



HOPE WOOD
ACADEMY

Parent survey report Autumn 2017



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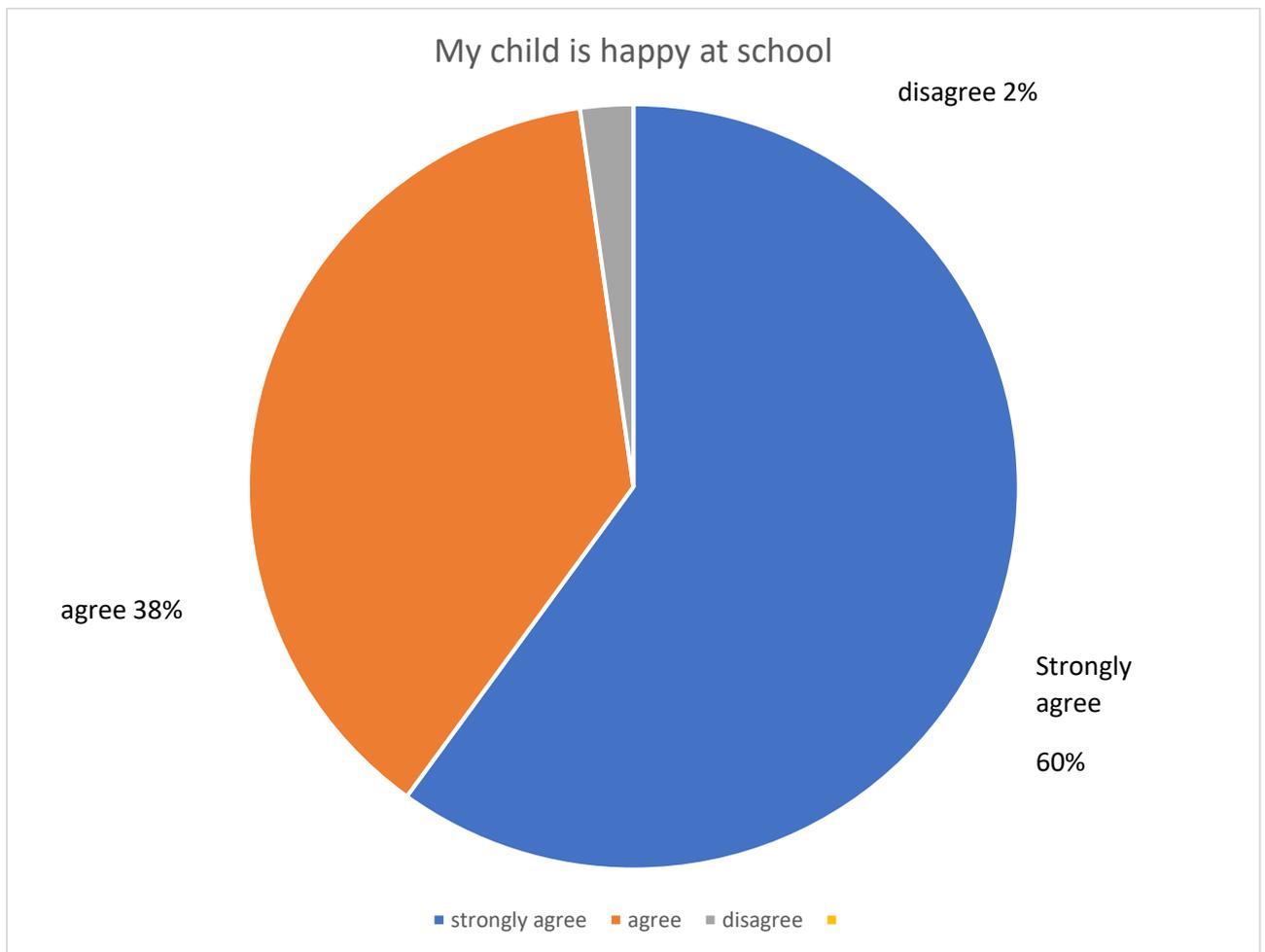
Many thanks to all of our parents and carers who took the time to complete our recent parent survey. We had over 40 parents complete the most recent survey, this is 22% of parents in the academy.

Please see below the survey results and individual comments from parents and carers. If you did not get chance to complete the survey please either download the survey from our website or let one of the office team know and they will post a survey out to you. If you have any questions or queries relating to any of the results or would like to know more information or meet with the member of academy staff, please do let me know.

