

**Parent Voice**  
**Monday 25<sup>th</sup> September 2017**  
**The Barn**

**1. Welcome and introductions**

Mr McTaggart welcomed the seven parents attending and introduced the five governors who were available to represent the governing body (three of whom were also current school parents). Mr McIntosh (also a school parent) was present as well.

**2. Minutes of the last meeting and action points**

As this was a special Parent Voice meeting with a particular single focus, the minutes of the last meeting were not reviewed.

**3. Ofsted report – Improvement priority 3**

Mr McTaggart explained that the purpose of the meeting was to discuss the third improvement priority identified in the recent Ofsted inspection report:

*School leaders, including governors, develop their engagement and partnership with parents further in order to:*

- better understand their concerns*
- address the concerns and improve parental satisfaction with the school*
- tackle any misconceptions parents may have*
- ensure that parents have an accurate view of the school's educational provision*

The improvement priority was set by Ofsted due to the nature of the mixed responses received from Ofsted's Parent View survey that was undertaken at the time of the inspection. The inspectors' own review of the school did not identify the feedback from the survey but they were obliged to recognise the significance of some of the negative responses. Of particular significance and concern was the response to the final question in the survey – 'Would you recommend this school to another parent?' Out of the respondents who participated, 34% indicated that they would not recommend the school. Following investigation using the Parent View website (available in the public domain – see [parentview.ofsted.gov.uk](http://parentview.ofsted.gov.uk)), it was revealed that Barnes Farm Junior School is the least recommended primary-age school in the whole of Chelmsford by its own parents (see Appendix 1). This outcome could have been a barrier to achieving a better judgment in some areas of the inspection. As with all surveys, there were many factors to take into account, such as the statistical significance of the number of respondents, and unpicking this response with parents would form the basis of the discussion at this meeting, with the aim of beginning to address the reasons for it.

It was felt that some of the dissatisfaction presented in the responses could have been due to the labelling of the school as 'Requires Improvement' at the time of the inspection and a lack of an accurate view of the school and the improvements made in the last two years. It was also expressed that the outcome may be quite different if repeated now due to a change of parents (Year 6 leaving, Year 3 starting). Additionally, the timing of the inspection coincided with the proximity of the class restructure announcements, which had proved an emotive issue for many parents and may have negatively influenced their thinking.

**Recommendation 1: Repeat the survey**

- This could be on a termly basis
- It should be sent in paper format and could also be made available to complete online e.g. by using SurveyMonkey
- It should be anonymous (but ask for year group) unless parents wanted a particular concern addressed and they should be able to indicate who they believed could do this for them (e.g. class teacher, Headteacher, governor)
- Space for comments should be included
- The same questions should be asked as in the Ofsted survey in order to set a new benchmark

Communication was discussed as an area in which some parents may feel dissatisfied and therefore may have influenced the responses. Parents acknowledged that the parent Facebook site was a means for finding out information from fellow parents that the school had already made known in one form or another, e.g. the weekly menu. It seemed likely that some parents would continue to need information to be shared in multiple and in a variety of ways, including existing and new formats.

**Recommendation 2: Further improve communication**

- Declutter the website
- Include the menu number on the weekly newsletter
- Put up a notice board on the Barn
- Investigate how the eschools app could be used to share more information
- Hold a meeting for parents of a specific year group once a year to discuss issues pertinent to that year

Staff and governor availability was discussed as a key element of parent satisfaction. It was noted that there were many positive aspects to the way in which teachers make themselves available to parents (e.g. Wednesday drop ins, call backs, responding to email via eschools, Mr McTaggart or Mr McIntosh on the gate at the beginning and end of the day, etc.) but that these means still did not suit everyone. Additionally, whilst it was acknowledged that governors work hard in the background, their visibility to parents was low.

