

Parent feedback response:

Dear parents and carers,

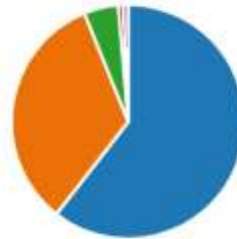
Thank you to all of you who took the time to provide responses to our annual parent questionnaire this year. The questionnaire is an invaluable way for the school to find out what is important to you and how we can continue to develop and improve the school for the benefit of your children. We had **147 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](#)

Strongly agree	89
Agree	49
Neutral	7
Disagree	1
Strongly disagree	1



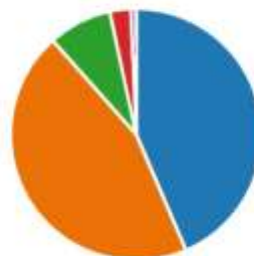
We are really pleased to hear that overwhelmingly, **over 93%**, of parents feel that their child/ren are happy in Surrey Street. 2 respondents have said that their child is unhappy at school. I would strongly urge those parents to speak to either the class teacher or a member of the well-being team so that we can find out more about what the issues are. Every child should feel safe and happy in school so therefore it is imperative that we find out what is happening for these pupils.

2. The school has high expectations for my child

[More Details](#)

[Insights](#)

Strongly agree	64
Agree	66
Neutral	12
Disagree	4
Strongly disagree	1



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 (**88%**). I would be keen to hear from those parents who do not feel this is the case. A member of SLT is always available at the start and end of each day so please do approach us so that we can understand your views further.

3. My child is making good progress

[More Details](#)

Strongly agree	80
Agree	58
Neutral	8
Disagree	0
Strongly disagree	1



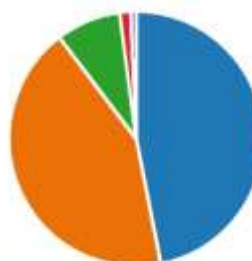
Pleasingly, **94% of parents** feel that their child is making good progress. If you have any concerns about your child's progress, please speak directly to the class teacher who will be able to provide further information about your child's learning and progress.

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	68
Agree	62
Neutral	12
Disagree	2
Strongly disagree	1



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.

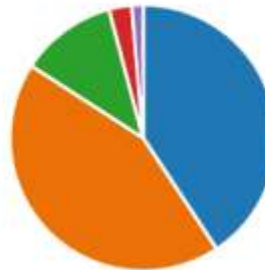
As with all parental issues, in the first instance, please do speak with your child's class teacher if you have any concerns regarding the home learning activities your child is provided with.

5. The school deals effectively with behaviour

[More Details](#)

[Insights](#)

Strongly agree	59
Agree	63
Neutral	17
Disagree	4
Strongly disagree	2



Generally, the behaviour is excellent in school. We review our behaviour policy annually 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.

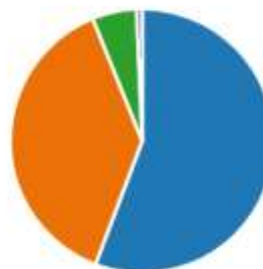
For the small minority of parents who do not believe that behaviour incidents have been dealt with effectively, please do speak to either your child's class teacher or a member of SLT so that we can respond to any individual concerns. As with all sensitive issues, we can only discuss issues relating 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	82
Agree	56
Neutral	8
Disagree	0
Strongly disagree	1



94% of parents feel that the school is well led.

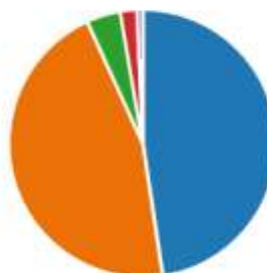
We take great pride, as a Senior Leadership Team, in the relentless drive for school improvement whilst maintaining a child centered approach. As with any issues that arise in school, we would encourage parents to raise these directly with the Senior Leadership Team who are available at the start and finish of every school day.

7. The school responds well to any concerns I raise

[More Details](#)

[Insights](#)

Strongly agree	70
Agree	67
Neutral	6
Disagree	3
Strongly disagree	1



93% 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.