Carolyn Bird

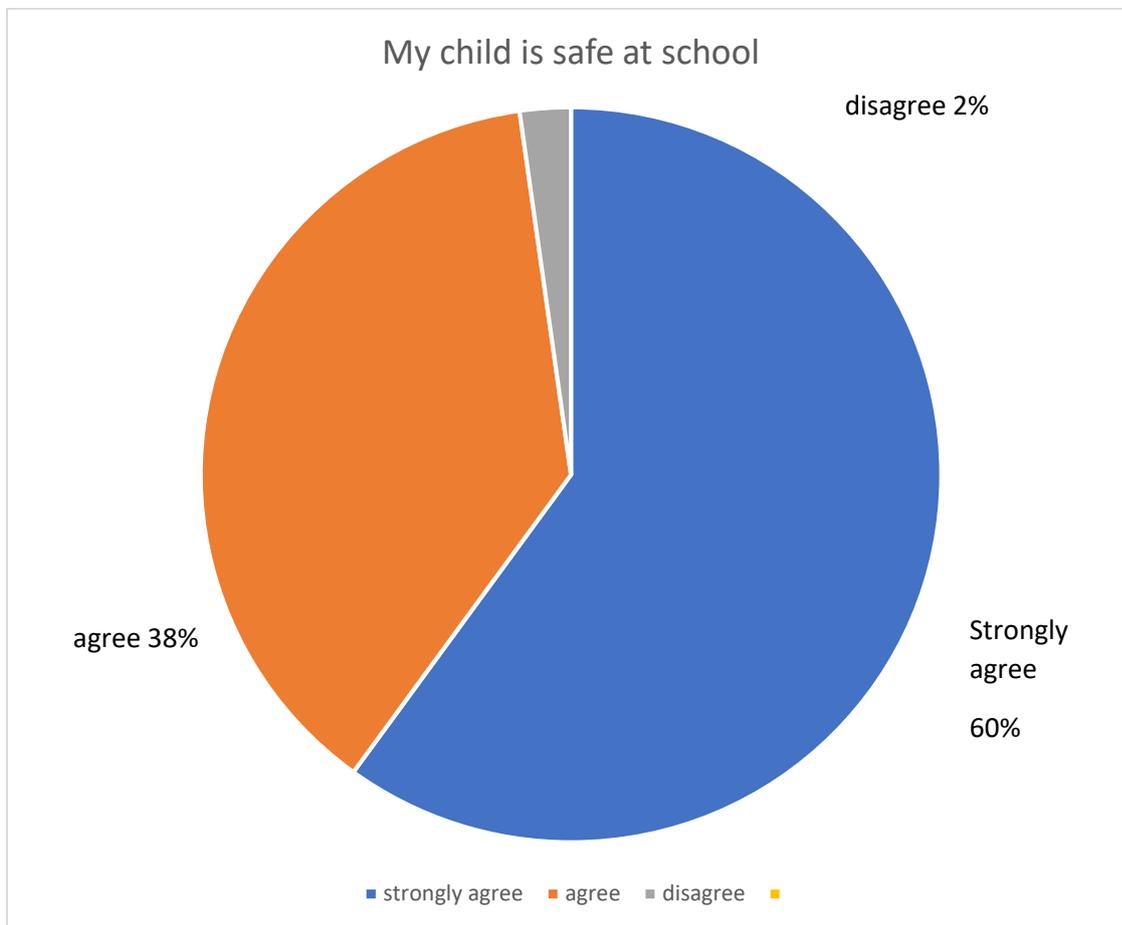
Deputy Head of Academy

0191 5691420



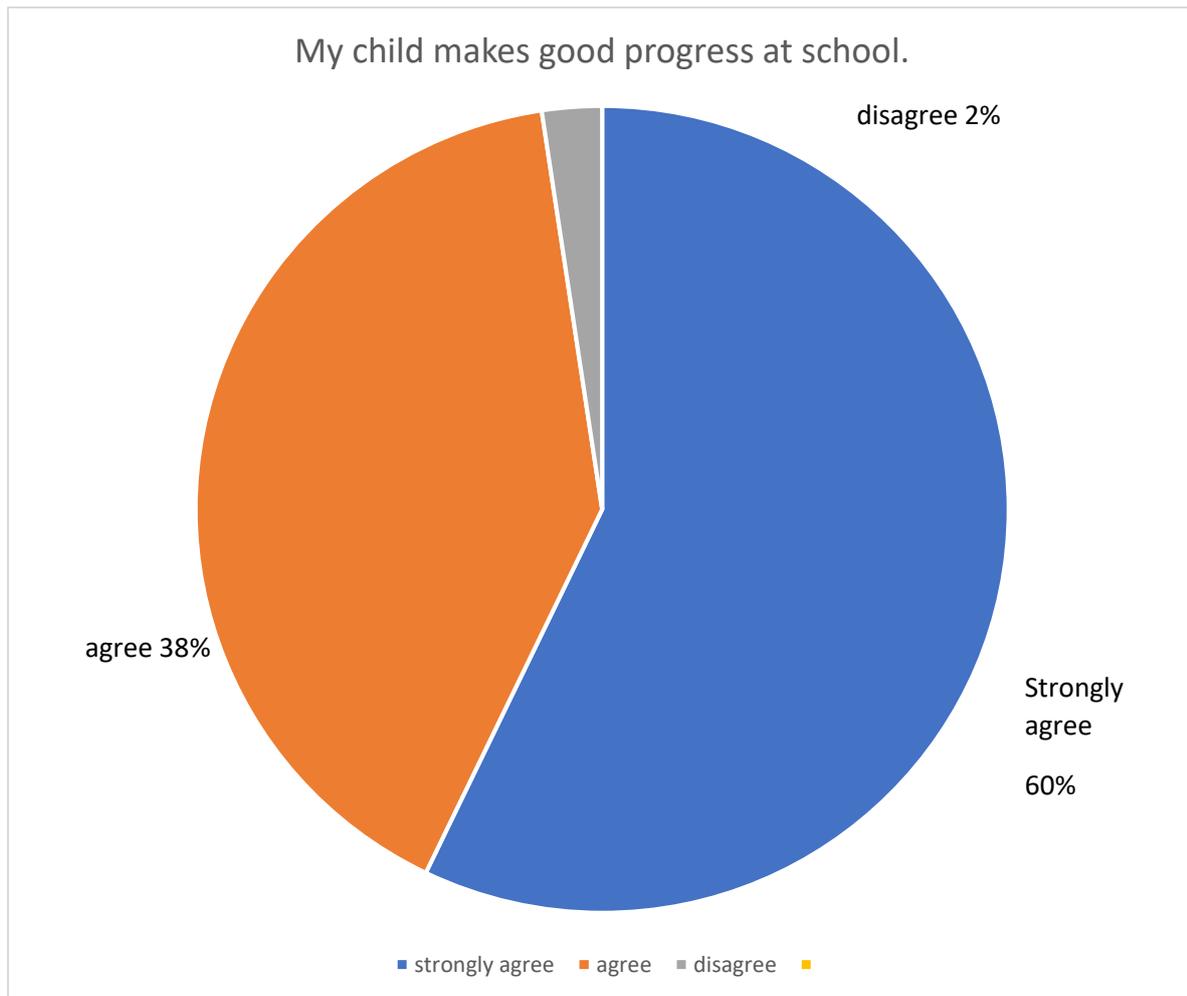
“My son is in year 3, he loves it and skips in happy every morning.”