**Recommendation 3: Rethink/improve staff and governor availability**

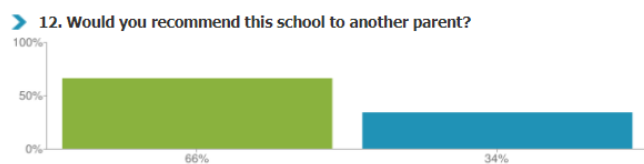
- Remind parents of the different ways in which they can currently connect with staff
- Remind parents about the Wednesday drop ins on a regular basis
- Increase the presence of staff on the playground where possible
- Teachers to stand at the door in the morning on occasion
- Explore the possibility and practicality of teachers more widely using their eschools email address
- Governors to attend key school events in their official capacity and make their presence known
- Make available the email address of the chair of governors

Mr McTaggart thanked all the parents and governors present for their attendance before closing the meeting.

## Appendix 1: Parent View survey Q12 responses Primary age schools (most recent school year available)

### STEP schools only

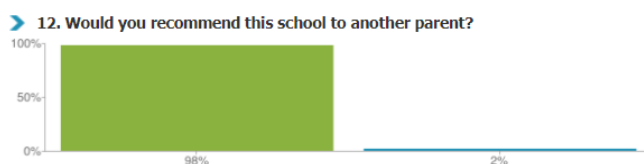
**Barnes Farm Junior School (2016/2017)** *Before inspection: Requires Improvement/After inspection: Good*



Figures based on 145 responses up to 13-07-2017



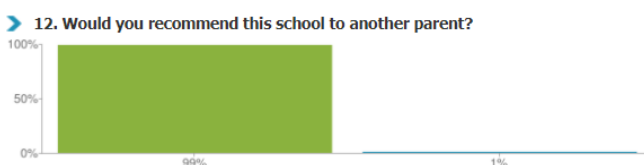
**Barnes Farm Infant School (2013/2014)** *Before inspection: Outstanding/After inspection: Good*



Figures based on 88 responses up to 02-04-2014



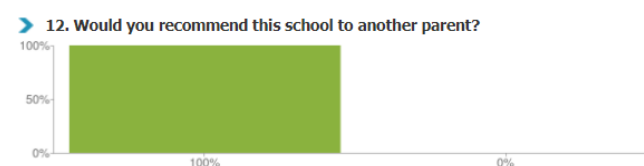
**Chancellor Park Primary School (2016/2017)** *Before inspection: Good/After inspection: Outstanding*



Figures based on 108 responses up to 17-11-2016



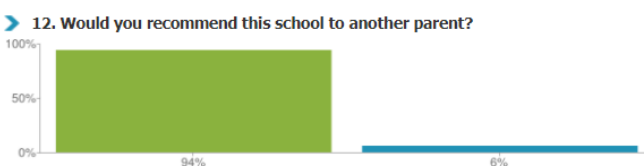
**Perryfields Infant School (2016/2017)** *Before inspection: Good/After inspection: Good*



Figures based on 31 responses up to 08-10-2016



**Springfield Primary School (2013/2014)** *Before inspection: Satisfactory/After inspection: Good*



Figures based on 81 responses up to 18-03-2014

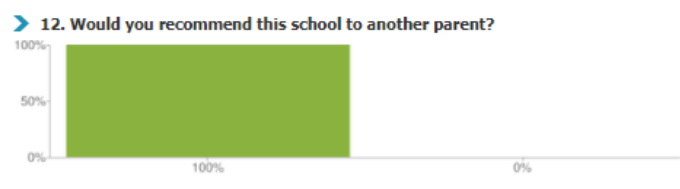


**Tyrells Primary School** (no Parent View survey reports available, from as far back as 2011/2012; last full inspection before conversion to Academy was Nov 2008).

## ALL Chelmsford primary-age schools (with available Parent View reports; some, such as Perryfields Junior School, do not have any published) – RANKED

Inspection overall effectiveness grades before and after their last inspection are listed after the school name.

