

Dear Parents

Communications survey 2012

Thank you to those of you who took part in the school communications survey that was run last term. The governors have now had a chance to discuss the responses and the summary of those is attached.

It was clear that while there are some improvements that the school can make, there was also some unfamiliarity with existing school procedures and systems so we thought it might be helpful to remind you of those as well as explain the actions that we're taking.

The overall themes of the responses can be grouped as follows:

Lateness of notification of events

The school's Google calendar (which can be accessed via the Calendar button on the school website) shows major events for the year and the regular newsletters also flag up events in the coming term. These are then supplemented by more detailed notification as the event gets nearer. However, we do recognise that working parents need plenty of notice so these more detailed letters in respect of events organised by the school itself will now be sent out two weeks ahead. Sometimes events organised externally are only notified to the school at very short notice and we can only tell you of these as soon as we become aware of them.

Assumptions made that parents will know what the event is, which classes, year groups are involved etc

This is a fair comment and will be addressed by adding more detail to some letters and newsletters. Apologies in advance to those of you who are already familiar with our events, but this should be more helpful to newer families.

Lack of notification of cancelled clubs

School clubs are run by staff unpaid and in their own time to provide children with additional experiences and opportunities, they are not a child-minding service. Parents should always be aware that we cannot guarantee a club will happen and sometimes cancellation is unavoidable for example due to staff illness or poor weather. When this happens, our system is for children to phone (to the home number or a mobile number in the school records) and tell their parent. If you need to provide some additional phone numbers so that you are always contactable, please do let us know.

Why is there no upper school weekly summary blog (same as lower school)

The lower school blog was introduced in response to requests by new parents in Year 3 for more information, particularly with regard to the optional homework arrangements. The overall termly curriculum for both parts of the school can be found in the Curriculum News issued at the start of each term

Inconsistent frequency of class blog updates

Although these can be time-consuming to produce, we believe that they are a great way to showcase children's work and more efforts will be made to ensure more regular updates. The governors' blog will usually be updated after each full governors meeting (usually twice a term) or when there is something specific to make parents aware of.



Office appearing too busy to deal with parents / don't like the entry phone system

Due to the layout of the building, the office staff cannot usually see who is outside and so need to use the call button to check who it is before operating the door release – this is for the safety of all the children in the school and cannot be changed. Parents should also be aware that the office staff are always very busy maintaining the school's financial systems and pupil records and sometimes there is only one person there, so there might be a bit of a delay before they can assist you. Please do bear with them as they multi-task! One governor made the great suggestion that perhaps Year 6 children could help with messages at the start and end of the day and this is something that we will try out.

Concerns regarding teachers are not being addressed

Your child's class teacher is always the first port of call with any concerns regarding teaching and learning, but if you feel that issues raised are not being dealt with properly, then please contact Mr. Burford (make an appointment via the office) and he will be happy to listen and see what can be done. He is always present at parent's consultations and is usually in school during the occasional Look Arounds and during school events.

Transition arrangements from the Infant school

This is an area where procedures have been amended in response to previous parental concerns, but we recognise that this potentially an anxious time for families and will be convening a working party with Infant School governors and staff to see what further improvements can be made. Our governor representatives will be two parent governors who have recently had children join Liss Junior from the Infants so they are familiar with the process.

Rationale for mixed age classes not understood

We know some parents do not understand why we run mixed age classes but we perceive that there are many benefits to this. It cancels out uneven year groups and allows for classes of around 28 across the school rather than possibly some of 33 and others of 25. It allows year 3 children to be "buddied" with children who are already familiar with the school's systems so they are much more quickly able to feel at home. They also have the opportunity to extend their friendship groups as the move through the school as they will be with four different half classes rather than always the same group. Finally, children are organised by ability with in each class, not by age, so that all children are working to their own ability.

Thank you again to the 41 families who took the time to respond to our survey. We are a bit disappointed by the low uptake but we hope that you can see that we do take your concerns seriously so please do let us have your thoughts in future surveys or at any time via our dedicated email address ljsgovernors@lissjunior.hants.sch.uk



Document Purpose

This document has been written to summarise the results of the June 2012 Communications Survey sent out to Liss Junior School parents.

The following questions were included in the survey:

- The school communicates with families by email well
- The school communicates with families by blog well
- The school communicates with families by telephone well
- The school communicates with families by newsletter well
- The school communicates with families by letter well
- The school communicates with families in person well
- The school is friendly and welcoming
- I feel comfortable approaching the school with questions

Each question was scored 1 to 5 with 1 being the Strongly Agree and 5 being Strongly Disagree.