Academy response – one parent felt their son/daughter did not enjoy their time at the academy, however did not elaborate on the comments. All parents/carers are provided with the opportunity to meet with a member of leadership to discuss any concerns they may have.



"staff are second to none, they provide my daughter with everything she needs. I would trust staff with her safety 100%."

Academy response – one parent felt their son/daughter is not safe in the academy, however did not elaborate on the comments. All parents/carers are provided with the opportunity to meet with a member of leadership to discuss any concerns they may have.

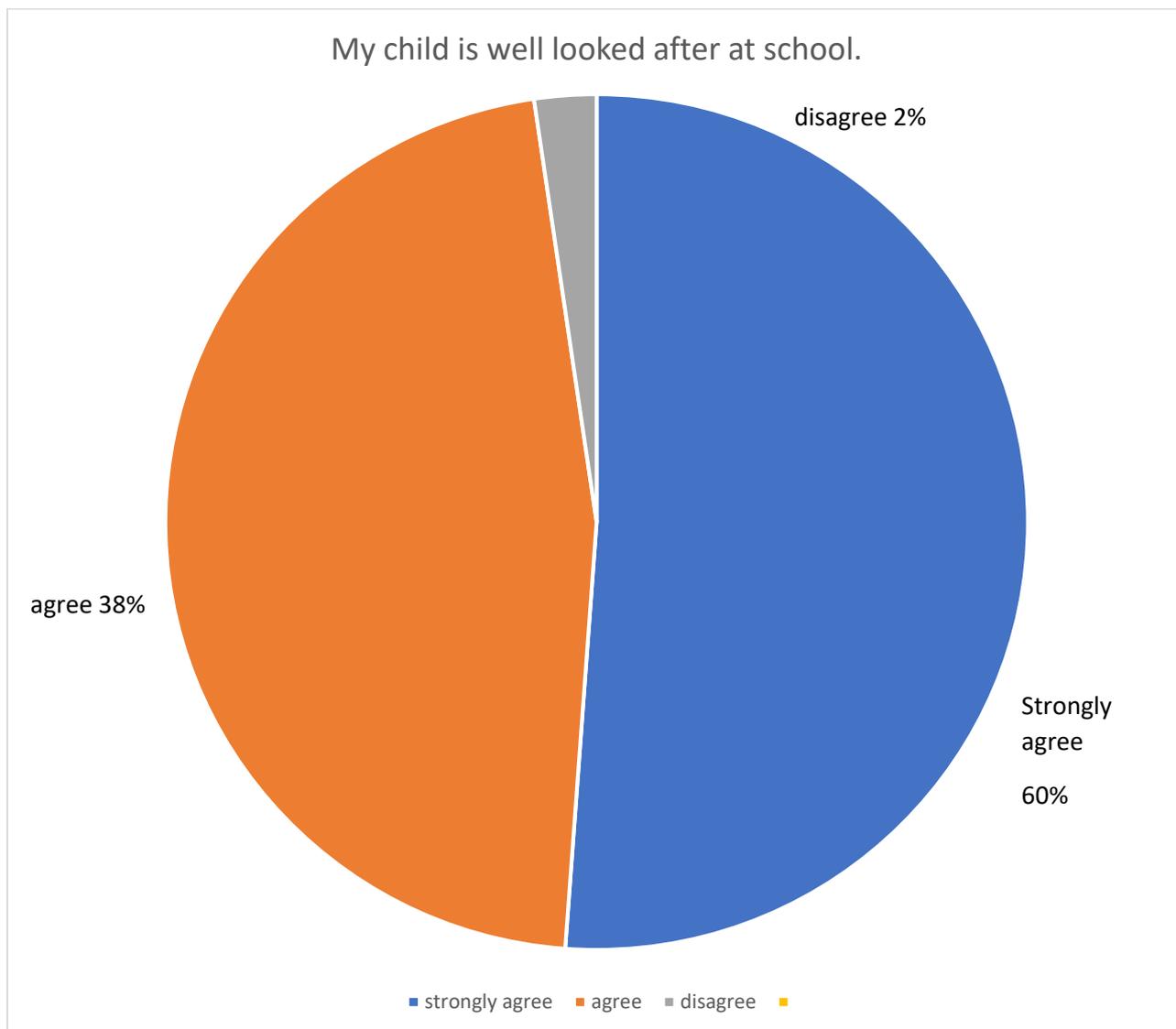


“school reports give me lots of information about how my child is doing and new targets.”

Academy response – one parent felt the academy did not inform them of their son/daughter’s progress. The parent was invited to discuss individual concerns.

