



March 24

Dear parent/carer

Thank you to all the parents and carers who took the time to complete the parental survey that was sent out before half term. This was completed by 233 people which is a pleasing response. The purpose of this letter is to inform you of some of the queries from the feedback, as well as the actions the school will now make in response to some of the suggestions. As a school we always welcome feedback and use this where possible to improve aspects of school life.

| Parental suggestion or comment  | Action by the school  |
|---|---|
| Could Class Charts provide information about the lesson and teacher who gave the achievement/behaviour point? | Changes have been made on Class Charts to enable this information to be seen by parents.  |
| Could more notice be given when an after-school club is cancelled?  | If the staff absence is known in advance then notice prior to the day is given. Unfortunately if a staff member rings in sick on a morning we can only inform parents on the day of the club. We will however try and ensure this is done first thing in the morning to provide as much notice as possible. |
| The school data reports are not always easy to understand.  | These reports are produced centrally by the Trust and are the same used across all the secondary schools. This feedback will be passed on to the relevant department to consider for next year's reports.   |
| The role of the Redhill Trust is not always clear.  | This is something we can improve upon and correspondence will be sent to parents shortly which will highlight the role of the Trust and the benefits it brings to the school.   |
| Postcards of praise are lovely to receive but could more of these be sent.                                    | More time is being set aside at the start of staff meetings to provide more opportunities for staff to send these postcards of praise.  |
| There seems to be more behaviour points than achievement points given out.                                    | This is something we could communicate better, as this year 84% of all points given have been positive achievement points, with only 16% being behaviour points.  |

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| Teachers don't get back quick enough when emailed.   | In many instances, a teacher will have five periods of lessons a day, sometimes with a break time duty and a meeting after school. This is why the Trust have a policy of within 48 hours in which to expect a response. |
| Can more information be given on parents evenings to understand my child's progress towards her expected grades. | All teaching staff have recently undertaken training on expectations in relation to parents evenings to provide more consistency across the different subjects.  |
| There is not enough privacy during parents evenings due to all teachers and parents being in the sports hall.    | Our Year 8 and Year 10 parents evenings later this year will move out of the sports hall into other areas of the school. This change will continue next academic year to provide more privacy during meetings.           |

Did you know that over 99% of our students have logged on and used Class Charts and over 84% of parents have done the same. We strongly encourage the 16% of parents who have yet to do so to engage with Class Charts. Some of the parental recommendations from the survey are actually already in place for those parents who use Class Charts, so please sign up if you haven't already done so.

Some of the responses to the survey requested that it would be ideal for individual staff emails to be available. Please be aware that these are already on the school website in the Contact section.

Once again I would like to thank the parent and carers who completed the survey as your feedback is valuable to us.

Kind regards



Mr J Pridmore

Deputy Headteacher