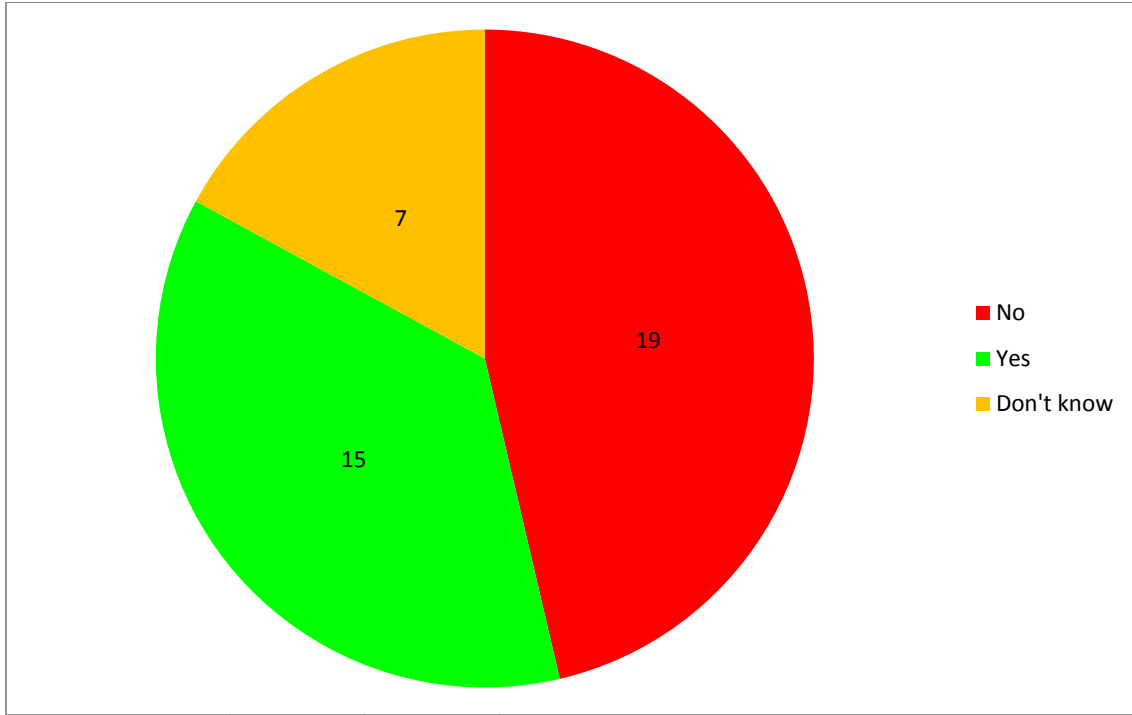
In addition, a specific question was included on the use of an LCD display screen in reception. This question was marked Yes, No or Don't Know.

Finally parents were invited to pass comments on two specific points:

