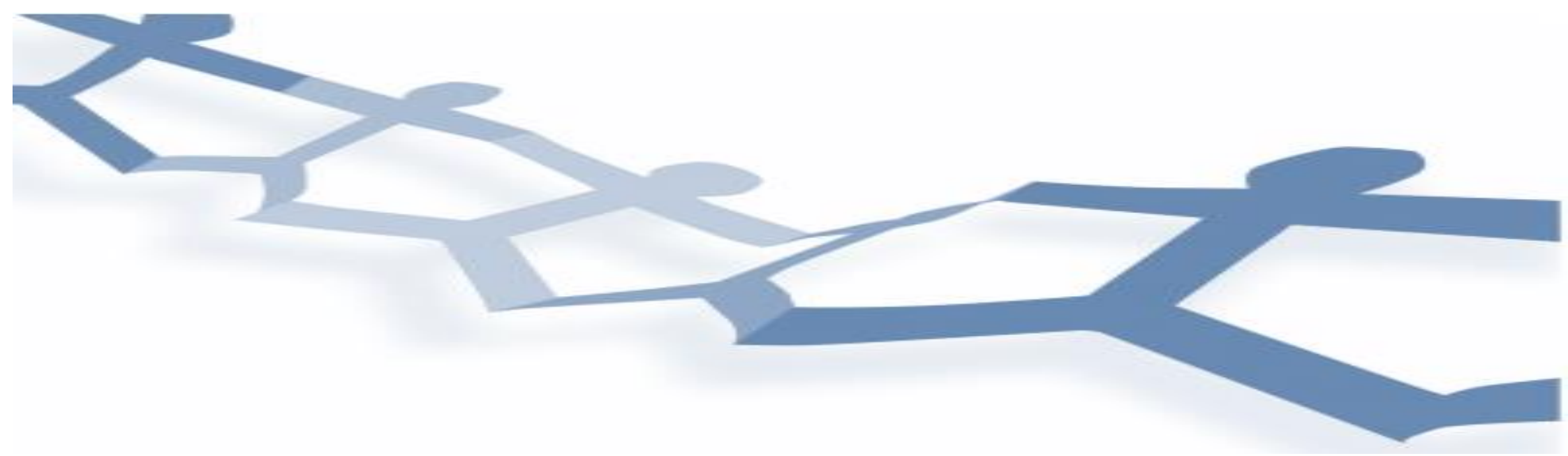


TWO RIVERS
HIGH SCHOOL



Parent Satisfaction
Survey
2019 update



Thank You...

...to everyone who took time to participate in Parents' Satisfaction Survey this year.

We received 82 responses. More than during the last academic year. It makes over 50% of our students' parents.

We are very pleased that more parents than last year have accessed the school website and would recommend the school to another parents.

Following data shows percentage of parents that agree with the statements on the Parents' Satisfaction Survey.

Thank You...

96% state that they would recommend the school to another parents.

99% state that the school makes sure pupils are well behaved

94% state that their children make good progress

100% state that their children **feel safe** at school
state that their children are well looked after at school
state that the school is well led and managed

98% state their children are happy at school
state that their children are taught well at school
state that the school deals effectively with bullying
state that they know who to approach if they have a concern
state that the school responds well to the concerns they raise
state that they receive information from the school about their children's progress

95% state that the communication with teachers is good

93% state that they receive information about Parents' Seminars from school
state that they know how to access the school website, 2% have never used it

90% state that they understand the role of governing body

Parent Responses

“The staff at Two Rivers have supported myself and (my son) through a difficult time. There has been a great sense of empathy and understanding”

“Fantastic school”

“The teaching staff are committed to every student”

“Letters sent a week in advance”

“My son progresses well and with a strong personality also with growing independence”

“It is a very strong school with so much to offer pupils”

“(my daughter) has really settled well and we are very happy with how the school and teachers are supporting her education and well-being”

“(my daughter) loves coming to school and all the staff do an amazing job. Keep up the amazing work you all do to make my sons experience at school a positive one”

“Pleased with Two Rivers overall.”

