



Lydgate Junior Governor-Parent Survey

End of year 2018 action report

Introduction

As many of you will know, at the March 2018 parent evenings we asked for feedback on what enhancements the school could make. The leadership team then created an action plan to take into account what feedback it reasonably could, and this was then published to parents.

We were really pleased to see how many of your ideas could be actioned and how we've seen some positive outcomes from them already. There were a couple of cases where we had conflicting views from different parents, and in those situations it is always difficult to meet everyone's wish, but we feel we've really been able to respond with positive actions for almost every suggestion - even with a very limited and restrictive budget.

We will be inviting everyone to contribute to a similar online survey in 2019 and look forward to reading everyone's ideas and suggestions. Thanks for reading this report and we hope you have a great break. See you in 2019!

Summary of actions

Below shows brief details of all of the actions that have been identified in response to your feedback. More information on each of these is covered within the detailed report that you can request from the school.

Behaviour

Action ref	Action item	December 2018 Update
1801BH01	Launch a new behaviour incident log.	Behaviour Incident Log was introduced to all staff at the start of the autumn term. It had previously been thoroughly trialled with one group of staff, and revised following review. An electronic database that can be interrogated was developed alongside this. Senior and other appropriate staff review the log monthly, looking for patterns and issues of concern beyond the individual incident.

Clubs

1801CL01	Discuss with engagement and offer club leaders, and ensure there is a consistent approach to inviting people to be members.	Evaluation by senior leaders and others has shown how complex engagement in out of hours activities is as an issue. The review of the Equality Policy (currently taking place) has raised questions about the participation of members of groups such as 'disadvantaged', gender, out of catchment, BME, EAL, new arrivals, gifted and talented, etc. Some activities continue to be by invitation after staff have made recommendations - these are largely for more able pupils to take their interest and talent further, but the activity is also at a higher level than the complementary activity. By comparison, some activities each year are deliberately targeted at pupils who are not otherwise engaged or not particularly gifted. Some activities have been designed to accommodate disability needs.
1801CL02	Publish collective worship plans for the term ahead.	Plans are published each term; copies are displayed in school, and are available on request. The Headteacher's Blog has visited this subject.
1801CL03	Actively seek involvement from other faiths, and maintain a balanced plan for those identified faiths as well as non-faith based worship.	On occasion, but no more than twice per half term, visitors from faith-based groups may lead assembly or Collective Worship. Some of these adults have come from faith groups other than the Christian community. The plans each term meet the legal requirement for Collective Worship to be 'wholly or mainly of a Christian nature'.
1801CL04	Discuss any concerns raised by parents / pupils with activity leaders.	As with any concern, with any activity in school, or outside school hours, school managers always follow up, investigate and take action where necessary. School leaders are completely confident in the quality and range of activities offered, and in the adults leading out of hours / optional extra activities.

1801CL05	Communicate club funding policies (how charges are set, which clubs derive an income for school, remission of charges) and advertise all clubs that can be booked on to.	'Optional extra' activities are organised in two ways - by and through school, or by the independent provider (e.g. fencing and evo-soccer) themselves. As part of our normal improvement work, all are advertised at least two weeks before the end of one half term for the next half term package. All parents are emailed with details (and prompted by text), and booking is made by an online form / payment system. Off-line booking can be made through the Office.
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Contact

1801CT01	Update auto-responders to remind senders that emails may not be picked up for 48 working hours, and if a matter needs more urgent attention then please phone or call into the school for a more immediate response.	The auto-respond technology is in place for both central email and telephone communications. School is currently developing a new email and communications protocol (effectively a Customer Service Standard) that considers the demands on the staff and school system from the expectations and demands made externally while also considering staff workload.
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First aid

1801FA01	Remind children in an assembly of the correct procedure in the event of injuring themselves and where to find a first aider.	This information forms part of the regular transition process, and is given to all new-starters.
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Food

1801FD01	Governors invited to attend dinner to try the food.	Some Governors did visit school to take a school meal. The invitation remains open. The Headteacher periodically samples a school meal.
1801FD02	Governors to arrange a meeting with Taylor Shaw to discuss food options.	Taylor Shaw (school meals contactor) manager attended a Governor Committee meeting in autumn term to present and to answer questions from Governors. The Headteacher met with senior manager / operations director from Taylor Shaw the next week, in part as follow-up.

Homework

1801HW01	Arrange a parent 'round table' to discuss homework.	The Policy is being developed internally, and is currently being informed by School Council (on the role and responsibilities that can be expected of pupils). It will be the subject of a 'round table' discussion (and other comment) with parents next half term. Two open discussion groups were offered in the term: 'how the costs of trips, visits and activities are reached' and 'making decisions about opening or not in adverse weather'. No parents attended the first but two parents attended the second.
1801HW02	Publish the homework policy in a more visible location on the school website.	The school website is constructed in a way that we hope is clear and easily navigated. Thirteen key Policies are grouped on one page, accessed from a prominent tab (one of just six). These are the Policies that we believe are most relevant and most-often sought out by parents.

