

Parent/ Carer Survey 2023-2024



Thank you to everyone who took the time to respond to our parent carer survey. Your feedback is important to us and helps to shape future developments. This year (151) 59% of our parents / carers completed the parent carer survey.

95% of parents / carers agreed or strongly agreed that their child is happy at school.

94% of parents / carers agreed or strongly agreed that their child is making progress in school.

95% of parents / carers agreed or strongly agreed that their child felt safe at school.

91% of parents / carers agree or strongly agreed that pupils are well behaved at our school.

Most of our parents and carers felt that their pupil knew the school rules.

93% of parents and carers felt that the school deals effectively with bullying.

94% of parents / carers agreed or strongly agreed that the school is well lead and managed.

97% of parents / carers agreed or strongly agreed they knew who to speak to if they had a concern.

95% of parents / carers agreed or strongly agreed that the school responded well to concerns which they had raised.

88% of parents / carers agreed or strongly agreed that they received information about their child's progress. 12% felt they hadn't received information about their child's progress.

91% of parents/ carers agreed or strongly agreed that they had good communication with their child's teacher. 9% felt they did not have good communication with their child's teacher.

97% of parents/ carers agreed or strongly agreed that they had received information about special events/ workshops etc.

95% of parents / carers agreed or strongly agreed that they would recommend the school to another parent.

79% of parents and carers said they found the Reach more Parents App user friendly. 21% felt the Reach more Parents App was not user friendly.

91% of parents and carers like the information we share on Reach more parents and Facebook

When asked which workshops parents and carers would like to see:

81 parents carers felt they did not want any type of workshop

30 parents and carers said mental health support

25 parents and carers said emotional understanding and regulation

24 parents and carers said behaviour support

22 parents and carers said they would like a parent carer social/ support club

20 parents and carers said they would like support with understanding sensory needs

16 parents and carers said support regarding their child's learning

5 parents and carers said online safety support

Other comments made by parents and carers:

- This is a wonderful school.
- Fantastic school that provides superb opportunities for our child.
- We are truly satisfied with Two Rivers. Staff are great!
- School is great!
- Moving my child to Two Rivers was the best decision I have made.
- I would highly recommend this school.
- Thank you for all that you do for my son.
- The school is outstanding, the staff are outstanding.
- My child has thrived here, and the staff are so supportive. They all deserve a medal.
- When you get a notification asking to pay something very often the facility has not been set up before the notification has gone out.
- School drop off is frustrating.
- Dropping off in a morning is a nightmare, making us late every day. Queuing up in transport traffic.
- The new Weduc can be hard to read.
- Some answers in this questionnaire need a 'don't know' option – I don't know how effectively the school deals with bullying, for example, as it is not something that comes up for us.
- Weduc notices are a little vague.
- Please identify who the weduc messages are aimed at.
- I don't like the changing of a teacher. This has had a big impact on children in a setting like this.

Our findings and future actions;

- **91% of parents / carers agree or strongly agreed that pupils are well behaved at our school.** In response to this, some of our students do struggle with their behaviour for a variety of reasons. We would like to explain why students struggle with their behaviour and what proactive measures we put in place to support these students. We would also like to explain the strategies we use after a behaviour or conduct incident.

- **All (but one) parents and carers stated that their child knew the school rules.** This is great news, as we have recently relaunched our new school rules. Be Ready, Be Responsible and Be Respectful. We use them around school to promote positive behaviour.
- **88% of parents / carers agreed or strongly agreed that they received information about their child's progress.** Our senior leaders are looking at what information is sent out and how often.
- **91% of parents/ carers agreed or strongly agreed that they had good communication with their child's teacher. 9% felt they did not have good communication with their child's teacher.** At Two Rivers we are exploring the balance between good communication between teachers and parents and carers while taking into consideration staff workload and wellbeing. We expected teachers to respond to parents' requests and queries within 48hrs. If something needs acknowledging or actioning immediately, please send communication to the main office. We also recommend to our staff that they switch their emails off after 6pm. That said we do expect our teachers to send at least three per week home to parents and carers. This should already be happening, but middle leaders and senior leaders will be monitoring this.
- **79% of parents and carers said they found the Reach more Parents App user friendly. 21% felt the Reach more Parents App was not user friendly.** Weduc has recently changed its app which has changed the way things look and are viewed. We have been in communication with Weduc to give them our feedback. We are not 100% with the new features and functions. We are in the process of exploring alternative communication apps. In the meantime, we will identify who the posts are aimed at.
- Thank you for the **feedback on** which **workshops** you would like to see. We will put these on over the next year. Sarah Howard is currently developing a parent/ carer social/ support group this will be in range of locations. Watch this space.
- The **questionnaire next year will include a 'don't know/ not applicable'** to each question.
- We appreciate that the **drop off / pick up traffic is not ideal**, which can be frustrating. We are working with county council developers to explore how this can be improved. We appreciate your patience.
- We understand that **changes to staff can have an impact on students**. However, this is often out of our control, and we have a duty to prepare our students for change. Moving forward we will continue to make sure we communicate change early enough, allowing parents and students time to ask any questions.



Thank you to everyone who took the time to complete this survey.