“School is good but struggling with complex needs more mainstream”

“Great school”

“Send reports prior to parents evening”

“Using the class dojo is really useful and you can communicate with the people straight away and the if you have a problem it gets sorted straight away”

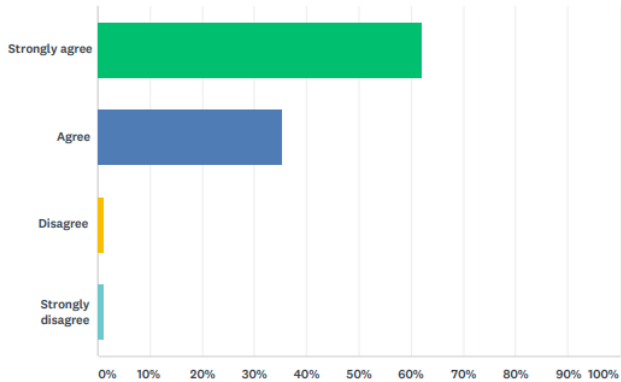
“Great school teachers are all lovely”

“Great school. My daughter loves Two Rivers.”

Results of the survey

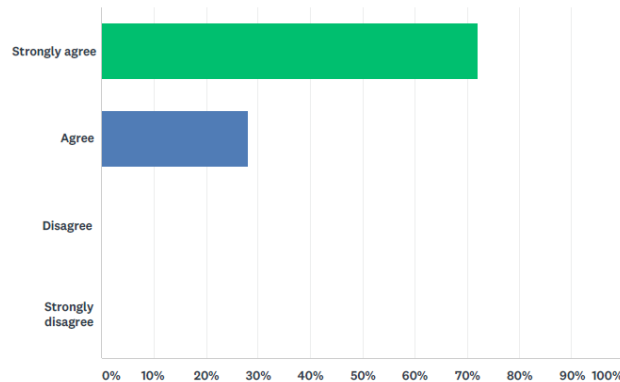
Q1 My child is happy at school

Answered: 82 Skipped: 0



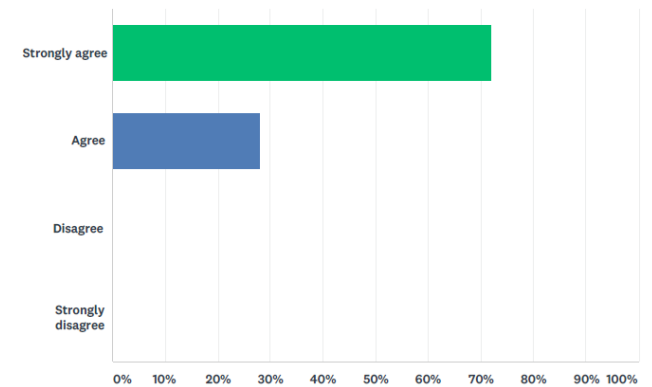
Q2 My child feels safe at school

Answered: 82 Skipped: 0



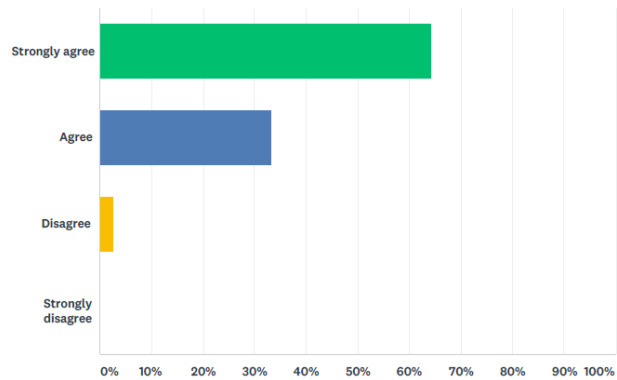
Q3 My child is well looked after at school