		Our school website and its contents are fully compliant with all Ofsted and DfE publication requirements, and has been 'health checked' in the last two months.
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Meetings

1801MT01	Look at options to make it easier for parents and carers to liaise with parent governors.	The Headteacher has reviewed websites of neighbouring schools to audit their contact systems. Learning has been shared. Governors discussed many options: a section in the Newsletter, a Governor blog to fit with the Headteacher's and Year group blogs, displaying contact details and photographs, attending Parent Consultations in the role of Governors, direct school-linked email address for 'governors@' This will be further discussed in the next meeting.
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Process

1801PR01	School to highlight where the anti-bullying and the complaints policies are and what the process is.	The relevant Policies are available from the school website or on request from the school office. These Policies are in the same group as the Homework Policy referred to above, available from the same tab. The 'Positive Relationships Policy' was formally agreed in May 2017 after considerable consultation. It incorporates the 'Bullying Policy'. (All schools are required to have a 'Bullying Policy' but are allowed to include them within wider behaviour policies. Individual communications with parents at the outcome of a complaint investigation always indicate how a parent may appeal / elevate a complaint formally if they are not satisfied with the procedure.
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Security

1801SE01	Remind all staff to ensure external doors are closed and locked at all times, except under exceptional circumstances.	Staff AND pupils are reminded of these requirement regularly. All staff have an electronic fob access so that doors can be unlocked on need. Pupils moving around the site during lesson time are issued with a fob so that they can gain immediate access. Access points to the main building are cctv monitored. Door security is supported by a routine at the start of the school day, and periodically during the day.
1801SE02	Get fresh quotes for entrance security work on Shore Lane entrance.	Estimates for a variety of security steps were secured and presented to Governors Resources Committee in December 2018. An ad-hoc group of Governors held a site inspection with members of the local authority H&S team. A full discussion took place there. Governors decided to keep the issues under review each term as part of their Health and Safety overview. Discussions are also being held regarding how any updates could be funded.

1801SE03	Agree and communicate any possible Shore Lane entrance work.	The monthly Newsletter has visited, this term, security concerns regarding access via Shore Lane entrance. No physical development work is planned at this time. Access arrangements and perceptions around security formed part of the Governor discussion on filling a midday supervisor vacancy.
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SEND

1801SN01	Review benchmark data once received from the LA and form a plan to address.	'Benchmark data' for SENCo provision across schools in Locality F was produced in January 2018. The aggregated report was distributed to schools and analysed by senior leaders. Our provision was found to be broadly in line with the norm, given both the size of our school (larger than average) and the frequency of SEND (significantly below average) for our pupils. Governors agreed that no change to staffing structure or level was justified by this comparative data or by demand.
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Site

1801TE01	Each year group to arrange an open event for parents and carers to attend and meet.	Each of our four year groups held introductory events in the first month of the academic year. Since then further events have been held in all year groups to which parents have been welcomed - educational visits, in-school activities, assemblies, performances, concerts parent consultations, SEND reviews and so on.
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Updates

1801UP01	Ensure expectations are set in Y3 start meetings regarding letters "available" to send home.	This is completed at transition meetings held in the summer term. Information is repeated with each 'new starter' that joins the school out of the normal admission cycle.
1801UP02	School to communicate a programme of 'round tables' with parents.	See comment above regarding Homework, the cost of trips /activities and adverse weather opening decisions. The programme for the next term will cover Homework and Food at School.

Website

1801WS01	Get all general letters added to the website.	Completed and continued. Letters that require a reply slip are printed and sent home with the pupils. Over 90% of parents receive standard communications by email (by their request). Forty two letters have been added to the website between September 7th and December 17th.
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1801WS02	Discuss with Admin team how to keep the calendar up-to-date	Completed and continuous. The website calendar for the week beginning 17th December, for example, shows four whole school events (which will also have been covered by letters home).
1801WS03	Review the style of the (Headteacher's) blog to break down into smaller bite sizes, possibly with longer blogs broken down into a mini series of blogs.	The Year 6 blog is written by pupils. They choose content, style and length. In other year groups blogs may refer to homework, show photographs of activities, give general news or celebrate successes. The Headteacher's Blog is a weekly post, and covers a wide range of issues relevant to our school (and others). It is the single-most visited page on the school's website, drawing a global readership.
1801WS04	Get IT to check emails not getting blocked or marked as SPAM	Completed, but staff have to check Spam box on a regular basis.