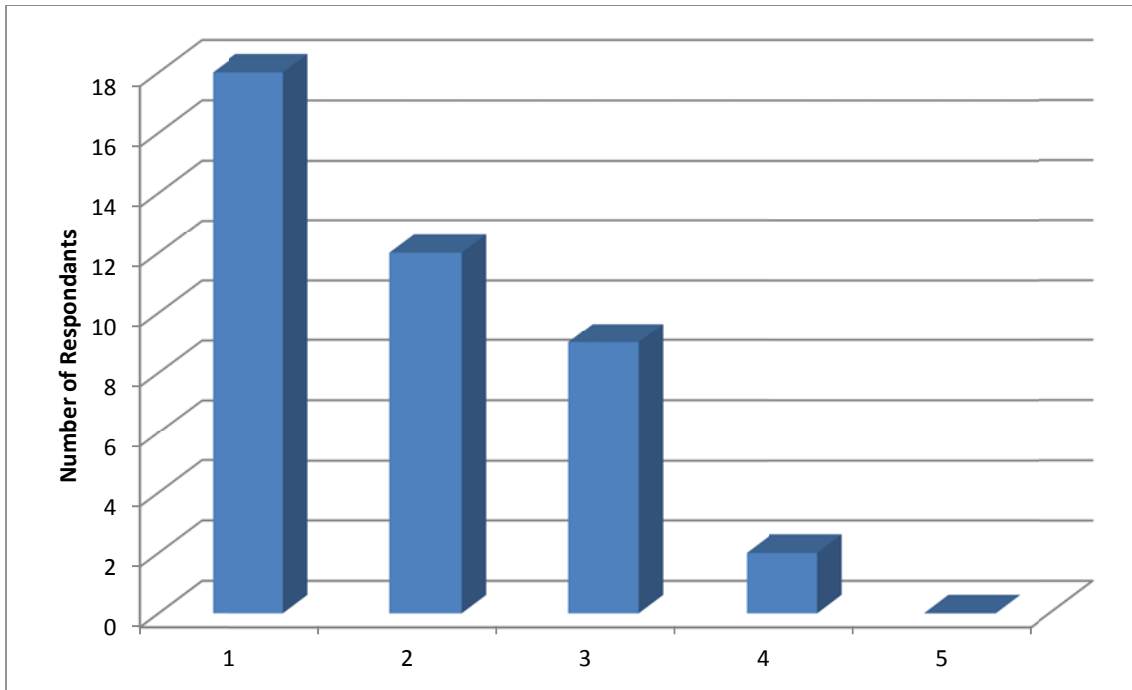
- "Please add a comment on any of the above means of communication, particularly if you think we could improve. The more detail, the better"
- "Please add a comment about the school ethos particularly if you think we could improve"

Review Data

Would you find it helpful to have a TV screen at the front entrance, to communicate day to day news?

