



Rackheath Primary School  
Willoughby Way  
Rackheath  
Norwich  
NR13 6SL

Telephone – 01603 720098

Fax – 01603 722891

E-mail – [office@rackheath.norfolk.sch.uk](mailto:office@rackheath.norfolk.sch.uk)

Headteacher: Mr C Ashman

Monday 24<sup>th</sup> June 2019

Dear Parents and Carers

### **2019 Parent Survey**

We would like to say a big thank you to all who returned a completed questionnaire. The number of forms returned was slightly down on last year with 36% of parents responding. We would still like the response rate to be higher as it gives us a better reflection of how parents feel about the school. If you would like to provide feedback but do not want to complete a survey please book an appointment with Mr Ashman or a member of the Governing Body, the school office will be happy to arrange this for you.

The 2019 results are again really positive. We are especially pleased that:

- 100% agree or strongly agree that their child is well cared for
- 99% agree or strongly agree that their child feels safe
- 100% agree or strongly agree that their child is well taught at the school
- 98% agree or strongly agree that the school is well led and managed
- 100% would recommend the school to another parent.

In the past concerns have been raised about the appropriateness of homework and the school's response to bullying as such it was pleasing to see a very positive view on both these issues in this year's survey. The way the school updates parents on the progress of their child was a theme in the survey which the leadership team in the school are working on resolving.

The introduction of School Ping has been broadly welcomed although we are aware of some issues with functionality. It was noted that the website isn't updated as much as in the past which is a valid point to make. The governors discussed the survey results as part of our last governing body meeting and school staff are keen to work alongside us to address the concerns raised. We know Mr Ashman would welcome the opportunity to talk to any parents who are concerned about any aspect of school life as this will help the school learn, reflect and continue to improve.

The pie charts over the page show the results of the survey. If you have any concerns or would like to discuss the results please call the office on the number above to make an appointment.

Thank you again for completing the survey and for your continued support of the school. As always you will be kept updated with any planned changes or implementations as a result of the survey.

Kind regards

*Your Governing Body*