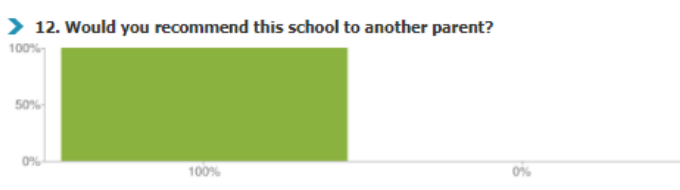
### 1= Baddow Hall Infant School (2015/2016) Before inspection: Good/After inspection: Good



Figures based on 49 responses up to 11-04-2016



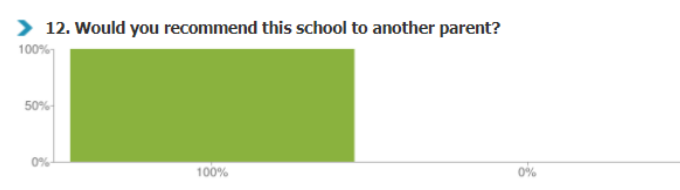
### 1= Mildmay Infant & Nursery School (2014/2015) Before inspection: Good/After inspection: Outstanding



Figures based on 23 responses up to 23-10-2014



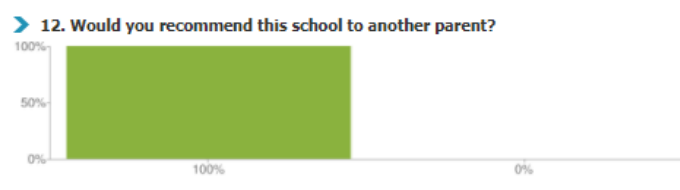
### 1= Perryfields Infant School (2016/2017) Before inspection: Good/After inspection: Good



Figures based on 31 responses up to 08-10-2016



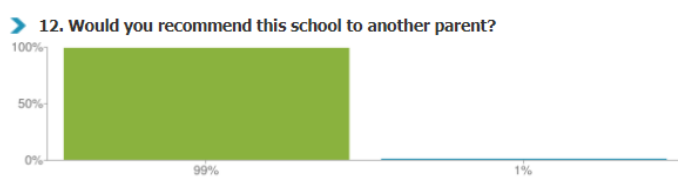
### 1= Westlands Primary School (2014/2015) Before inspection: Good/After inspection: Good



Figures based on 47 responses up to 08-12-2014



### 5. Chancellor Park Primary School (2016/2017) Before inspection: Good/After inspection: Outstanding

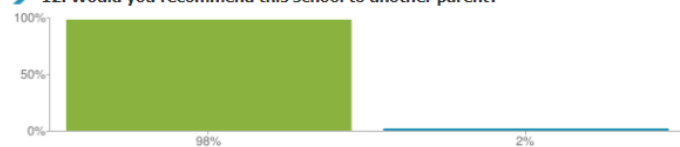


Figures based on 108 responses up to 17-11-2016



**6= Barnes Farm Infant School (2013/2014) Before inspection: Outstanding/After inspection: Good**

➤ 12. Would you recommend this school to another parent?

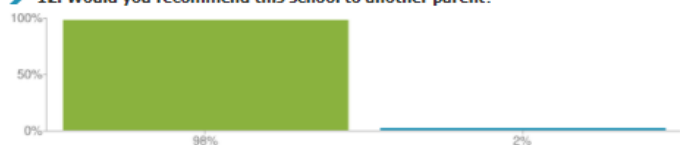


Figures based on 88 responses up to 02-04-2014

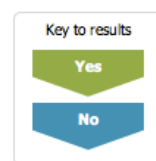


**6= Beehive Lane Primary School (2016/2017) Before inspection: Good/After inspection: Outstanding**

➤ 12. Would you recommend this school to another parent?

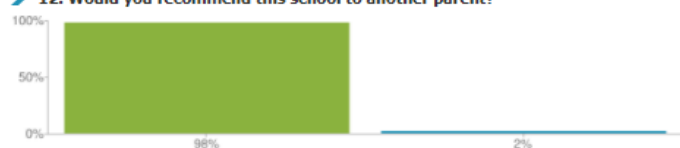


Figures based on 43 responses up to 03-03-2016



**6= Meadgate Primary School (2016/2017) Before inspection: Good/After inspection: Good**

➤ 12. Would you recommend this school to another parent?