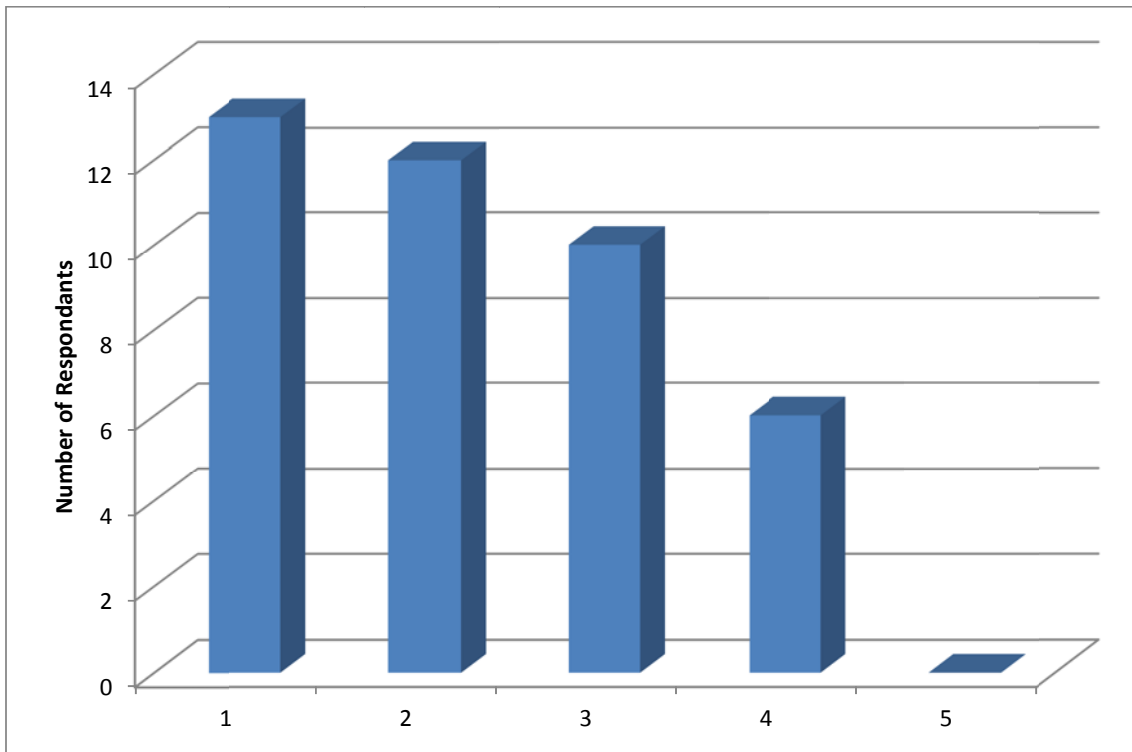


The school communicates with families by email well

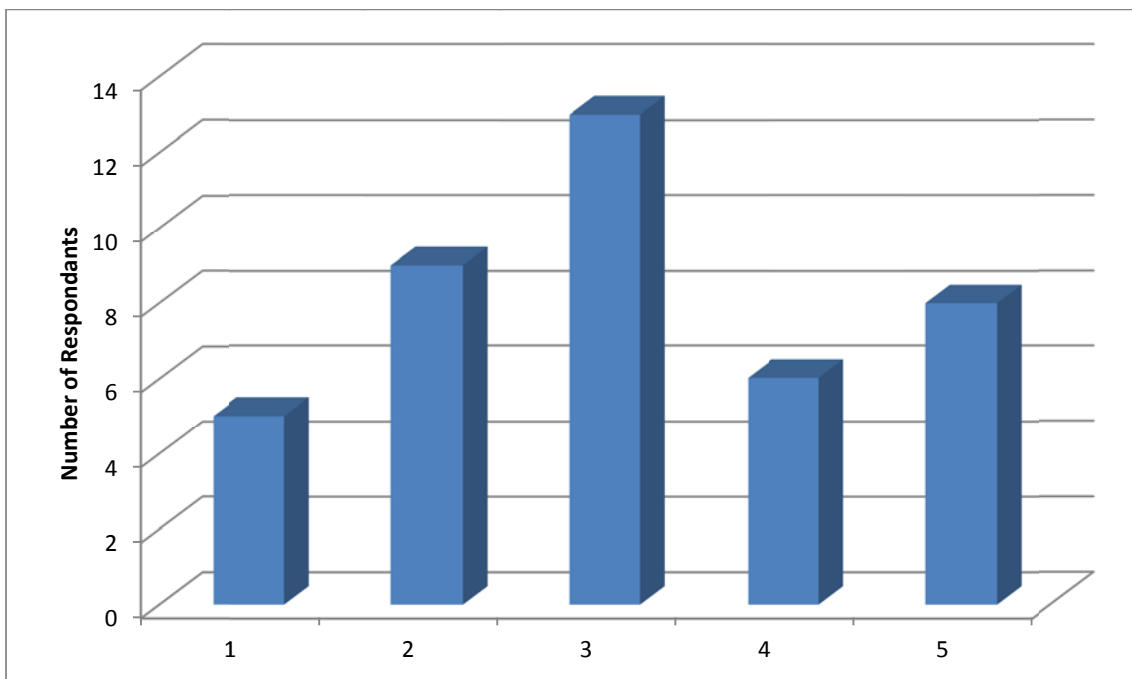




The school communicates with families by blog well

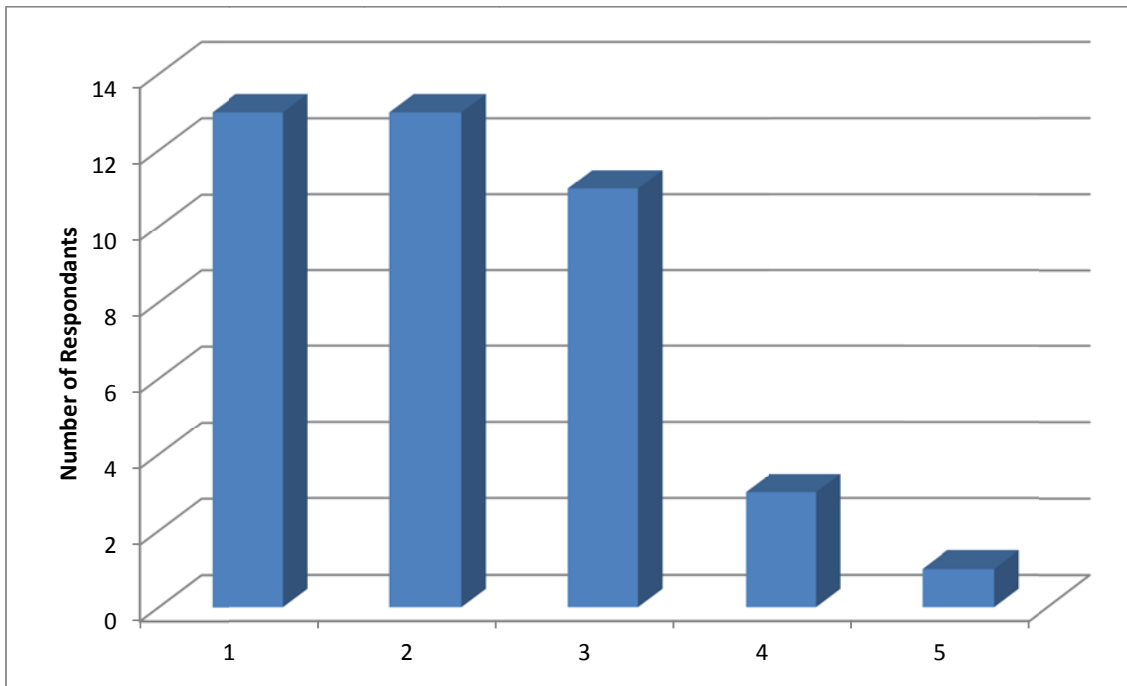