Answered: 82 Skipped: 0



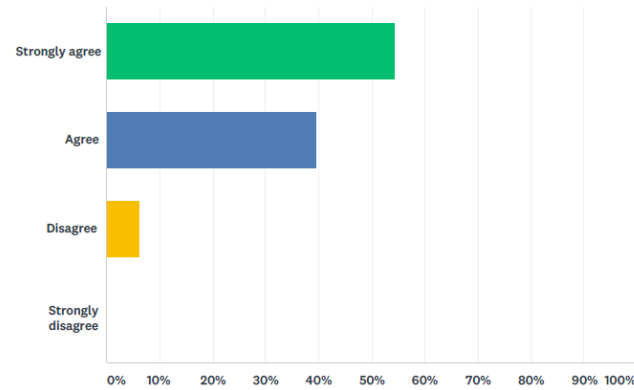
Q4 My child is taught well at school

Answered: 81 Skipped: 1



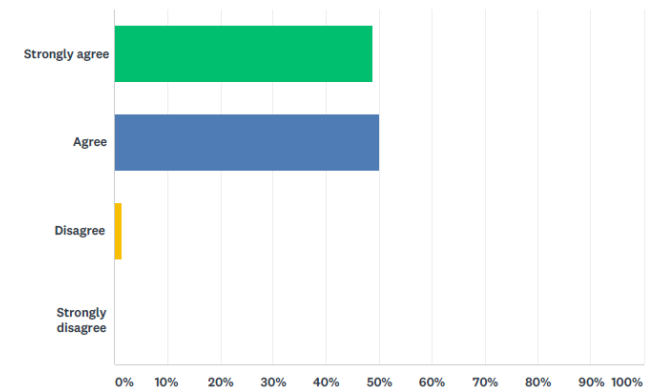
Q5 My child makes good progress

Answered: 81 Skipped: 1



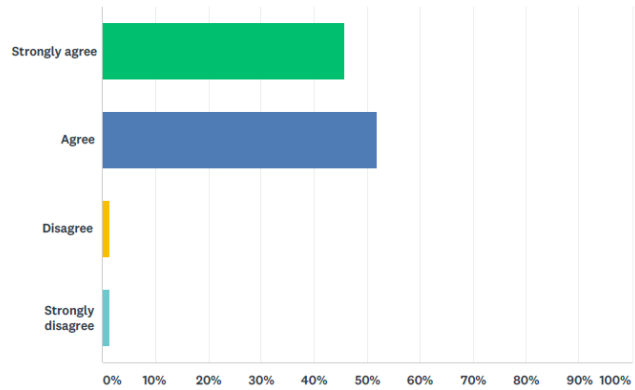
Q6 The school makes sure pupils are well behaved

Answered: 82 Skipped: 0



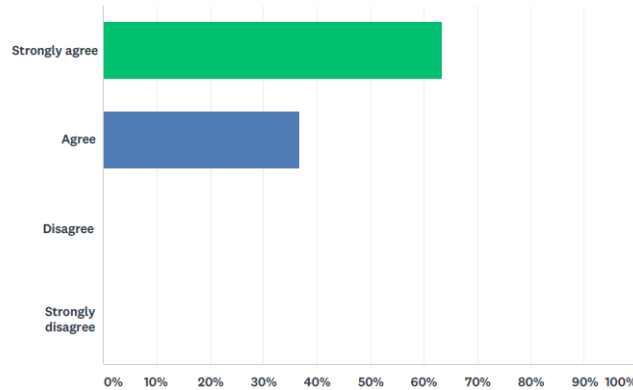
Q7 The school deals effectively with bullying