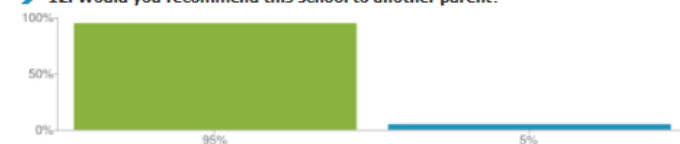


Figures based on 57 responses up to 21-02-2017



**9. Moulsham Infant School (2012/2013) Before inspection: Outstanding/After inspection: Good**

➤ 12. Would you recommend this school to another parent?



Figures based on 42 responses up to 18-05-2013



**10= Springfield Primary School (2013/2014) Before inspection: Satisfactory/After inspection: Good**

➤ 12. Would you recommend this school to another parent?

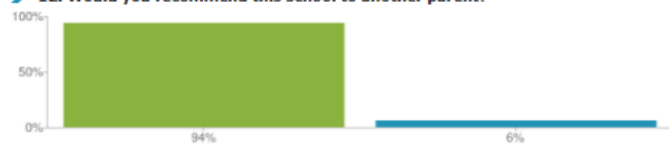


Figures based on 81 responses up to 18-03-2014



**10= Oaklands Infant School (2013/2014) Before inspection: Good/After inspection: Outstanding**

➤ 12. Would you recommend this school to another parent?

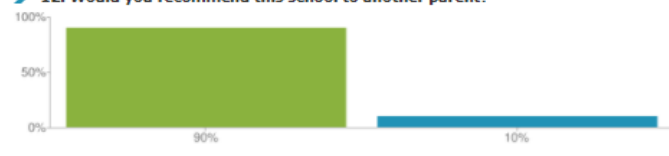


Figures based on 35 responses up to 17-10-2013



**12= The Bishops' Primary School (2012/2013) Before inspection: Satisfactory/After inspection: Good**

➤ 12. Would you recommend this school to another parent?

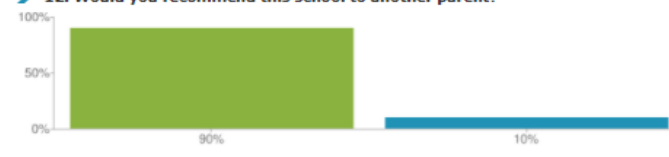


Figures based on 79 responses up to 17-07-2013



**12= Broomfield Primary School (2013/2014) Before inspection: Good/After inspection: Good**

➤ 12. Would you recommend this school to another parent?

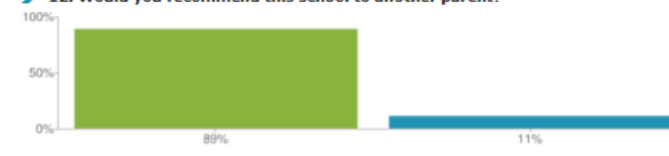


Figures based on 60 responses up to 13-05-2014

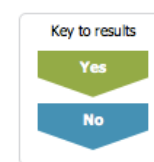


**14. St Pius X Primary School (2016/2017) Before inspection: Requires improvement/After inspection: Good**

➤ 12. Would you recommend this school to another parent?