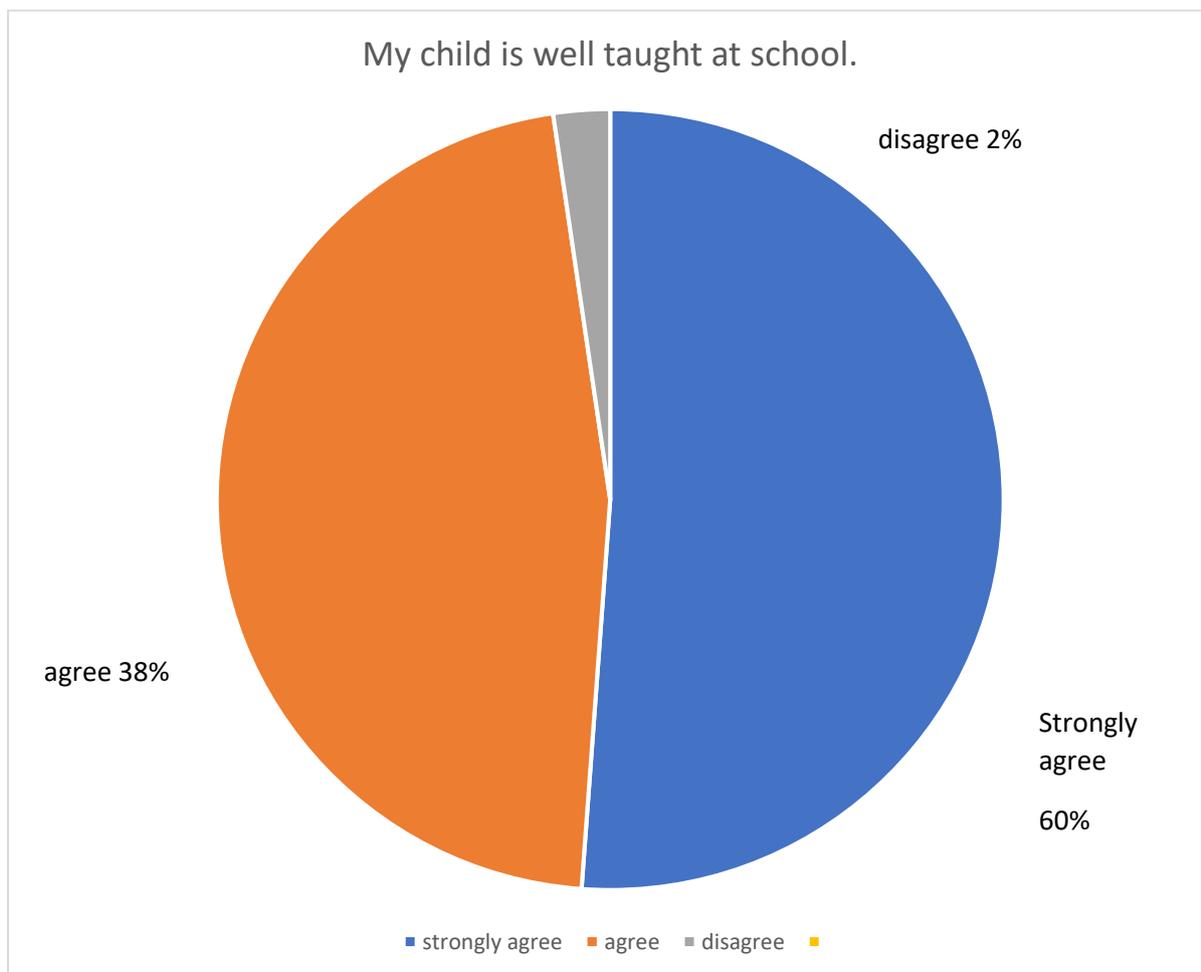
All parents are invited into the academy for the annual review of the SEN statement or Education, Health and Care Plan where progress is discussed in depth. All parents/carers are also invited into the academy on a more informal basis every half term to review progress made in that half term. Termly Education, Health and Care plan action plan reports have been introduced this year to ensure all parents are aware of the progress their son/daughter is making in the academy.

Any further suggestions on how the academy can improve communication with parents about progress would be warmly welcome.



“I must say the school has come on leaps and bounds and we are more than happy for our daughter to attend, knowing she is in safe hands and making progress, Well Done to Hope Wood Academy from two very happy parents.”

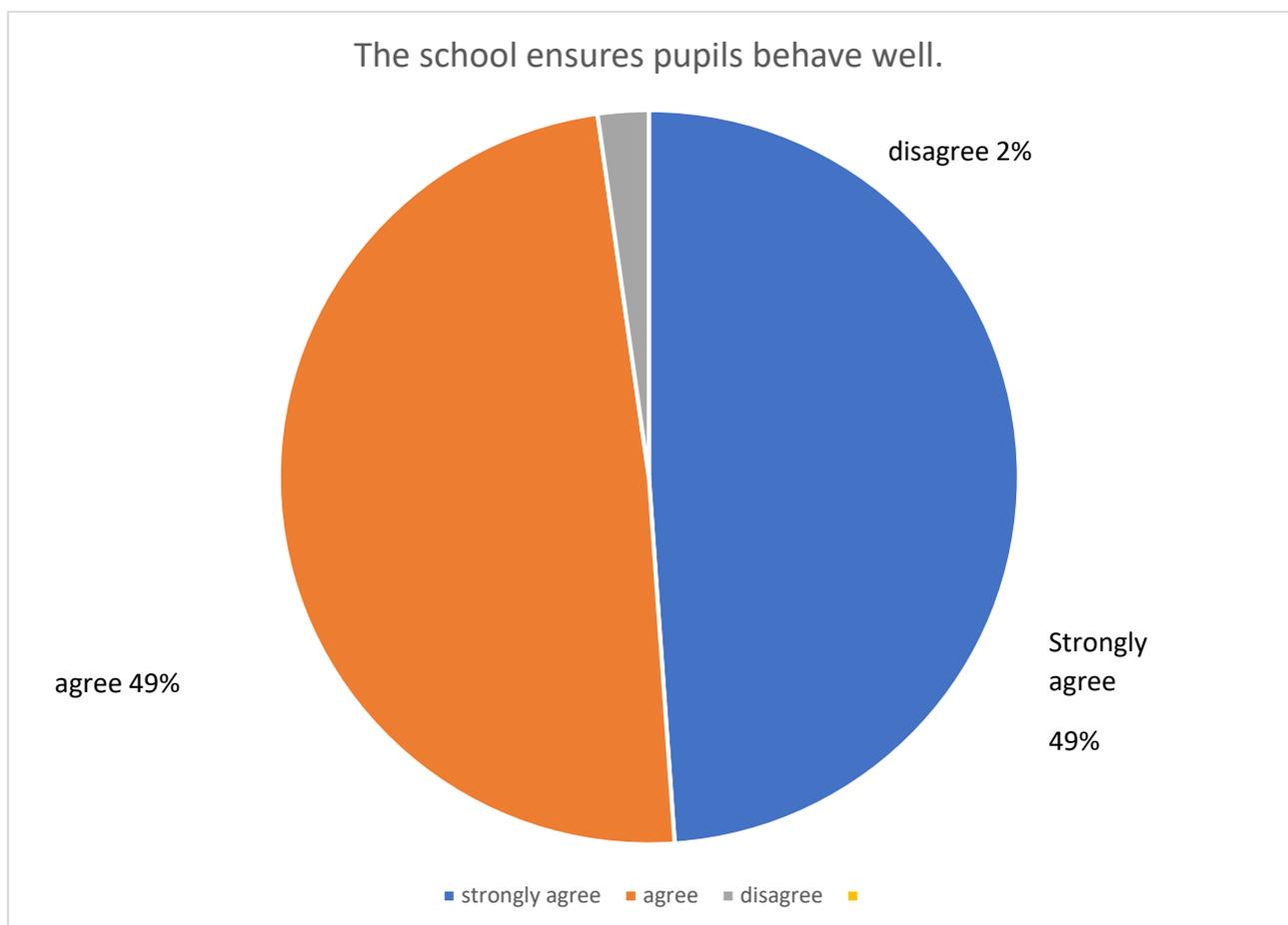
Academy response – one parent felt their son/daughter was not well looked after while at school, however did not elaborate on the comments. All parents/carers are provided with the opportunity to meet with a member of leadership to discuss any concerns they may have.



