

**RESULTS OF COMMUNICATION QUESTIONNAIRE**

**20<sup>th</sup> July 2018**

Dear parents and carers

Please find below the results of the communication questionnaire. I would like to thank you for taking the time to complete the questionnaire as sharing your views helps us to make improvements to the academy. We were delighted to see so many positive comments and it was clear to see that the vast majority of you think that communication is good or better. However, it is always good to know if there are things you are unhappy about or think could be improved so thank you for sharing your opinions. I have included all of your anonymised comments alongside each question and added my comments in blue following each question.

1	Very Good	Good	Okay	Poor	Very Poor
How would you rate the academy's current communication with parents?	34%	61%	5%		

\*\* We are pleased to hear that the vast majority of you think communication is good/very good

	Text	Email	Paper letters	Meeting with teacher	Twitter
By which method would you prefer the academy to communicate with you? – <i>listed in order of preference</i>	1st	2nd	3rd	4th	5th

\*\* The methods of communication that the majority of you prefer are the ones we use most frequently

3	YES	NO
Do you receive enough information about what is happening in the academy?	95%	5%

\*\* We are pleased to see the vast majority of you are pleased – we would always ask if you are not happy about something then please come and speak to somebody at the academy so that we can resolve any issues

4	Newsletter	Website	From class teacher	From other parents	Other methods
How do you find out about what is happening at the academy? % of parents that use each of the ways of finding information	97.5%	16%	18%	37%	8%

\*\* It is pleasing to see that all but 1 parent finds out what is happening at the academy from the newsletter. It does take some time to put the newsletter together each week however it is worthwhile if so many of you find it useful.

5.	Class Teacher	Via the office	Telephone	Email	other
How do you prefer to communicate with school? % of parents that use each of the ways of communicating	45%	37%	39%	30%	2.5%

\*\* We have a wide variety of preferences and will continue to offer all options

6.	Very Good	Good	Okay	Poor	Very Poor
How do you rate the academy website?	11%	32%	55%	2%	

\*\* see comment below following responses to question 7

7.	What do you like about the website? How can it be improved?
	<p>** Its easy to use/navigate</p> <p>** All articles are in separate boxes so you can easily see relevant items.</p> <p>** The website layout is easy to follow</p> <p>** Website is good. Everything on it that I need to know about</p> <ul style="list-style-type: none"> <li>➔ Plenty of information available It is generally out of date in many of the areas which doesn't give a good impression to show the academy at its best.</li> <li>➔ The website contains a lot of information but needs keeping up to date with current info, dates, newsletters etc.</li> <li>➔ It needs updating</li> <li>➔ It needs to be kept up to date more frequently</li> <li>➔ Updated more regularly</li> <li>➔ Kept up to date more often</li> <li>➔ Needs updating on a much more regular basis</li> <li>➔ Things and info could be updated</li> <li>➔ Not always up to date</li> <li>➔ What is there is good but it needs to be kept up to date to be useful</li> <li>➔ Not always up to date</li> <li>➔ Kept up to date more frequently</li> <li>➔ Keep it up to date</li> <li>➔ Current updated news is 2017</li> <li>➔ More up to date</li> <li>➔ Plenty of information on website, just not always up to date with very recent events</li> <li>➔ News out of date, Sports ambassadors out of date and holiday dates not posted</li> <li>➔ More up to date info on holiday dates etc.</li> </ul>

	<ul style="list-style-type: none"> <li>➔ Holiday dates not posted</li> <li>➔ School holidays need adding before July</li> <li>➔ Can holidays be put on the school website sooner?</li> <li>➔ Any letters sent home to be uploaded. Newsletter uploaded. Any parents sessions to be uploaded</li> <li>➔ Can you add links for children?</li> </ul>
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\*\* Thank you for all comments.

**Out of date** – The majority of you have commented that the website is out of date and you are absolutely correct. What we have focussed on this year is updating all of the information that needs to be on the website to make it compliant e.g. Pupil Premium report, Sports Funding report, Attainment data, statutory information, SEN Information report. Our aim is to improve the remainder of the website by updating it in the next academic year. Look out for the Trusts new look website!

**Holiday dates** – Whilst we cannot add holiday dates a significant amount of time earlier, it can certainly be added (and was this year) before July

**Upload Newsletters & Letters** – Whilst ideally, we would like to do this, and our intention is to do this in the next academic year (time permitting) it is in fact duplicating information that has already been sent to parents and carers and that time (for staff) could be better spent organising something for your children instead.