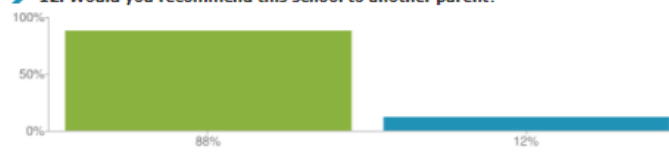


Figures based on 35 responses up to 12-10-2016



**15. Mildmay Junior School (2016/2017) Before inspection: Satisfactory/After inspection: Good**

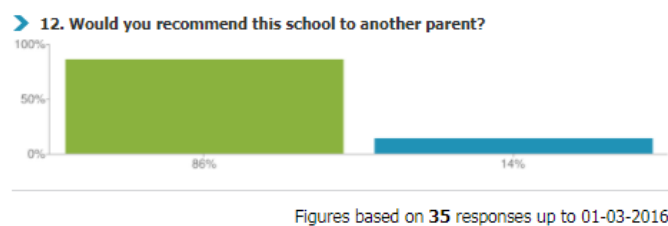
➤ 12. Would you recommend this school to another parent?



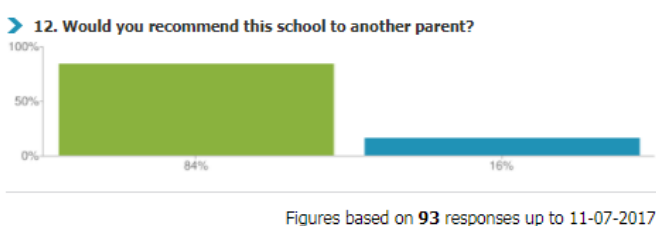
Figures based on 33 responses up to 21-09-2017



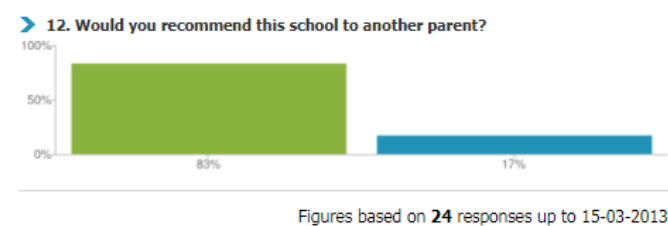
**16. Trinity Road Primary School (2015/2016)** *Before inspection: Requires improvement/After inspection: Good*



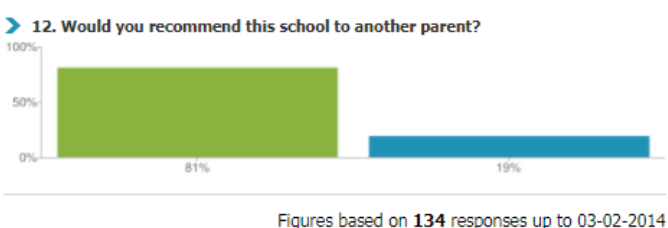
**17. Our Lady Immaculate Primary School (2016/2017)** *Before inspection: Good/After inspection: Good*



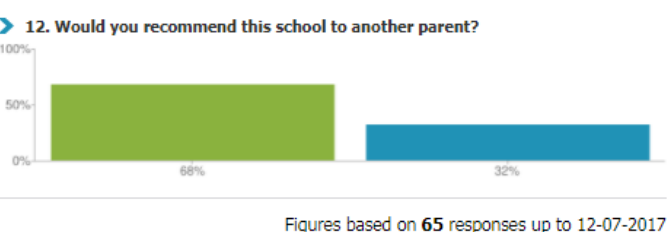
**18. Baddow Hall Junior School (2012/2013)** *Before inspection: Good/After inspection: Good*



**19. The Cathedral School (2013/2014)** *Before inspection: Good/After inspection: Good*

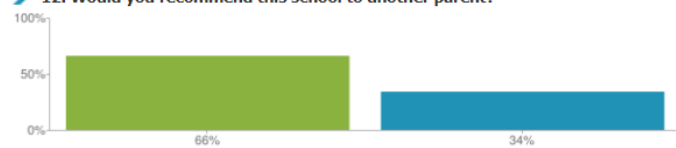


**20. Moulsham Junior School (2016/2017)** *Before inspection: Good/After inspection: Requires improvement*



**21. Barnes Farm Junior School (2016/2017)** *Before inspection: Requires improvement/After inspection: Good*

➤ 12. Would you recommend this school to another parent?



Figures based on **145** responses up to 13-07-2017