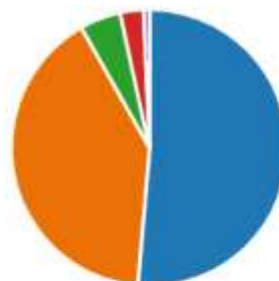
A copy of the school's complaint procedure is held on the school website and is there for you to refer to if necessary. <https://primarysite-prod-sorted.s3.amazonaws.com/surrey-street-primary-school-and-nursery/UploadedDocument/fcfc4e06-6957-4e44-8554-d3feb2e79286/complaints-procedure-september-2023-pdf.pdf>

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

[More Details](#)

[Insights](#)

Strongly agree	75
Agree	59
Neutral	7
Disagree	4
Strongly disagree	1



91% 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 know that your child's class page has a wealth of important information regarding your child's learning so we would encourage you to check the class page frequently to ensure you are up to date.

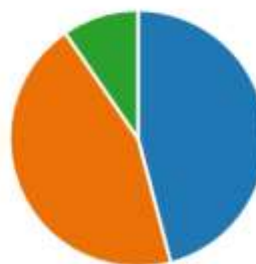
We will be aiming to provide a half term's notice as a minimum for all trips and key events as a result of parental feedback. In addition, we will be increasing the number of opportunities for parents to engage with school through class coffee mornings and open classroom events from September '24.

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

[More Details](#)

[Insights](#)

Strongly Agree	67
Agree	65
Neutral	14
Disagree	0
Strongly disagree	0



90% 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 Ms Bevan, our school SEND administrator via email sendteam@surreystreetprimary.com who will be able to speak to you about your concerns. A member of the SEND team is always available at the start and finish of every day if you have any concerns.

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

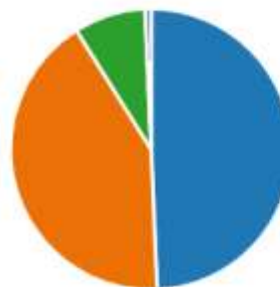
<https://www.surreystreetprimary.com/topic/send>

10. The school values child mental health and wellbeing

[More Details](#)

[Insights](#)

Strongly agree	72
Agree	61
Neutral	12
Disagree	0
Strongly disagree	1



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). 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.

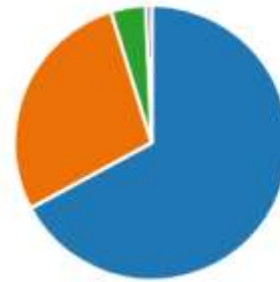
We provide free before-school clubs every day of the week as we know that opportunities to be physically active promote good mental health. We are building a programme of heavily subsidised after school clubs and hope to have a full programme of clubs available for the new academic year.

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 Mr Geer or Mr Craig will contact you to discuss your concerns.

11. The school is welcoming

[More Details](#)

Strongly agree	98
Agree	41
Neutral	6
Disagree	0
Strongly disagree	1



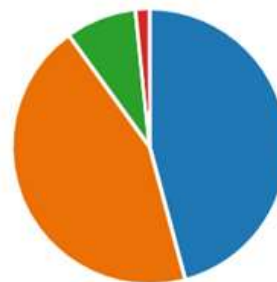
95% of parents agree with this statement.

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, SEND 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 parent who doesn'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. In addition to this, there will be further opportunities for families to get involved:

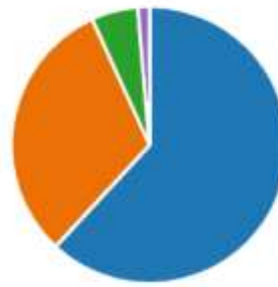
- Toddler Time (stay and play session)
- Parent Voice-**already up and running**
- PTA- Parent Teacher Association- **already up and running**
- Share a book- weekly across the school- **already up and running**
- Reading and Maths workshops (from September)- understand how your child learns to read using phonics and deepen your understanding of strategies to support mathematical understanding.
- ESOL classes- English lessons for parents at the early acquisition stage of English

13. I would recommend this school to other parents.

[More Details](#)

[Insights](#)

Strongly agree	91
Agree	46
Neutral	8
Disagree	0
Strongly disagree	2



93% 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 the Senior Leadership Team 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 **65** extra responses. Please see below:

General positive comments:

The school is multicultural and good for my child to learn more from other cultures and backgrounds

The school is taking good care of our / my kid. The teachers are so nice to all and every students. Pray all students focus to what ever they are doing, and study hard to achieve their goals. Many thanks to all teachers love

Very happy with the school, the entire team across the board. Also a BIG shout out to the entire SENCO as without them, our children wouldn't feel safe enough to engage with school altogether. Couldn't praise all the school does for SEN provision children. But lastly a special thank you to Ms Bevan as she does a lot behind the scenes and day-to-day which doesn't go unnoticed!