“Many thanks for the class teachers and everyone who has helped our son so far.”

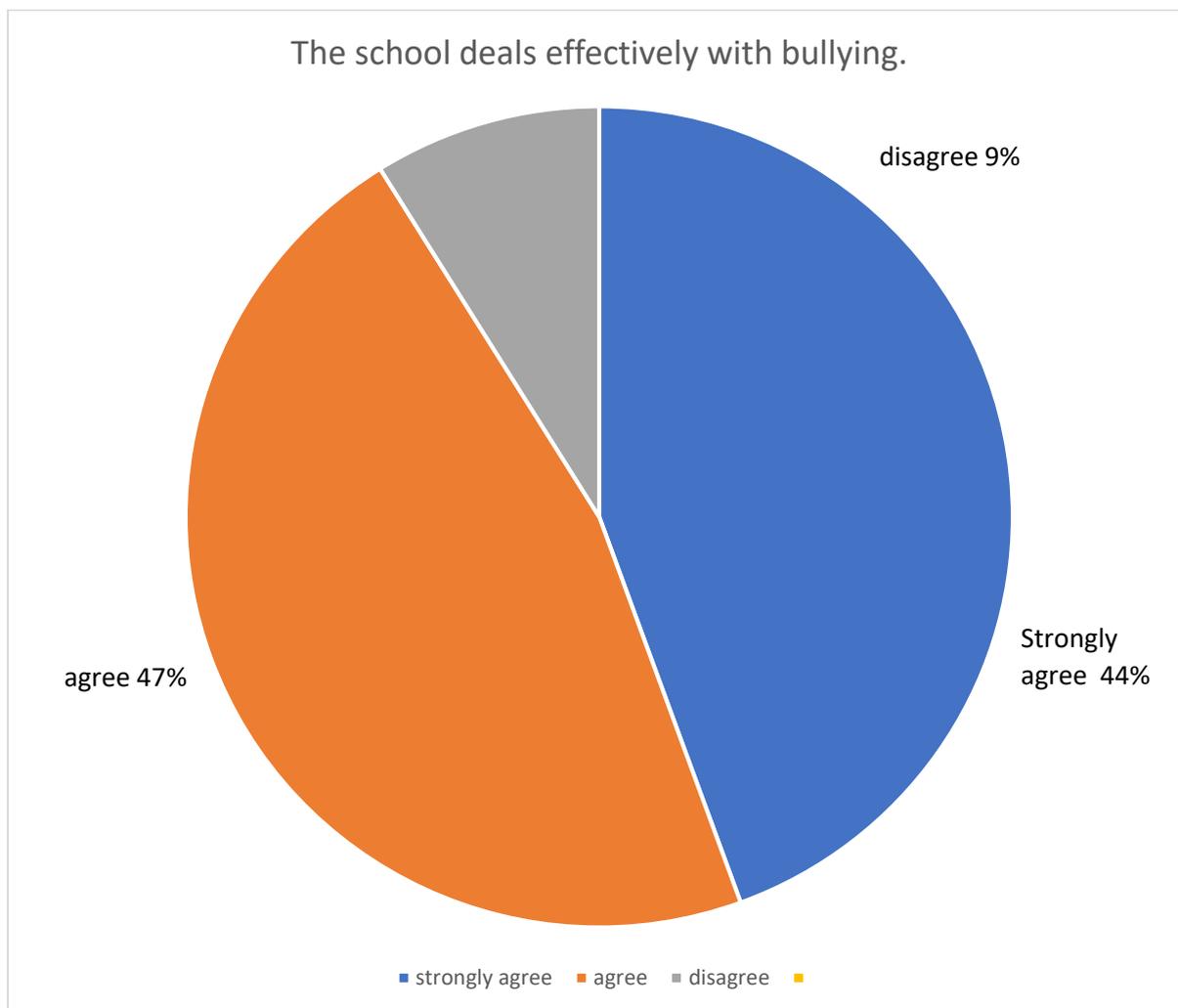
Academy response – one parent disagreed that the academy expects their son/daughter to do his or her best. A one to one meeting was offered to discuss specific concerns.