The school communicates with families by telephone well

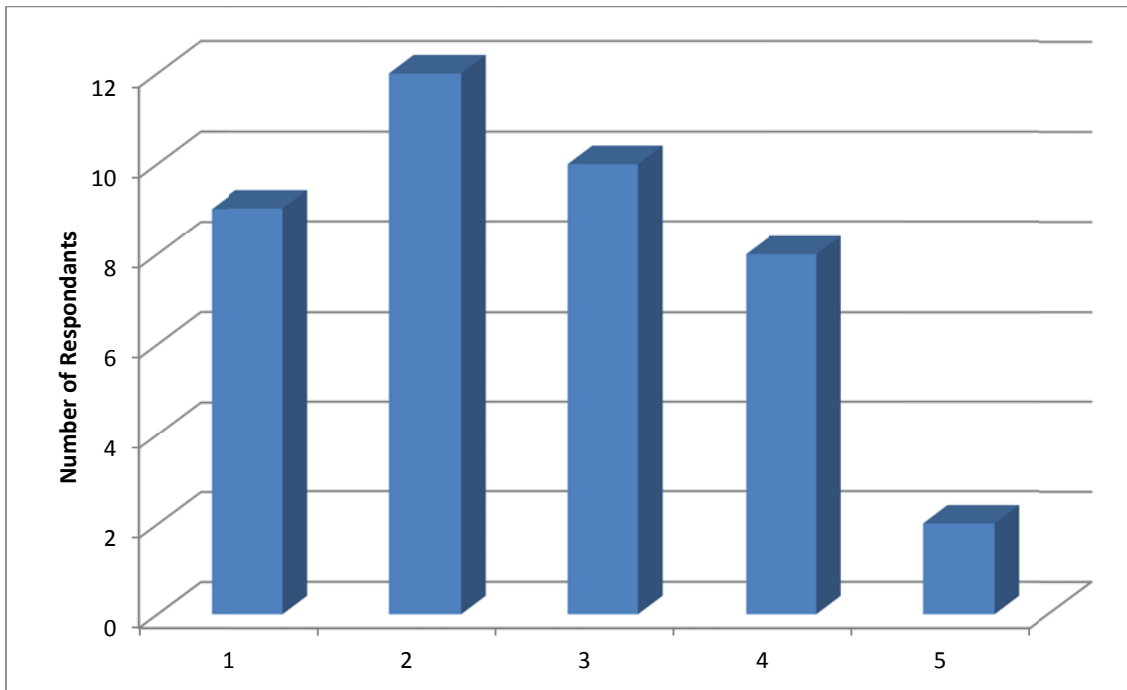




The school communicates with families by newsletter well

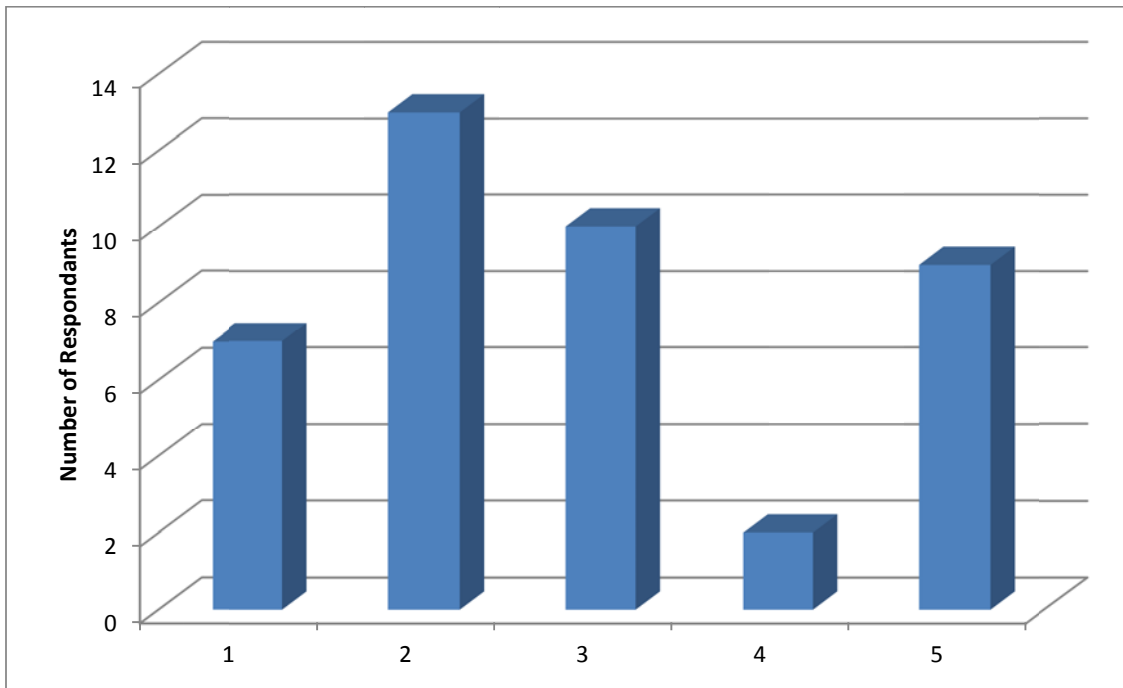