I'm so happy to bring it children this school I like it this school

Wonderful school!

The school is amazing, especially as my son is autistic, the staff always go out of their way to make sure your child is safe, happy and progressing

Excellent leadership, warm and welcoming staff. A happy place with a great feeling of community and belonging. I recommend this school to all of my friends and neighbours who have small children.

My son loves to come to Surrey street. As we moved from the area but still he don't want to change he wants only Surrey street

I am very happy with this school and the teachers, also my little child will attend at this school. Very good school!

The teachers are so amazing. They greet us with a smile every morning no matter what the weather. It's so nice to see my daughter go here and feel one day it definitely will be an outstanding school. The activities and events are so good at the school. I am very impressed with it.

I believed I would need to home educate my daughter before she attended this school. I have been blown away by the welcoming staff and atmosphere which have enabled my daughter to settle so quickly and progress. She suffered with severe anxiety and her teachers quickly tuned into her and responded to her needs.

Thanks for all the staff

Best school in town!

Absolutely wonderful SEN provision

Excellent school. Best place for my child

The teachers are what make it a very good school, always try to help my children and me where needed.

Overall Surrey Street Primary School is a very well educated School which offers a lot of support to the children's welfare and education system and also provides good communication and reassurance to each and every individual parent which is very beneficial and provides a lot of help when needed

I love Surrey st school for my daughter and my daughter loves going to school everyday

I'm extremely happy with this school and all the staff are friendly, caring and helpful.

The school always pay so much attention to you when you have issues to discuss and they are very supportive

I am happy with my children attending this school. Keep onwards and upwards

Good school, good staff, headteacher Mrs Jackson so sweet lovely. My child's progress so good.

I'm very happy to bring the children this school

Nice school and nice teachers

This school has an amazing leader and a wonderful staff!	
Nice school and nice teachers	
Surrey street is a unique school. It understands the lived experiences of the children in the context of their school life and within their wider community. It tailors support to their individual circumstances because SSPS truly believes that every child matters. It provides a safe and nurturing space to learn, laugh and grow and I'll always be grateful to Surrey street for the wonderful education and experiences that my children receive here.	
Truly satisfied.	
The school is well organized.	
Thanks for taking care of my three girls, you guys are the best.	
This school is very neat and very clear teaching and good students. I am very grateful.	
I'm so glad that my sons are happy to be in Surrey Street primary school, and I want to thank the management and all the teachers of the school. Keep doing the great work you guys are good at.	
Excellent School	
No worries about school . School is very excellent I am very thankful to Allah. I have no worries about my child ,she is very happy to go school every day very nice stuff 🇸🇦	
The head teacher Mrs Jackson is amazing and knows what she is doing. Also all the staff in the school are lovely and very helpful always.	
It's a pleasure to say the welcoming and the attractive environment of the school is so nice	
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:
<i>The school likes working together with parents, but I have found it frustrating when I actually try to do this. I am told constantly my child needs to read more fluently, write better, etc. but I am never told actually HOW I can support my child in this. In one case I actually got contradictory advice from the teacher and the teaching assistant. It also seems to me that if the teacher notices something, they should work with the child to improve this. It seems currently I am expected to do this somehow by myself, and their job is to point it out to me. If steps have been taken by the teacher, I have not been</i>	We welcome all feedback. We acknowledge that it can be challenging at times to know the best way to support your child. We can reassure you that staff in school are working hard to meet the needs of all children and are always seeking to support children overcome barriers to their learning. We ask that parents work with us to ensure the best outcomes for their children. 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. In the meantime, I would urge you to arrange a meeting with your child's class teacher to address the concerns raised.