The academy leadership has high expectations of all pupils and staff. Staff are supported through a range of professional development activities to ensure they are fully equipped to deliver high quality learning experiences to the young people. All staff and pupils were involved in developing a shared vision for Hope Wood Academy to move forward.



“They understand and get all the kids I have no worries about them.”

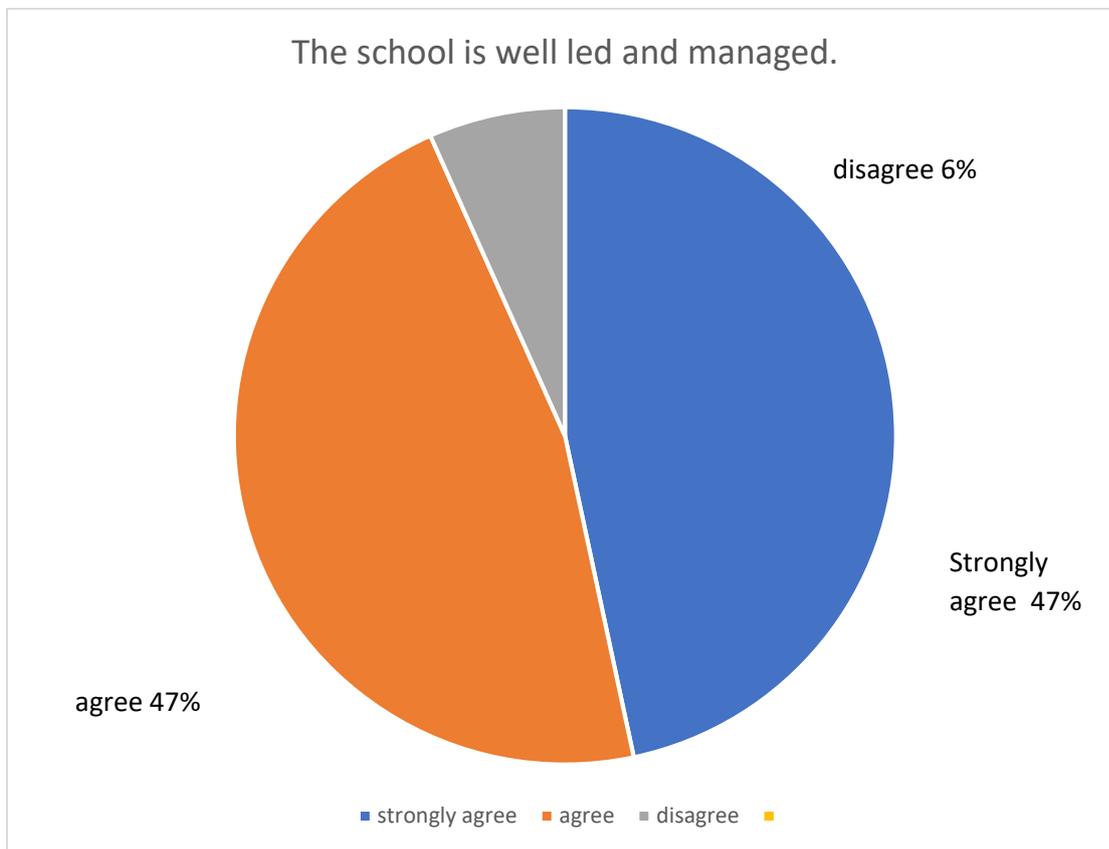
Academy response – one parent believed that the pupils at Hopewood did not behave well. Behaviour management techniques, rewards systems, curriculum, positive role modelling, new learning resources and changes to the environment over the past academic year have all aided the development of high expectations throughout the academy. The academy has clear rules in place and high expectations for all pupils. Academy staff are trained to deal swiftly and effectively with any unacceptable behaviour. Staff work with pupils to role model positive behaviour choice making and corrective actions are put in place where behaviour is unacceptable. Parents are informed of unacceptable behaviour and if necessary pupils are engaged in a positive behaviour plan and monitored and supported by the academy’s behaviour support manager.



“We are happy knowing our daughter is in safe hands.”

Academy response – four parents disagreed that the academy treats their child fairly and with respect. All of these parents were offered the opportunity to meet one to one to discuss individual concerns.

The academy has a clear policy of treating all pupils and staff fairly and with respect and has a zero-tolerance approach where this is not the case. Any concerns regarding matters relating to fair and respectful treatment should be discussed directly with a member of the leadership team.