The school communicates with families by letter well

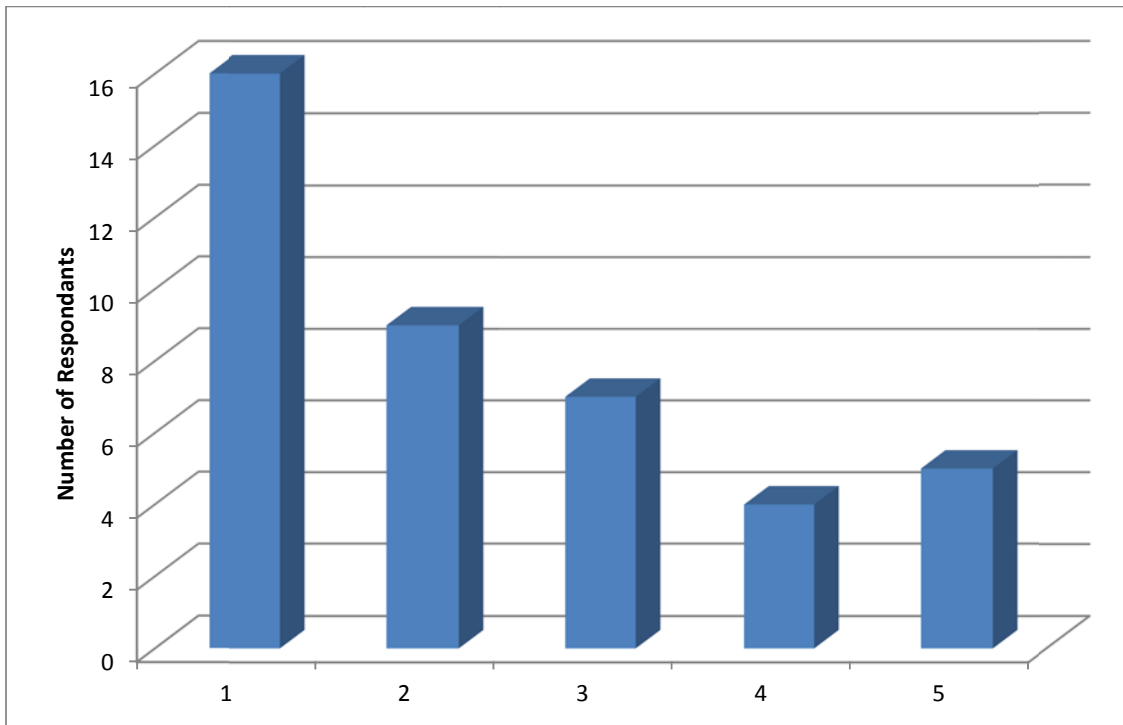




The school communicates with families in person well



The school is friendly and welcoming





I feel comfortable approaching the school with questions