<p><i>told or am not aware. Having expectations from my child is one thing, helping them reach them is quite another.</i></p>	
<p><i>The only concern is the build up of cars outside school especially at home time. People do not stop at the zebra crossing even when people are waiting to cross and cars are parked all over the pavement causing danger and chaos for others. Some cars will start to drive off the pavement without checking and have to suddenly stop for children. It's much better when there is a traffic warden present</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>Not happy with this school at all. My experiences have been incredibly poor over the years. Despite raising my concerns directly with the School and SLT, they remain dismissive and hide behind remaining 'neutral' in contrary to their actions and best interest of my children. School portrays that they are supportive of the importance fathers play in their children's lives, yet do barely anything to demonstrate this. What happened to Doughnuts with Dad? Happened once 2-3 years ago, nothing since. Hot air. Lost all hope and looking forward to my children leaving and moving onto secondary school. My experiences are based over a number of years, and I will never recommend this school. These are my true and honest feelings and only reflect a snapshot of my poor experiences over the years.</i></p>	<p>Fortunately, this is not a view shared by most parents. School should be impartial and all decisions made are in the best interests of the children's well-being. It would be beneficial for this parent to speak directly to a member of Senior Leadership Team, or alternatively raise their concerns using the school's complaints procedure which can be found on our website https://primarysite-prod-sorted.s3.amazonaws.com/surrey-street-primary-school-and-nursery/UploadedDocument/fcfc4e06-6957-4e44-8554-d3feb2e79286/complaints-procedure-september-2023-pdf.pdf. We value all contributions and support from our families as we know that working in partnership secures the best possible outcomes for your children. 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. In addition to this, there will be further opportunities for families to get involved:</p> <ul style="list-style-type: none"> • Toddler Time (stay and play session) • Parent Voice-already up and running • PTA- Parent Teacher Association- already up and running • Share a book- weekly across the school- already up and running • Reading and Maths workshops (from September)- understand how your child learns to read using phonics and deepen your understanding of strategies to support mathematical understanding. • ESOL classes- English lessons for parents at the early acquisition stage of English <p>We would welcome any further suggestions about the best ways in which families and parents can get involved in their child's life at school. If you have any suggestions please speak to a member of staff or send an email to admin@surreystreetprimary.com</p>
<p><i>It is just school dinners: kids complain that sometimes the choice is not very good. I would recommend to look into changing catering company. Kind regards</i></p>	<p>Thank you for the feedback regarding school dinners. Our School Parliament is currently debating ways to improve our school dinner offer whilst reducing the amount of food waste. We will keep parents up to date with the changes as a result of pupil voice in the coming weeks.</p>

<i>Great school. Only concern is sometimes to consider constant outings and things to pay for parents. With cost of living it's an extra pressure. Please space out events and trips</i>	A very good point! We recognise the challenges of the current cost of living and endeavor to balance this whilst also providing the children with a wealth of enrichment activities. For September 2024 we aim to have all trips identified at the beginning of the year so that payments can be made regularly to make it more affordable. All trips are already heavily subsidised by the school to ensure costs are kept to a minimum.
<i>Yes ,the after school club booking should be available for booking a day before required booking because of emergencies that might come up last minute</i>	Thankyou for the feedback, some parents do need the provision urgently and any parent can call to book their child onto After School Club on the day. Places are limited so we have to ensure pupil to staff ratios fulfil the health and safety requirements so therefore we do encourage pre-booking to secure a place.
<i>The class work and homework assignments are below their age.</i>	The school follows the National Curriculum which is statutory, this is nationwide and therefore all children across the country will be learning the same curriculum according to the year group that they are in. 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. 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. As with all parental concerns we would urge you to contact your child's class teacher.
<i>Maybe teachers should communicate with parents about concerns and let parents know if something happens in school.</i>	Teachers or class staff will typically let parents know about any incidents that have occurred in the school day, although minor issues can often be dealt with effectively in school and therefore parents may not be informed of these. In addition, teachers are available each day to speak with parents. Parents can also message class staff via Clasdojo. We typically respond within 24hours but expect most queries to be responded to within 48 hours.
<i>I would like homework that is more challenging for my son. He seems to be able to do his current TTRS and Numbots easily, and I think he is not challenged enough</i>	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. 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.
<i>The issue of missing items should be handled in a better way.</i>	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.
<i>I will suggest that whenever rain is falling, school endeavour to open gate foe the kids to go in instead of waiting till 8:45am This will make a good sense</i>	Unfortunately, we cannot always control the British weather and currently it feels like every day is raining. We cannot allow the children into school until we can guarantee appropriate supervision within the classrooms; this is not until 8:45am. We will however make sure that we open the gates promptly to ensure that no one is waiting for longer than necessary in the wet weather.

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,

A handwritten signature in black ink, appearing to read "S. Jackson". The signature is written in a cursive style with a large, looping initial "S".

Mrs. S Jackson
Headteacher