



Parent and Carer Feedback 2016-2017

Context

At Fort Pitt Grammar School, we value the views of our stakeholders and constantly strive to improve. During the 2016-17 academic year, parents and carers completed surveys at Parents' Consultation Evenings, Headteacher coffee mornings and other public events. Our aim was to canvass views and opinions about the school and encourage those with questions, concerns or suggestions to share them so that we could address any issues and make positive changes where possible. Below are the findings of the survey.

Statistics

420 families completed surveys and the feedback received was incredibly pleasing. Parents and carers were given the option to answer "strongly agree", "agree", "disagree", "strongly disagree", and "don't know". The following percentages include "strongly agree", "agree" and "don't know".

My child is happy at school **95%**

My child feels safe at school **99%**

My child makes good progress **98%**

My child is well looked after at school **98%**

My child is taught well **96%**

My child receives appropriate homework **94%**

Fort Pitt ensures students are well behaved **96%**

Fort Pitt deals with bullying effectively **92%**

Fort Pitt is well led and managed **96%**

Fort Pitt responds well to any concerns I raise **93%**

Fort Pitt provides valuable information about my child's progress **98%**

I would recommend Fort Pitt to other parents & carers **98%**

Below are a few of the many positive comments:

"What a change in my daughter! Overnight you have helped her blossom, I am sure she will enjoy her time at Fort Pitt"-Year 7 parent

"I am pleased that mental health issues are discussed and taken as an important aspect of the girls' development"
Year 10 parent

"My daughter enjoys her time at Fort Pitt and feels fully supported. The School has a lovely ethos" Year 13 parent

"We are pleased with the form room system, the form teacher has made a big difference to the confidence of our child and is actively coaxing her to take on tasks that will further her to feel good about herself" Year 9 parent

"We appreciate the work that the teachers and SLT are obviously putting in to assist the changes to the education system. We have always found the general environment to be relaxed and supportive, thank you!" Year 9 parent

"I am extremely impressed with the Headteacher, it is refreshing to hear at a grammar school that an individual child's grades AND personal development are important" Year 10 parent

"My daughter is happy at school. School is stretching her and helping her fill her potential. She is growing in confidence and we are proud of her achievements and grateful to the school for supporting her" Year 9 parent

"I like the new system for parents' evening" Year 10 parent

"Very happy with this school, really deserves the outstanding. Teaching staff are so caring and hard working." Year 12 parent

Questions, comments, concerns and suggestions

We received a number of individual questions, comments and concerns and we addressed them directly with families. It would be inappropriate to publish those but we have listed common themes below.

<u>Common Themes</u>	<u>School's Response</u>
We would like to be able to use the car park to pick up and drop off our daughters / sons	The decision was made to close the car park to parents and carers at the beginning and end of the school day for the health and safety of the students during the Science building project. Even before the building project commenced, there were too many cars on site and students were not able to pass through the school grounds safely without heavy supervision. The Headteacher will review the situation once the Science building project has been completed.
We would like a better booking system for Parents' Evening appointments	We have invested in an electronic booking system for Parents' Consultation Evenings to make it fairer, easier and clearer for parents. The online system proved to be very popular during trials at the end of the year. We have also introduced talks and seminars delivered by the Headteacher and expert speakers this year in order to keep families informed about important information and to gain insight into key topics such as child development, stress management, nutrition, how to enhance the impact of homework etc. These talks can also be booked using the new electronic system.
What is PACE and how is it different to Student Support?	Fort Pitt's pastoral system was restructured in September 2016 and PACE (Pastoral Academic Centre for Excellent) replaced 'Student Support' that had been in place for many years. The various foci of pastoral work has been adapted to meet the needs of our current and future cohorts of students. PACE focuses on: <ul style="list-style-type: none"> • Raising attendance levels to the school target of 97% • Monitoring and evaluating EFL and academic test scores to ensure all students are achieving as well as they should • Supporting pastorally with issues around examinations and assessment • Resolving conflict issues when they arise • Maintaining good discipline across the school so that learning is maximised • Identifying barriers to learning that could be addressed by pastoral staff • Commissioning expert help, care and guidance from leading professionals in their fields to work with individuals, groups and families when needed. <p>PACE is continuing to evolve and grow. We have listened closely to the views of parents and students in order to shape provision. If you have any suggestions on the development of PACE, please do not hesitate to let us know.</p>
We would like clarity about how to communicate with staff if we have a question	We have now produced an easy guide which can be found by visiting our website, calling the school office or clicking here .
We would like clearer information about Homework	We have worked with students, parents and staff in order to produce a new Home Learning policy that clearly outlines how Home Learning works at Fort Pitt along with our rationale. Please click here to see the policy.
We would like more trips for our daughters / sons	We are pleased to report that we have doubled the number of trips that take place compared with previous years. Many of the trips that took place last year were more focussed on our Raising Aspirations agenda and provided hundreds of students with a very wide range of experiences. We also ran a large number of international trips last year and students visited countries such as Spain, France, Germany, USA, Chile and India. In addition to trips, we have also increased the number of visitors to school as part of our Raising Aspirations Speakers Programme and all students benefitted from this.
We would like improved communication methods with home and students	We have worked on developing our communication methods over the past two years and made significant changes during 2016/17. Parents & carers and students have commented positively on the changes which have included: <ul style="list-style-type: none"> • Reducing the length of letters where possible to one page and making our language more 'straight forward' and clear • Including hyperlinks to other key documents and websites where possible in order to save time and cross referencing • Using our new online forms where possible so that there is no need to print, sign, cut and send information to school unnecessarily • Investing in a text message system so that we can communicate with parents/carers and students easily and quickly • Improving our student notices presentation so that it is easier for students to know what is happening at school. We also post the messages on our intranet and email them to all students daily.

If at any time, parents or carers have anything they would like to feed back to us, please do not hesitate to contact us via the Office.