Home > Parent View: toolkit for schools

Ofsted
raising standards
improving lives

Guidance
Parent View toolkit for schools

Updated 9 July 2019

Contents

This toolkit explains important facts about Parent View and contains materials that can be adapted and used by schools to raise awareness of Parent View to parents.

1. Introduction

Parent View is an online questionnaire that allows parents and carers to give their views about their child's school at any time. It is also the main mechanism for parents to give their views about their child's school to inspectors at the time of a school inspection.

The questionnaire can be accessed directly from the Parent View site.

2. How Ofsted uses Parent View

2.1 During inspections

Ofsted asks the head to notify parents about the inspection and invite them to complete Parent View. Inspectors will review the evidence from Parent View throughout the inspection to ensure that all online responses received during the inspection are taken into account. If the response rate for Parent View is low, inspectors may take steps during the inspection to gather further evidence of parents' views.

Inspectors will consider and weigh parents' views against a range of other first-hand evidence they gather – for example, lesson observations; discussions with pupils, teachers and senior managers; progress and attainment data and other relevant information – to make their overall judgement about the effectiveness of a school.

From September 2015, there is an extra free-text question: "Do you have any additional comments on any of your answers?" This is only available when a school is being inspected and these comments are not published.

A disclaimer for this question explains that parents should not use this for urgent issues, safeguarding concerns or complaints. It explains that users' comments are confidential and anonymised and that parents will not be contacted about their comments.

Read [more information about the way in which inspectors make their judgements](#).

2.2 Outside of inspections

Parent View can also be completed at any time during the year. This information contributes to our risk assessment process, to help decide if and when a school should be inspected. If a parent updates their responses for a school more than once in an academic year, the previous results will be overwritten so that only one 'view' for each parent, per school, is held.

3. Parent View questions

Parents are asked to indicate whether they strongly agree, agree, disagree, strongly disagree or don't know in response to 11 short statements. Question 12 asks whether they would recommend the school to other parents. The 12 statements and questions are:

1. My child is happy at this school
2. My child feels safe at this school
3. My child makes good progress at this school
4. My child is well looked after at this school
5. My child is taught well at this school

6. My child receives appropriate homework for their age
7. This school makes sure its pupils are well behaved
8. This school deals effectively with bullying
9. This school is well led and managed
10. This school responds well to any concerns I raise
11. I receive valuable information from the school about my child's progress
12. Would you recommend this school to another parent?

3.1 Schools with boarding and residential provision

Parents of children in maintained schools and academies, independent schools (that are not members of associations) and some non-maintained special schools that have boarding and residential provision will find 5 additional questions to answer about their child's school. These are:

1. My child enjoys boarding/the welfare experience
2. My child is warm enough and comfortable in the residential accommodation
3. The experience of boarding/welfare helps my child's progress and development
4. I can easily contact the staff who care for my child
5. Boarding/welfare is well organised and managed effectively.

4. How results are displayed

There is a threshold of 10 responses before information will be available on the website for schools, parents/carers and the general public to view. Data about each school are displayed in percentages and in easy-to-understand graphs. The results for each school are saved at the end of the academic year, so provide headteachers and governors with a useful year-on-year picture of parents' views.

Schools will also be able to sign up to the Parent View site to receive regular email alerts about Parent View responses once the results are made public. Subscribers can choose how often they want to receive alerts – for example daily, weekly or monthly.

4.1 National data

National response rates for all schools are published annually for both maintained and independent schools, but maintained schools will be further broken down by

phase. The report provides a breakdown of the proportion of responses to Parent View by question – 'strongly agree', 'agree' and so on – as well as the average number of submissions per school nationally and the total number of submissions received to Parent View in the last 12 months.

5. Security

Parent View is set up securely. Parents must register with a password, verify their email address and accept the terms of use – but the log-on process needs to be simple to encourage parents to use it. Parents and carers use it responsibly and the risk of abuse is minimal: as at September 2015 there are nearly a million reviews on the site and there have been less than 10 cases in 4 years where we have had to take action to remove reviews. If a parent updates their responses for a school more than once in an academic year, the previous results will be overwritten so that only one review per parent, per school is held.

We have systems in place to flag signs of misuse. If a school has a concern about responses on Parent View, the headteacher should contact enquiries@ofsted.gov.uk. We will investigate the issue within 24 working hours.

6. How to increase Parent View submissions

6.1 Guest accounts

These are easy to set up and a good way of encouraging parents to complete the survey, particularly at parents' evenings and school events. This approach is definitely worth considering if you are able to make computers available for parents to use. With a guest account, parents use logins created for the school. This makes it easier for them to provide a review. To set up guest accounts, email parentview.queries@ofsted.gov.uk. Please give 5 working days' notice before you need to use the accounts.

Please note: your school's network may be set to prevent access to secure HTTPS sites. If so, you will need to remove this restriction to be able to view Parent View on your school network.

6.2 Using a Parent View link and images

Please consider having a link to Parent View on your own website, school newsletter or when writing to parents. Schools often find that when they have actively promoted the survey with parents, their results are positive.

[Download Parent View logos, banners and posters.](#)

Prepare for Brexit

Prepare your business or organisation for Brexit

Prepare for Brexit if you live in the UK

Living in Europe after Brexit

Continue to live in the UK after Brexit

Services and information

Benefits

Births, deaths, marriages and care

Business and self-employed

Childcare and parenting

Citizenship and living in the UK

Crime, justice and the law

Disabled people

Driving and transport

Education and learning

Employing people

Environment and countryside

Housing and local services

Money and tax

Passports, travel and living abroad

Visas and immigration

Working, jobs and pensions

Departments and policy

How government works

Departments

Worldwide

Services

Guidance and regulation

News and communications

Policy papers and consultations

Transparency and freedom of information releases