



Dear Parent/Carer

Parent/Carer Communications Survey – Summary

I write to feed back to you regarding the recent communication survey many of you kindly completed in October.

Headlines:

- 329 parents/carers responded to the survey (representing just under half of our families)
- 80% of parents/carers felt that they receive the right amount of communication from school
- 84% felt they had received the information they needed
- 59% of parents said any queries they had contacted school with had been dealt with satisfactorily (but 26% had not contacted school with a query)
- A small number of queries had not been dealt with within 5 working days
- 84% of parents visit the school website
- Most parents/carers prefer email communication above other methods
- 82% say they receive useful reminders from school
- Most parents say they read (and enjoy reading!) the school newsletter

Having analysed the results of the survey and read any comments added, the Senior Leadership Team have drawn out the following actions which are feeding into our wider communications strategy:

- Work to achieve consistently prompt responses to parent/carers queries and to ensure parents/carers are aware of what to expect regarding the response time we work to
- More frequent key information shared with parents/carers (e.g.catering menus and information, enrichment timetables, assembly themes, PSHE programme)
- Continue to promote the Parents' Forum as a vehicle for parent feedback
- Explore ways to make student progress reports clearer and even more meaningful for parents

We thank you for taking the time to complete the survey if you managed to. The views of our parents/carers are very important to us, and we use them to try to improve our school further.

Yours faithfully,

Greenwood

Mrs L Greenwood
Head of School

