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Dear Parents and Carers,

Firstly, I would like to say a big thank you to those who took the time to complete the Parent Feedback Survey earlier in the year for the Nursery, Infant and Junior Schools. An impressive 305 completed questionnaires were returned and I am pleased to report that the overall results are very strong, with only 2.7% of all responses expressing dissatisfaction (down from 3.3% in 2015).

Secondly, I would like to apologise for the time taken to provide feedback on the survey. This is an activity led by the school Governing Body and due to a number of governor moves, it has taken more time than I would prefer to review the results and prepare this message. However, your feedback has already been useful to steer the School Leadership Team to improve further and I will summarise some elements of the action plan later.

Summary of highest and lowest results:

Question Asked	Top Agree & Strongly Agree
My child is well looked after at this school.	99%
The office staff are friendly and welcoming.	99%
The teaching is good at the school.	99%
My child is happy at school.	99%
Overall I am happy with my child's experience at High Down	98%

Question Asked	Top Disagree & Strongly Disagree
The school informs me about my child's progress.	7%
Our High Down Governing Body communicates well with parents.	6%
The school deals effectively with bullying.	5%
The school takes account of my suggestions and concerns.	5%

On the core purpose of the school, to educate, care and engage the children, there is an overwhelming positive response. Overall, only five responses stated they were not happy with their child's experience at High Down.

However, not everything is perfect and we still have areas where improvements are possible. The main points are communication (on child progress and from the Governing Body), bullying and how the school deals with suggestions and concerns.

The following pages will expand on this in a little more detail and outline the key actions.

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Further information about the survey:

The questionnaire responses were collated by the schools’ Admin Team and this report presents results for all three schools combined. As many parents and carers have multiple children at the schools and some returns were anonymous, it has not been possible to analyse the data for each school separately. Something we will improve for next time.

The following comments are a sample from the many positive views expressed:

“My children are very happy at this school.” (Yr3 & 5)

“Breakfast club and After School club – excellent, so helpful and flexible.” (Rec & Yr 3)

“I think the school has excellent leadership. Both the children and teachers are happy. I think it has good strong values. My children couldn’t be happier. They love school.” (Rec & Yr4)

“Varied opportunities for learning and performing/singing/sports/trips. High standards of teaching and great values/ethos.” (Yr3 & 6)

“The caring emphasis placed on the children and their learning. Children are valued and educated in a safe environment by incredibly skilled staff.” (Nursery)

“Current strengths of the school are the level of empathy and compassion from the teachers we have.” (Yr3 & 6)

Areas for further consideration:

Looking carefully at the questions with fewer positive responses, there are a few areas for further consideration and your comments have provided some constructive suggestions which have been reviewed by the Senior Leadership Team and Governing Body.

- **“The school informs me about my child's progress”**

(7% disagree or strongly disagree)

Number of Responses				
Strongly agree	Agree	Disagree	Strongly disagree	NA
134	149	18	2	0

As a summary of what is already in place: An Interactive Learning Diary (ILD) is used in the Nursery and Reception classes. Throughout all the schools, parents’ evenings are held in the Spring and Autumn, with a written report also provided at year end. In the Junior school family learning conferences are used as an opportunity to celebrate the strengths and collectively consider the areas for improvement. Outside of these more structured events, parents/carers can always discuss their child’s progress directly with the teacher or pop into see one of the Senior Leaders if they have any concern.

The survey results could relate to the quantity or quality of information or perhaps both. Some comments requested broader information provided in parents’ evenings (not just focusing on Maths and Literacy) and others requested having more information between parents’ evenings. Clearly, additional reporting and feedback adds to the overall teacher workload, so it is important to find the right balance. To explore this further, there will be a request for more specific feedback following the next round of parents’ evenings.

• **“Our High Down Governing Body communicates well with parents”**

Number of Responses				
Strongly agree	Agree	Disagree	Strongly disagree	NA
106	166	14	4	10

(6% disagree or strongly disagree)

Since the last questionnaire Governors have supported the transition to the Multi-Academy Trust and embraced a new IT infrastructure whilst still maintaining high levels of classroom monitoring and budget scrutiny. However, this high workload has meant that there has been a lull in communications from the Governors recently. Going forward we are hoping to prepare regular updates (via the school website) covering:

- The main responsibilities of the Governing Body
- Key activities carried out
- Highlights from the Governors meetings
- Progress against the School Improvement Plan (SIP)

• **“The school deals effectively with bullying”**

Number of Responses				
Strongly agree	Agree	Disagree	Strongly disagree	NA
81	125	12	2	81

(5% disagree or strongly disagree)

Each year the school values are shared and used as themes for learning. These values support our continued good standards of behaviour (98% agree or strongly agree). Two of the values ‘Respect’ and ‘Care and kindness’ are chosen to support the Anti-Bullying Policy. In addition, each year there is an Anti-Bullying Week which aims to inform the children of the different types of bullying, how to protect themselves and each other and reporting concerns.

Although a small number of responses disagree (5%), this is an important topic and we would hope for this to be zero. A large number of responses were marked N/A, which is assumed as having not experienced this problem. From looking at previous parent survey results (Junior school in 2015 12% disagree, in 2012 25% disagree) it can be seen that significant improvements have been achieved

The first thing to say is that any parents or carers who have concern relating to bullying should speak with Mrs Cowan. The school maintains a high level of vigilance for bullying and takes any reports or complaints seriously. The school website has a copy of the Friendship and Anti-Bullying Policy which is reviewed annually by the Senior Leadership Team and Governors.

• **“The school takes account of my suggestions and concerns”**

Number of Responses				
Strongly agree	Agree	Disagree	Strongly disagree	NA
94	124	13	1	69

(5% disagree or strongly disagree)

As with the previous question, there are a lot of N/A responses suggesting that these people have not needed to raise a suggestion or concern. Still there are fourteen families who feel that the school could do better.

Ideas, suggestions and concerns can always be shared with your child’s teacher. If these are of a more significant nature, then you should seek out one of the senior staff or Leadership Team.

Ultimately, anyone who feels that their views have not been adequately addressed by the Executive Headteacher can escalate the matter following the Lighthouse Schools Partnership complaints policy (<http://www.lsp.org.uk/index.php/policies/>).

I would like to conclude this report by reminding parents and carers that the High Down Schools operate an open door policy. Please come in and see your child's class teacher with queries or concerns and they will do their best to help and support you and your child.

If you would like more information on the statistical breakdown of responses obtained during this survey, these will be displayed on the school website (<http://highdownschools.co.uk>).

Thank you for contributing to the survey. We are very pleased that, as a body of parents, you are so supportive of the High Down Schools and everyone who works here. The all-round positive results reflect your belief in and appreciation of all that is being done for the benefit of our children. I want to thank all staff members for their hard work in achieving this. We still have some areas to improve, but I'm pleased that the 2017 results show that any dissatisfaction is small and reducing. The next full-school survey is anticipated in 2019, however, a leavers' feedback questionnaire will be provided to those parents/carers with children finishing Year 6 next summer.

Yours sincerely

Sonia Goddard

Chair of Governors, on behalf of High Down Schools' Governing Body