Answered: 81 Skipped: 1



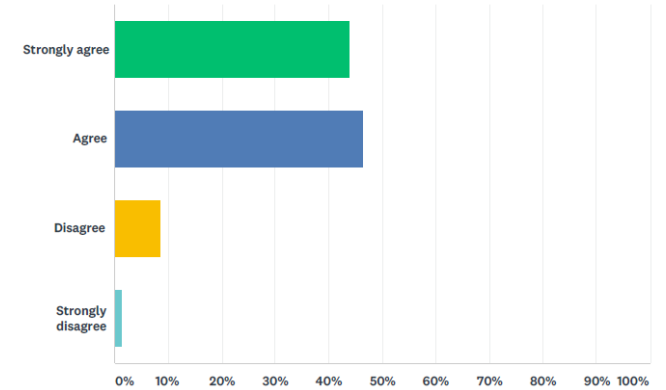
Q8 The school is well led and managed

Answered: 82 Skipped: 0



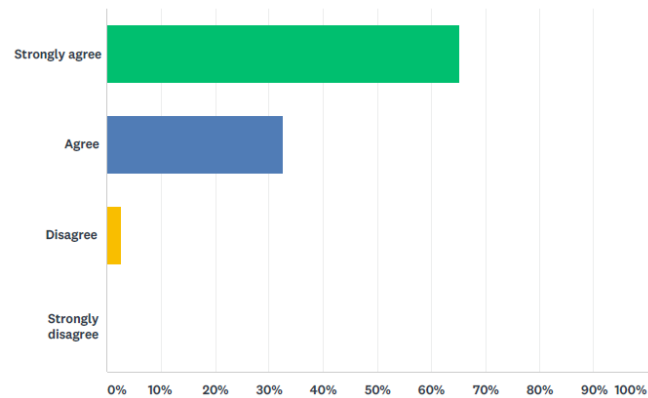
Q9 I understand the role of the Governing Body

Answered: 82 Skipped: 0



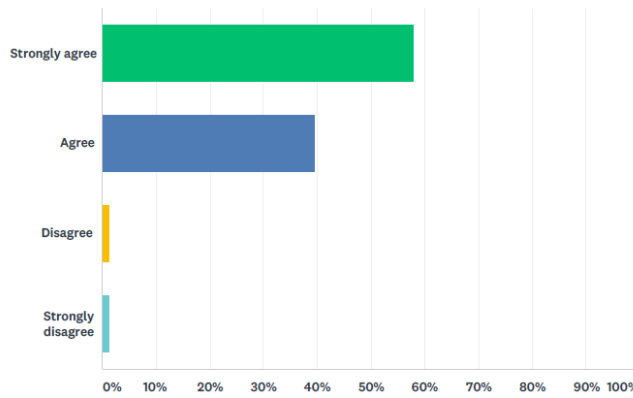
Q10 If I have a concern I know who to approach

Answered: 80 Skipped: 2



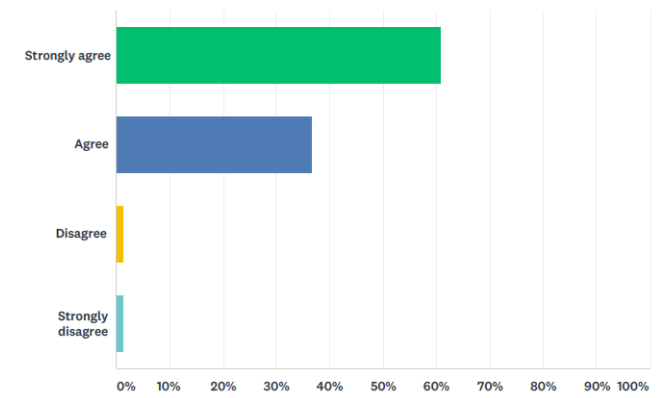
Q11 The school responds well to concerns I raise

Answered: 81 Skipped: 1



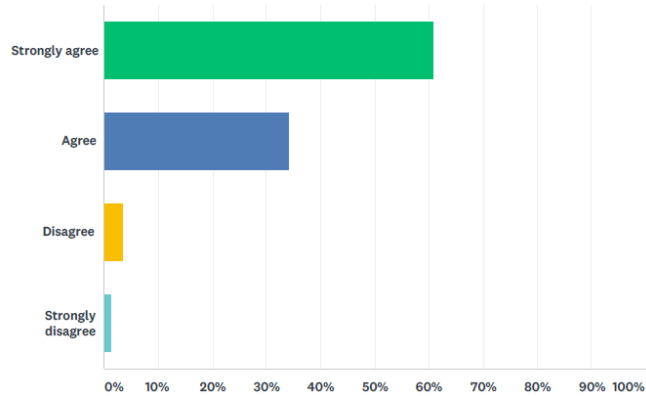
Q12 I receive information from the school about my child's progress

