

Governor Questionnaire - Summary of Responses

The Governors would like to thank all those who responded to our questionnaire. We received both paper and on-line responses, so thank you for taking the time to share your comments. Below is an overall summary of the results, followed by more in depth comments about each area.

- In general, over three quarters of parents who responded said that they felt **communications** from the school are clear, effective and timely with the vast majority agreeing that the monthly newsletter is informative and includes key dates for the following month.
- A similar response was given to the question about being able to **find information easily** on the school website, but there were more suggestions for improvement here, which will be addressed in due course.
- The majority of parents agreed that they have adequate **opportunities** to observe their child's learning and activities in school and that they feel a welcomed and valued member of the school's community.
- In answer to the question about each child being **safe and happy** at school, again most answered either agree or strongly agree.

As promised, we have carefully considered all of your responses and are already working on improvements to those areas that you shared concerns about.

Summary of Question Results:

You said:	So we:
Website	
<ul style="list-style-type: none"> • The website needs a major overhaul so that the calendar and policies are easy to find; • We want to be able to see class home-work on there; • It is difficult to navigate; • The calendar doesn't work. 	<ul style="list-style-type: none"> • Are working on the website, reorganizing the landing page to make it easier to navigate; • Are tidying up the pages and will have this done by the end of term; • Are letting you know that regrettably the calendar does not work on certain devices, including android phones; • If we can't make it more user friendly and cost effective, we will investigate a new provider; • Will try to ensure that more information regarding the week to week learning in each class is posted in a timely fashion.
Emails	
<ul style="list-style-type: none"> • We want more bespoke class information emails; • We want less emails; • We want a Friday email with the following week's events and dates; • Less is more for emails; • Allow both parents email addresses to be on the distribution list; • On an annual basis, check the email address is correct or if an alternative address needs adding; • Send emails that are class specific i.e. clubs that do not need to go to Lake; • Reminders are too late; • We want better contact with teachers. 	<ul style="list-style-type: none"> • Have been thinking about how we can reduce the number of emails but still convey the information in a timely fashion; • Information is provided on the newsletter which is sent out on a monthly basis; we are intending to put a week's diary on the website every Friday for easy reference, hopefully cutting down the number of emails we send; • Are informing you that we only put the priority parent on our distribution list unless otherwise requested as previously parents have told us they do not both wish to receive communications from us; If you ask us, we will gladly send emails to both parents. • Send home the data sheet every year for parents to check their information and change if required; It is incumbent upon parents to let us know if things change mid-year; • Will try to ensure emails only go to those parents who need them; • Are hoping to have a snapshot of the week ahead on the front page of the website as an additional prompt and reminder for parents; • Have set up class email addresses to enable you to contact class teachers directly.

Other Media

<ul style="list-style-type: none">• Use other media to communicate - text / twitter /whatsapp / mobile friendly;• Share regular photos and updates / a couple of comments or pictures a week to update parents / gave an insight to what is going on in the school.	<ul style="list-style-type: none">• Use text messages for emergencies;• Supported 'Classlist' being set up by the PTA as a communication tool, but it is dependent on all parents joining for it to be successful;• Continue to use our twitter feed for Sport;• Are working to find one way to communicate successfully with everyone, rather than have many, none of which are accessed by all parents;• Investigated using 'Whatsapp', however that would mean that all parent contact details would be available to everyone;• Set up a Facebook page to share learning;• Photos are uploaded to the website when time allows this to happen – office staff will have a regular slot during the week to do website maintenance.
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And some of your positive comments include:

- “Fantastic teaching. My children have a real sense of belonging and enjoy coming to school.”
- “Very happy with Balcombe! Thank you for all your hard work at creating a supportive school.”
- “Doing an excellent job in challenging conditions.”
- “My child is very happy and content at school. I am pleased with the communication between teachers and myself.”
- “I can’t thank the Lake team enough - what a great start my child has had so far.”
- “It is a fantastic school and is at the heart of the village and it is vital we maintain this high standard. Keep up the amazing work.”