



Pendock CE Primary School

Be the best that you can be

Pendock Parent Feedback Summary 2025–26

A celebration of what our families value most — and how we continue to grow together

Pendock families shared an exceptional amount of positive feedback this year. The comments consistently highlight our **child-centred ethos**, **individualised care**, and **deeply committed staff team**.

What Parents Value Most About Pendock

1. Child-centred, individualised care

Parents overwhelmingly praised the way staff know each child personally, respond to their needs, and celebrate their strengths.

- Children are treated as individuals
- Staff notice small changes and respond quickly
- Learning is adapted thoughtfully
- Emotional and social development is prioritised

This theme appeared **more than any other** and is the strongest reflection of Pendock's ethos.

2. Warm, approachable and dedicated staff

Families repeatedly described staff as:

- Approachable
- Caring
- Supportive
- Knowledgeable
- Visible at drop-off and pick-up
- Quick to respond to concerns

Leadership was described as **trusted, respectful, reliable and deeply committed**.

3. Exceptional SEN support and inclusivity

A major strength highlighted across many responses:

- Staff understand SEN needs well
- Children with additional needs feel accepted
- Flexible approaches help all children thrive
- Parents feel genuinely supported

Several families described Pendock's SEN provision as **unique, special, and a defining strength of the school.**

4. Strong sense of community and belonging

Parents value:

- The welcoming atmosphere
- The close-knit feel of a small school
- Positive relationships between staff, children and families
- A culture where every child is known and valued

5. High-quality teaching and learning experiences

Repeated praise for:

- Adaptable teaching
- Forest School
- Swimming
- Outdoor learning
- Creative curriculum opportunities
- After-school clubs
- Celebration assemblies

Many families noted that their children have **rediscovered a love of learning** since joining Pendock.

6. Excellent communication

Parents appreciate:

- Regular Dojo updates
- Weekly overviews
- Photos of learning
- Transparent communication
- Staff availability

Communication was described as **superb, efficient, and reassuring.**

Areas Parents Suggested for Improvement

1. Consistency of Dojo points

Several parents noted:

- Points can be awarded inconsistently
- Large disparities between children
- Public comparison may affect wellbeing
- Desire for clearer communication when points change

2. Pick-up and drop-off routines

Themes included:

- Delays at end of day
- Difficulty locating children during after-school care due to the different doors/timings
- Suggestions for improved signalling (e.g., portable doorbell)

3. More detailed learning updates

Requests for:

- Weekly learning overviews
- Optional home-learning sheets
- More curriculum detail to support learning at home

4. Class structure and staffing clarity

Concerns raised about:

- Reception staffing levels
- September class arrangements
- Noise between Class 1 and 2 (request for more permanent division)

5. Behaviour management consistency

A small number of parents noted:

- After-school care consistency
- Tone of communication from some staff
- Sensitive handling of feedback near children

6. Privacy for parent conversations

Requests for:

- More confidential spaces during parents' evenings
- Improved sound privacy where partitions are used

7. Support for mid-year starters

Suggestion to:

- Provide full information packs for families joining mid-year

8. Trips and opportunities parity

A wish for:

- More equal opportunities across classes

9. Protecting the close-knit ethos as the school grows

Some parents noted:

- New staff sometimes appear without introduction
- Morning line-up can feel overwhelming
- Desire to maintain Pendock's intimate, community feel

10. Lunch provision

One family expressed a wish for:

- A return to on-site cooked meals (not a criticism of current offer)