

October 2019

## Parent Survey

Dear Parent/Carer

You will know that your school is part of United Learning, a group of over 80 schools across England.

One of our principles is 'continuous improvement' – that however good we are, we can be better. For this reason, we would value understanding what you experience as parents/carers of a child at Castle View Academy.

On Monday 4<sup>th</sup> November you will receive an email invitation to take part in a short online survey which will take no more than 10 minutes to complete. We are interested in your views on a range of areas including how the school communicates with you, homework, how you support your child's learning at home and plans for the future.

The survey is run by an experienced company called Edurio. Neither the school or United Learning will be able to identify you from your response, unless you write something in one of the free text boxes that identifies you or your child by name. To read our privacy statement in full, please click [here](#).

The survey will be emailed to you from this address: 'no-reply@edurio.com' with the subject line 'Parent Survey on behalf of United Learning'. To avoid the possibility of the survey email being marked as spam, it would be helpful if you could please add 'no-reply@edurio.com' to your email address book.

The survey has been translated into the following additional languages; Polish, Somali, Bengali, Urdu and Arabic. To listen to the information above in one of these languages please select the relevant link below.

Ankieta Rodziców w języku polskim	<a href="http://bit.ly/parsurpolish">bit.ly/parsurpolish</a>
Sahamin ku samee khibradaada adiga oo matalaya United Learning	<a href="http://bit.ly/parsursomali">bit.ly/parsursomali</a>
ইউনাইটেড লার্নিংয়ের পক্ষে আপনার অভিজ্ঞতার উপর জরিপ করুন	<a href="http://bit.ly/parsurbengali">bit.ly/parsurbengali</a>
یونائیٹڈ لرننگ کی جانب سے اپنے تجربے پر سروے کریں	<a href="http://bit.ly/urdups">bit.ly/urdups</a>
استبيان حول تجربتك بالنيابة عن United Learning	<a href="http://bit.ly/parsurarabic">bit.ly/parsurarabic</a>

Thank you in advance for your taking the time to give your feedback.

Yours faithfully,



Jon Coles  
Chief Executive Officer, United Learning

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## Privacy Notice

### Why are we carrying out this survey?

You will know that your child's school is part of United Learning a group of schools across England. The main aim of this survey is to understand how parents feel about different aspects of their child's school and learning, and to gather specific information on:

- How parents perceive their child's school, from a customer service perspective;
- The quality of communication and partnership with the school;
- How parents support their children's education at home, including what the school could do to help parents to take a more active role.

This survey is being run on our behalf by a company called by Edurio an educational survey company who keep their data within the EU.

### Legal basis for processing the answers that you provide

You do not have to complete this survey. If you choose to respond we will use/process your answers as set out below. Our legal basis for doing this will be that it is in the legitimate interests of United Learning Trust.

### How will we use your answers?

We will analyse the responses that we receive alongside the information that we already hold about your child such as attainment data, pupil characteristics and pupil survey data in order to achieve the aims set about above.

### Who has access to your answers?

Your answers will be analysed by Edurio in order to provide our school leaders and school improvement teams with anonymised survey results. This means that your child's school will not be able to identify you from the information that Edurio collates and provides to them unless you say something in your responses that identifies you. The answers that you provide will also be analysed by a small team at ULT's central office. Any reports they produce using the survey responses will not identify you or your child. All staff who have access to the survey data at both ULT and Edurio have a duty to keep the responses confidential.

Please note, if you provide your answers in a language other than English we will also need to share them with a translator.

### How long will we keep your answers for?

We will keep the individual responses that you provide in for 10 years, once individual responses have been deleted we will retain aggregated scores so that we can compare the results of this survey with any future surveys.

### How can you access the information we hold about you?

You have the right to request a copy of the personal information that ULT holds about you (called a subject access request). Please contact: [company.secretary@unitedlearning.org.uk](mailto:company.secretary@unitedlearning.org.uk). if you wish to exercise this right. Further information about your rights (to rectification, erasure, restriction of processing, objection to processing and right to data portability) can be found in the Pupil and Parent/Carer Privacy Notice, a copy of which is on your school's website.