

Lickey Hills Primary School & Nursery

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06/10/17

Dear Parents and Carers,

Governors' Parent Questionnaire 2017

One of the ways we continue to improve as a school is by encouraging feedback from our parents on a regular basis. Our 'Parent Questionnaires' are now sent out annually and give parents the chance to communicate with the Governor to suggest ways in which the school can improve as well as letting us know what the Children have enjoyed so that we can continue to provide an exciting curriculum for our pupils.

This annual questionnaire allows us to 'temperature check' progress in key areas as we move towards outstanding. To demonstrate the value of your responses, listed below are areas commented upon last year.

- **Drop off arrangements** - the school agreed to provide a 10 minute drop off time prior to the start of the school day. We supported this as Governors and are keen to seek your views on this as well as monitor the impact of this change in arrangements over the coming year.
- **Home learning** - the school introduced a new home learning approach throughout all key stages which you appreciated. The Governors have monitored the impact of this across the performance of pupils in all year groups.
- **Behaviour** - the Governors have reviewed the school's policy on behaviour and also introduced a policy for parental behaviour whilst on school premises. We have improved the complaints policy allowing parent concerns to reach Governors where appropriate, ensuring that it is followed in line with the stages and line management set out within the policy. We also oversee anonymised information to identify any themes emerging.
- **Communication** - the Governors recognise that communication with such a diverse group of parents through a number of mediums presents a challenge. We have recommended improvements to the school's communication methods and also investigated ways to streamline communication through the use of one system and potentially a parent app. New systems come at a cost and so we will consider the introduction of these are the finances allow.
- **Payment methods** - going cashless has improved the efficiency in the back office and reduced the risk of missing cash within the school. We thank you for using the online payment methods.

You said, we listened.... We acknowledge that we all see things a little differently so please take this opportunity to air your views. We welcome parent's feedback. Please fill out our annual Parent Questionnaire form to tell us your views.

Lickey Hills Primary School and Nursery is a great place so let's continue making it greater!

Best Regards,

Mario Claydon
Chair of Governors

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