

Dear Parents and Carers,

In June 2022, the Local Governing Body carried out a survey of our school community to establish what we are doing well as a school and how we can improve.

We had 149 responses, which have all been collated and analysed. I am writing to inform you of the results of the survey and the actions we will be taking to improve those areas highlighted as needing development.

Question	Response (Strongly agree, agree or neutral)	Neutral	Disagree
My child is happy at this school	92.7%	5.4%	1.9%
My child feels safe at this school	96.7%	3.3%	0%
The school makes sure its pupils are well behaved	90.7%	8.7%	0.6%
My child has been bullied and the bullying was dealt with quickly and effectively 61.7% of parents chose not applicable	18.7%	15.4%	2.6%
The school makes me aware of what my child will learn over the year	63.7%	22.8%	13.4%
When I raise concerns with the school it has been dealt with quickly and effectively 28.9% of parents said this did not apply to them	50.4%	14.8%	6%
My child has SEND and they have the support they need to succeed	53.6%	32.1%	2.6%
My child does well at this school	93.3%	5.4%	0.7%
The school lets me know how my child is doing	73.9%	20.1%	6%
There is a good range of subjects available to my child at this school	89.3%	10%	0.7%
My child can take part in clubs and activities	80.5%	14.8%	4.7%
The school supports my child's wider development	76.5%	20.1%	3.4%
I would recommend this school to another parent	93.3%	0%	6.7%

Parents were then offered the opportunity to make comments about what is working well and what could be improved. We were delighted that many of you were very happy with our academic, pastoral and extracurricular offers, as well as other positives identified across the school.

However, we are always seeking to improve so here are some general issues that have been identified and our response to feedback.

(Please note, we cannot respond to every comment received on this letter– if you have a specific issue or complaint, it is always better to approach a member of the team so we can discuss it directly with you to seek a solution.)

Your concern	Our response
Lack of variety of clubs for different ages	This year, all teaching staff will be providing a club across the year and we have requested that these include a range of different activities for all year groups.
I don't know how my child is doing in school	Schools are required to inform parents of their child's progress once every term. We do this with two parents' evenings over the year and one open evening after the academic reports are sent out. We encourage all parents to attend these meetings. If you cannot make an appointment, we are happy to arrange a phone call to discuss your child's progress.
Sharing out the experiences across the school – some year groups get more opportunities than others	We agree! Some activities are offered to the school for specific year groups and this is out of our control. However, all children will have this experience once they are in that year group. For activities organised by the school, we will absolutely bear this in mind.
Having short notice for parents' evenings, trips, and sports days.	We try to give as much notice as possible for all events. In response to this feedback, we have asked teachers to plan all of their trips well in advance this year so we have a timetable of the year that we can share with parents as early as possible.
School dinner portions could be improved	We have given this feedback to Chartwells, who provide our school meals. Portion sizes are controlled by government guidelines but if your child is hungry after their lunch, please inform your child's class teacher and we will speak to the kitchen staff.
More communication with parents	This is tricky as some parents want less feedback and some want more! We have reinstated Mrs. Badger's Weekly Email as a result of feedback and will continue with the fortnightly newsletters. Communication is also sent regularly via

	<p>Class Dojo. We are trying to avoid sending paper letters home for environmental and reliability reasons!</p> <p>We have also reinstated the 'Meet the teacher' sessions at the beginning of the year which we had to stop because of COVID restrictions. This gives you a chance to hear about what your child will be learning this year, meet the team who will be looking after them and gives you the opportunity to ask any questions.</p>
Offer a Holiday Club/be more flexible with wraparound timings	<p>Child care is an additional service to our school and one that is not funded by the government. In order for us to run any form of Wraparound it has to be financially viable i.e cover the cost of staffing and resources. Our Holiday Club closed due to the fact that we were running at a loss and could not continue to do so. Wraparound provision is priced competitively with other local providers and we do offer different session lengths so that parents do not have to pay for the whole after school session if they do not need it.</p> <p>Our prices are based on ensuring that we can staff all of our sessions, provide refreshments for pupils, and resource activities.</p>
The right support when a child is struggling/Special Needs support	<p>If you are concerned about your child's progress, please speak to your child's class teacher in the first instance. We do recognise that we have had interrupted special needs support over the past two years with staff illness and difficulty accessing external agencies because of COVID. We are in the process of establishing regular SEN support across the school so this should hopefully improve. However, it is important that you contact a member of the Senior Leadership team if you continue to have concerns.</p>
School did not respond when an issue was raised	<p>Although this was only mentioned by one parent, it is important that all parents feel that they can raise concerns with us. If you do not receive a response for an email, please call us. We receive hundreds of emails per day and sometimes they can slip through the net. It is important to us that we address any concerns you have so please contact us.</p>

Obviously, parking was also mentioned but many parents realised that a lot of the problems were unable to be solved by the school – thank you!

If you raised a particular concern on the questionnaire and it has not been covered by the general points above, the Senior Leadership Team are more than happy to discuss this with you in person or on the telephone. We really appreciate your feedback as it is important that we all work together to ensure our children are happy, safe and successful.

Yours sincerely,

Mrs. Elaine Badger

Headteacher