers with questions and concerns. In addition to this, we hold two formal parents' evenings. These opportunities should be sufficient for parents to be kept informed of their child's progress.</p> <p>I am happy to listen to any suggestions regarding drop-off and pick-ups, however, we will always have to prioritise children's safety.</p> |

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|---|--|
| <p><i>The school is okay but very far for my children, it's a pity because of our proximity.</i></p> | <p>We are aware that a number of our families do not live near the school site. Unfortunately, school allocations are decided through the local council and therefore we cannot make any amendments. We can, however, reassure you that once your child is at Surrey Street, we have no doubt that they will want to stay.</p> |
| <p>Parking situation is a nightmare.</p> | <p>We agree. Please see the comments earlier relating to parking.</p> |
| <p>I would like them to pay more attention to the children's personal effects to ensure they are not mixed up.</p> | <p>We promote independence as much as possible. We would strongly urge parents to clearly label all clothing as well as book bags and water bottles with your child's name. This will make identification far easier if children's items become mixed up.</p> |
| <p>Still want more improvement in helping children in class work</p> | <p>We welcome all feedback.</p> <p>If you would like to speak to a member of the Senior Leadership Team we'd be keen to get a greater insight into your views.</p> |
| <p>There is still room for improvement. I would love to see more age appropriate homework tailored to each child needs and more communication on how parents can help.</p> | <p>Homework addresses fluency in line with our school policy. If you feel that homework is not appropriate for your child then please speak to your child's class teacher. Please also speak with them regarding how best to support your child at home.</p> <p>To ensure that parents understand the rationale for the school's homework policy we will resend this out to parents via email over the next few weeks.</p> |
| <p>I feel school has potential to make progress from Good to Outstanding in Ofsted report. I noticed so much enthusiasm in teachers but need to focus on some special and important areas. I'm happy to discuss some issues in detail with management if they want. Wishing you a best of luck.</p> | <p>We welcome all feedback.</p> <p>Please speak with a member of the Senior Leadership Team so that we can gain a greater insight into your views.</p> |
| <p>It would be great if children's certificates were laminated, this will allow them to last longer.</p> | <p>We have been working hard to reduce the use of plastic across the school in line with our environmental and eco school vision. We would suggest that parents save children's certificates by keeping them in a folder or wallet.</p> |
| <p>As a parent I would invite the school to give more notice for assembly as it is difficult to take time off work and often miss ceremonies due to short notices of 2 days. It could be better organised so that 2 weeks notice can</p> | <p>We agree.</p> <p>More notice is required for assemblies. We will aim to provide at least a half terms notice for assemblies. These will be posted on the school story on Dojo as well as being emailed out to parents.</p> |

| | |
|---|---|
| be given to parents to make arrangements with work. | |
| Why are there not school bus in place for the kids | Allocations to the school are made by the local authority and typically all allocations are normally within walking distance of the school site. The school is not responsible for the transport to and from school. We can, however, help to support families identify appropriate local transport routes which may be of help. Please contact our family worker team for additional support if needed. |

Thank you again for completing the questionnaire. If you have any further questions, then please do not hesitate to get in touch.

Thank you for your continued support,



Mrs. S Jackson
Headteacher