Answered: 82 Skipped: 0



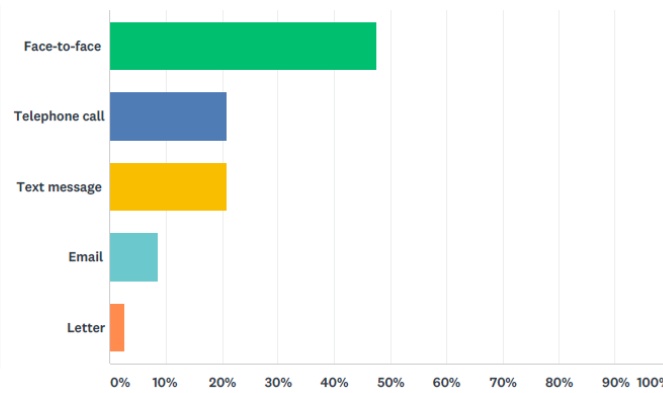
Q13 Communication with teachers is good

Answered: 82 Skipped: 0



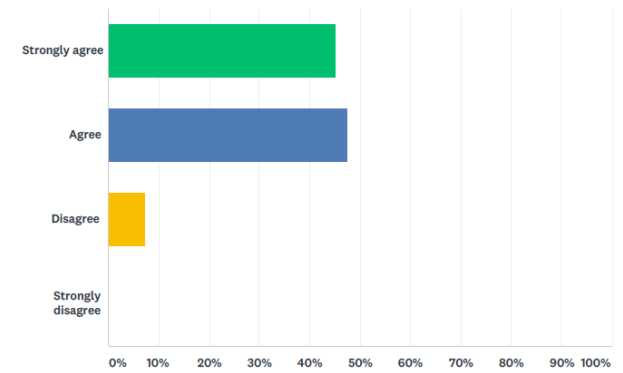
Q14 Which way of communication do you prefer?

Answered: 82 Skipped: 0



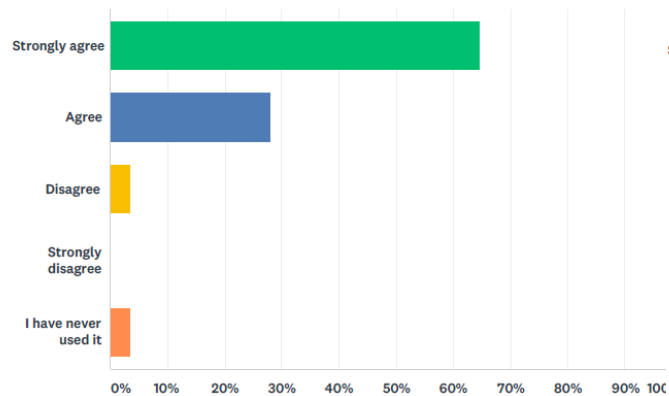
Q15 I receive information about special events and Parents' Seminars

Answered: 82 Skipped: 0

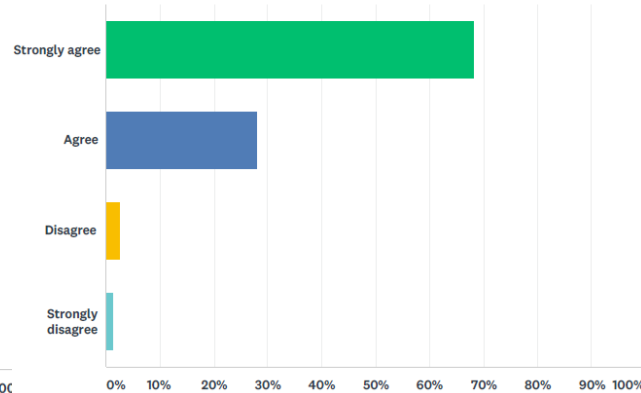


Q16 I know how to access the school website Q17 I would recommend the school to another parent

Answered: 82 Skipped: 0



Answered: 82 Skipped: 0



Action Plan

Planned Intervention	Action	Impact
Governing Body	<p>Leaflet that introduces Governors to parents to be distributed.</p> <p>Governors to be invited to Parents' Seminars.</p> <p>Governors to regularly visit the school and spend time with students.</p>	<p>Governors are more visible to parents</p> <p>Parents have the opportunity to meet with the governors</p>
Communication with parents	<p>Parent seminars and coffee mornings to continue with a more relevant focus.</p> <p>Introduction of Mobile school app</p> <p>Introduction of Class dojo to provide a more efficient communication process</p>	<p>Greater attendance.</p> <p>Website and other important school information can be easily accessed</p> <p>Parent to school/teacher communication will be more frequent</p>