

At St Luke's Church of England (Aided) Primary School, we value the feedback we receive from our parents/carers. Thank you to those parents/carers who completed and returned the evaluation forms that were enclosed with your child's report in July 2017. From the evaluation forms that were returned, responses were analysed and the results are as follows and comments made to any issues highlighted:

Academic year: 2016/2017 (120 returned)	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / Not answered
My child enjoys school.	83%	17%	0%	0%	0%
My child is making progress.	62%	36%	0%	0%	2%
I feel that my child is safe and well cared for at school.	75%	23%	1%	0%	1%
I feel that my child's behaviour and discipline is good at St Luke's.	73%	27%	0%	0%	1%
I the parent/carer have an important role to play in my child's Education.	72%	27%	0%	0%	1%
I value the distinctive Christian character of the school.	63%	29%	1%	0%	7%
I feel that Worship and Religious Education teaching are important aspects of the school.	75%	24%	0%	0%	1%
I am happy with my child's report.	70%	28%	2%	0%	0%

With regards to how our school could improve, the issues raised are found below:

Issue: Children's grouping for maths and english

One parent expressed concern that their child had moved groups without knowing why and that this had caused them to be upset. **Our children are organised into two flexible groups in their year and they may move between these groups so that they receive the teaching that best suits them; for example, this may be a difference in group size or pace of teaching. If your child is moving groups their teacher will speak to you. If you or your child have concerns or questions, please email your concern to the teacher via the school email address or ask to make an appointment. You do not need to wait until parents evening.**

Issue: Accessing Purple Mash/IT Log-In details

A parent was concerned that log-in details for Purple Mash have not been working. **If you have any difficulty with log-in details or other IT issues please email school and we can direct your concern to our IT support. This support is provided by an external provider who is only on site two half days a week so it may take up to 7 working days for us to deal with your issue.**

Issue: Parents Evening

One parent asked if we can improve our Parents Evening system. **We are delighted by the fantastic response and attendance at parents evening but this now means that our flexible appointments do not provide enough time for everyone to see staff so we will be running parents evening across a couple of evenings and asking you to book specific time slots. If you feel you need to discuss your child's progress in more depth or have a specific concern, please don't wait until parents evening, contact school and make an appointment. Parents evening appointments can only work if conversations are kept within the timescale.**

Issue: Communication

A parent suggested that uniform should be more defined so that children all wear the same. **This year we have had polo shirts – smaller sizes (we plan to have larger sizes available in the future), made with the school logo on and we sell sweat shirts with the logo and would encourage all children to wear these items. However, we recognise that school uniform is available from many stockists and that parents should be able to purchase clothes and equipment that match the school criteria but suit their family budget. We rely on parents supporting us in the purchase of items such as black shoes and suitable socks/tights and matching hair accessories and head coverings.**

Issue: Communication

One parent said that they have a struggle with communication and asked that messages or information are not sent with children. **We try to make communication available in as many ways as possible. Some messages are sent by text to one parent/carer – up to date phone number are required, all children are given a newsletter on Friday to share news and highlight forthcoming events: these newsletters are available on the school website, on the school Facebook page and additional copies are kept on the main reception desk. We hope to be able to email this to parent/carers and we will be asking you to nominate your preferred method in order to reduce printing costs. Letters regarding trips, year group events, medical, welfare and financial issues are sent via children so we would encourage parents to regularly check school bags to see if a letter has been sent. We will try to ensure forward planning prevents messages being sent via children.**

Issue: Absence Information

One parent asked for timely communication if a child's attendance levels are dropping. **The attendance of all pupils is checked daily and parents will always be contacted by phone to ascertain why a child is absent if they have failed to report their child's absence before 9am. Their overall attendance is monitored regularly and when a child's attendance drops below 92% this will trigger a concern letter and print out of the child's attendance being sent to parents. The national attendance figure is 97%. *One day missed each fortnight reduces a child's attendance to 90%***

The majority of comments related to thanking the staff for their hard work and commitment and for the support given to their children. Here are some examples of comments from parents/carers.

We are pleased with our child's report... We feel they are equipped with the necessary skills to function independently and educationally in High School. Thank you

The school looks after the children's needs very well. The children enjoy and have fun while learning which is really good.

...happy with progress....

Thank you for all the hard work which you have done this year.

Our child has made excellent progress thanks to the fantastic support from the teachers and a good home school partnership. Thank you and let's keep up the hard work.

We are happy with our child's progress. They really enjoy their school. Thank you very much for your efforts....

Thanks to all the staff of St Luke's Primary School.

Very proud of my children. Thank you

Thanks to all teachers.

After a very upsetting year for our child we were so pleased with their report and that they are doing well as they love school...

I am very happy and content that my child has had a very good progression at St Luke's School. It helps them grow as an individual and enjoy school all the time.

I am very proud of my child's hard work at St Luke's, they contribute at school and at home in family life. All the staff have worked extremely hard to support all the children to develop every year and we as a family are very grateful.

... so grateful to staff for steering my child in the right direction and teaching them beautifully. I cannot praise St Luke's Staff enough. Thank you Mrs Grennan for your great teachers.

Thank you all. God bless from the whole family.

Please continue the good work

I am proud of my child and the teacher and team have done an amazing job they've made so much progress during this year. Thank you to all the staff...

Thank you to everyone for your comments and continued support. We are continually striving to improve St Luke's and value your suggestions and comments.