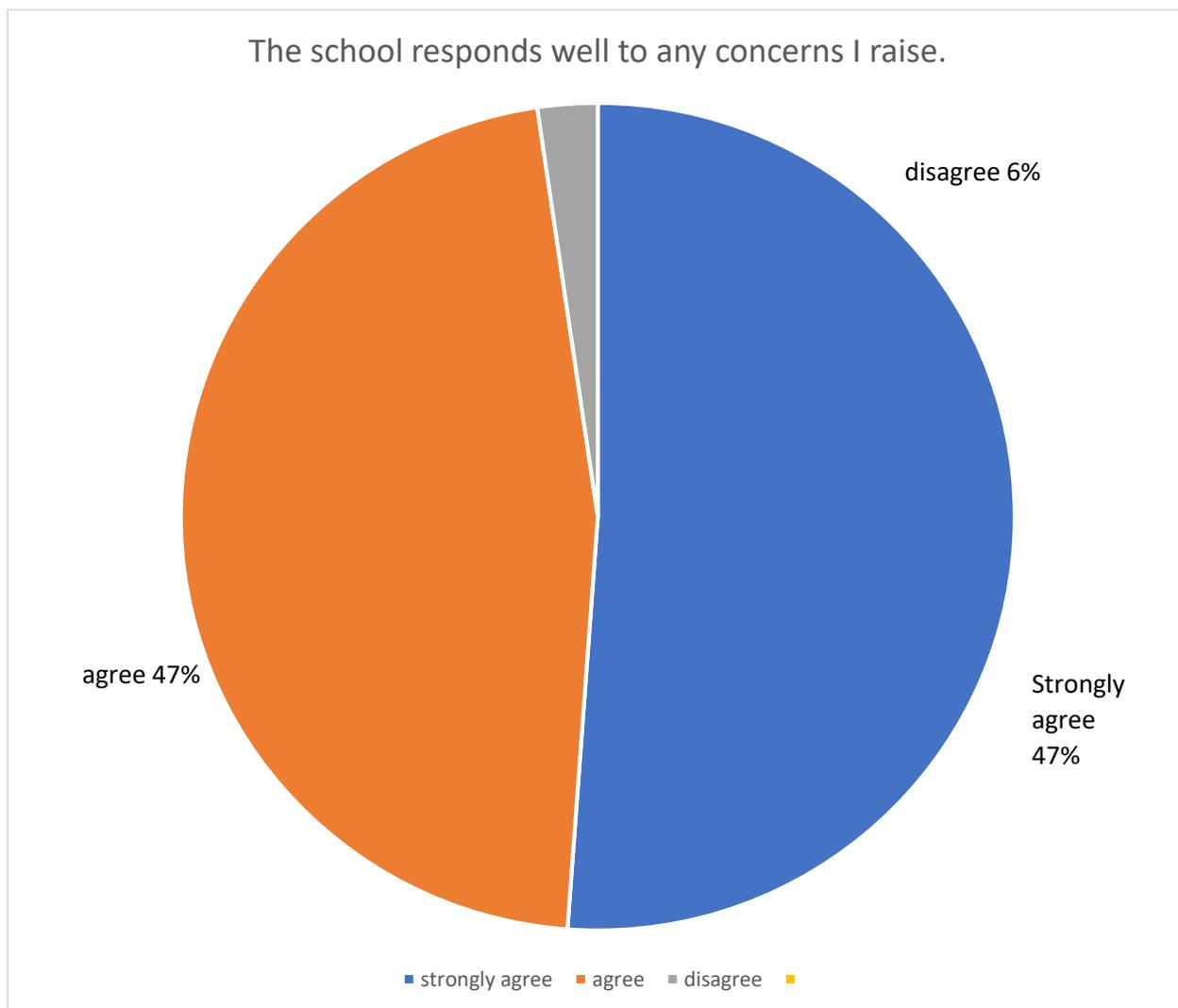


“There have been good changes since the school got a new head.”

Academy response – the majority of parents are happy with the way in which the academy is now led and managed. Over the last year, the leadership team has been restructured in line with Ascent Academies’ Trust leadership restructure to provide a permanent Head of Academy, Deputy Head of Academy, Deputy Head of teaching and learning and an Assistant head. The development of middle leaders within the academy has provided a clear structure for each academic and pastoral area of the academy.

Having open and honest two-way communication with parents and carers is extremely important for the academy leadership team, parents are invited to discuss any concerns through a range of different means.

The three Parents who believe the academy is not led and managed effectively have been offered the opportunity to meet one to one to discuss individual concerns.



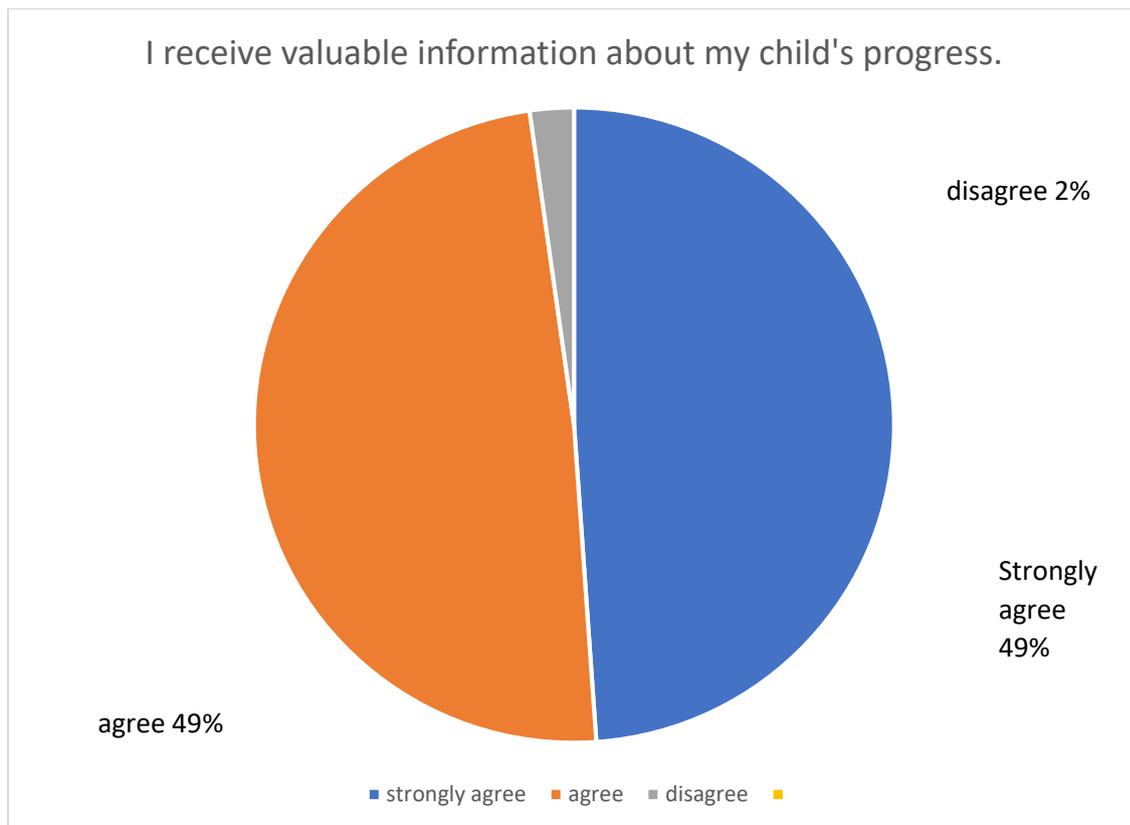
“You can phone them whenever they are always there to speak to you”

Academy response – three parents felt the academy does not have appropriate procedures for dealing with complaints. These parents were offered a one to one meeting to discuss individual concerns.

As an Academy, we hope our parents/carers never have the need to raise a complaint, we promote open and honest two-way communication and dialogue with the best interests of the child at the centre of everything we do.

Members of senior leadership team are on site throughout the week and are happy to meet with parents regarding any concerns they may have.

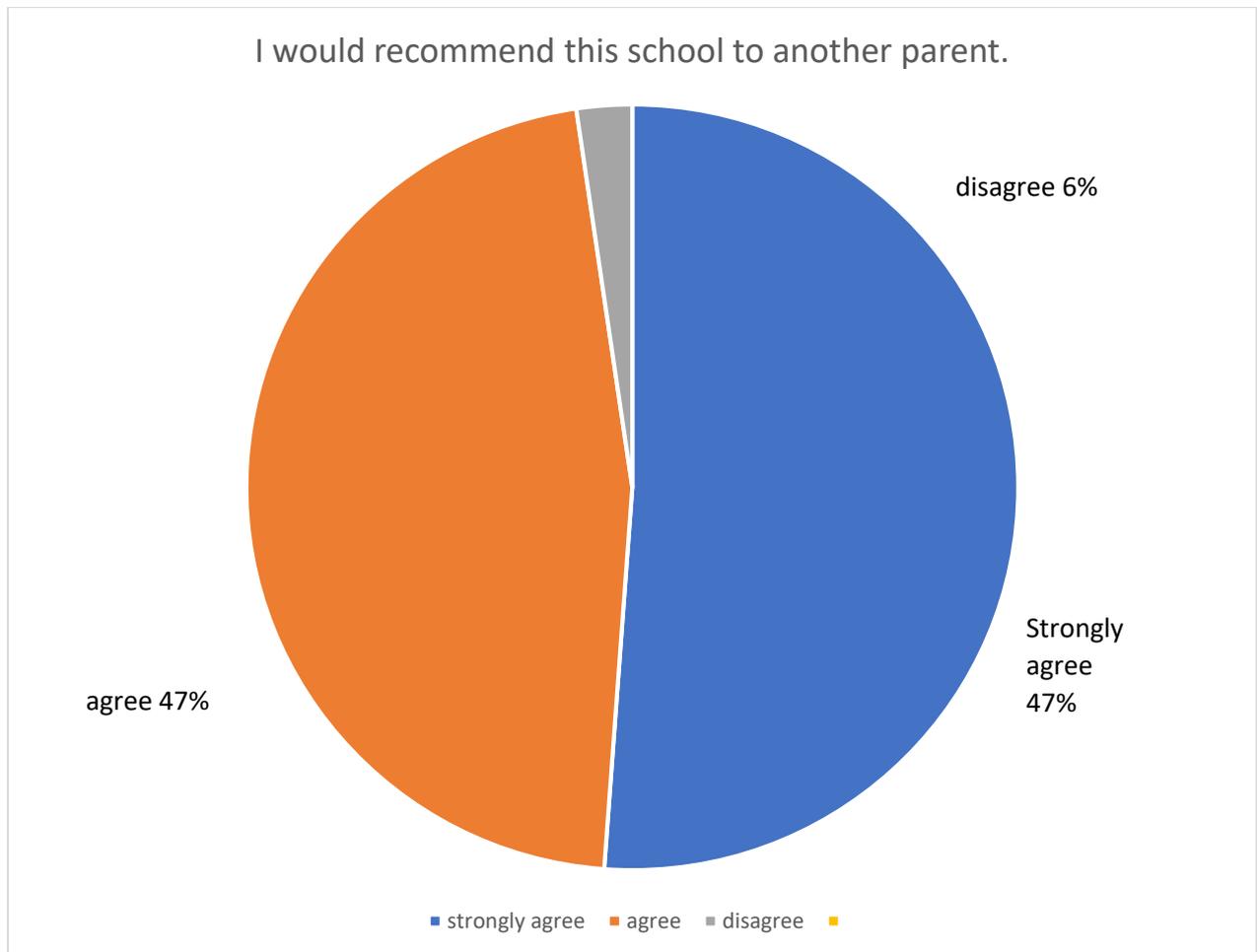
The Trust’s complaints procedure can be found on the academy website.



“We love the stay and play sessions.”

Academy response – the academy continues to work on home school communication to ensure all parents are aware of the support his/her son/daughter receives and how this impacts on progress. Information regarding the support received is shared in a number of ways;

- **through half termly parent engagement in learning and progress sessions**
- **through regular communication between the teacher and the parent/carers**
 - **through the home-school diary system**
 - **discussed through multi-disciplinary meetings**
 - **discussed through the annual review process**



"I can't praise the school and staff enough, well done."

Academy response – three parents felt that they would not recommend Hopewood Academy. These parents were offered a one to one meeting to discuss individual concerns.

Hopewood Academy is committed to providing the best possible educational experience for all its pupils. Many thanks for all those who took part in the survey, we will continue to strive to be the best that we can be.