**Links for children** – We think this is a great idea! If you take a look at the useful links section there are already some links for children there however we can look at adding more in the future.

8.	YES	NO
Do you have regular access to emails?	97.5%	2.5%

\*\* We will continue to use emails as a form of communication with you

9.	YES	NO
Are you happy for the academy to continue sending emails to you?	100%	0

\*\* We will continue to use emails as a form of communication with you

10.	YES	NO
Do you know the academy email address and do you email the academy?	63%	37%

\*\* The email address is included in the header of all correspondence and can also be found on the website under the “contact us” section

11.	Very Good	Good	Okay	Poor	Very Poor
How would you rate the academy’s newsletter?	55%	37%	8%		

\*\* Thank you for the positive responses

12.	YES	NO
Do you find the information in the newsletter useful?	100%	
	<p>** Its great to see what all the classes are doing and the transparency over behaviour actually helps put my minds at rest because I can see it is taken seriously</p> <p>** I rely on the newsletter to find out class information</p> <p>** Sufficient detail to plan for the week ahead</p> <p>** Detail re classes and dates for the week ahead is good</p> <p>** A good range of information</p> <p>** Good notification of future events</p> <p>** I love reading the newsletter and finding out what the class has been doing</p> <p>** It's a good way of finding out what the class has been doing</p> <p>** It's a way of finding out what your child has done in class and what is happening within the school</p> <p>** I find the newsletter helpful for diary dates</p>	

\*\* We are delighted that 100% of you find the newsletter useful

13.	Weekly	Fortnightly	Monthly	½ termly	termly
How often would you like to receive the newsletter?	87%	2.5%	8%	2.5%	

\*\* As the vast majority of you would prefer to receive the newsletter weekly, we will continue to send weekly for the foreseeable future

14.	Do you have any further suggestions for the newsletter content?
	<ul style="list-style-type: none"> <li>• It would be nice to have a child's eye view on their week at school.</li> <li>• Could it include prompts/reminders for trips or upcoming events on the first page?</li> <li>• Bullet point main events for the following week on the first page</li> <li>• Some more explanation would be useful e.g., what is AAB and who is Uncle Bob?</li> <li>• Good causes. Children supporting charities or making a special effort for the community in which we live</li> </ul>

\*\* [Childs Eye View](#) – We love this idea – not sure if it could done each week due to the child having to give up some of their own time to write their view but will definitely begin to include

[Dates on first page](#) – This has been moved to the first page with effect from this week's newsletter

[Explanation](#) – You can read about Uncle Bob on the website. The AAB stands for Academy Advisory Board and it is delta academy Trusts version of the governing body

[Good causes and Community](#) – The children regularly support charities such as Macmillan, Children in Need, Comic Relief, Sports relief, Brain Tumour Research, Jeans for genes, Diabetes – these are all reported on the

newsletter. In addition, community work is also undertaken such as litter picking and raising money to purchase a new bench for the community. Again, these are all reported on the newsletter.

15.	YES	NO
Would you follow an academy Twitter to receive information?	5%	95%

\*\* Delta Academy Trust does not permit its academies to have a Facebook account; therefore, we wanted to offer you the alternative that is permitted by the Trust – Twitter. However, as the vast majority of you do not use Twitter, we will not be using Twitter in the foreseeable future.

16.	Parents evenings	Assemblies	Parents information meetings	Fundraising events	Other
Which events have you/would you attend at the academy? <b>% of parents that attend each of the events</b>	89%	71%	68%	76%	13%

\*\* It is fantastic to see how many of you attend events organised by the academy.

17.	Phonics	Reading	Spelling	Maths	Other projects
Do you feel able to help your child at home with....? <b>% of parents that can help their child in the different areas</b>	75%	95%	92%	87%	68%

\*\* Great to see the vast majority of you are confident to support in these areas. Don't forget we always offer parent information meetings to support in these areas

18.	Invited to join lessons	Attend information meetings	Booklets/ Guides to use at home	Website Information	Other
Would you be interested in learning more about how these subjects are taught? <b>% of parents that can help their child in the different areas</b>	24%	29%	68%	50%	

\*\* From the data it is clear that the vast majority of you would prefer to read about how to support your child from booklets/guides or from the website. I will be speaking to the maths, English and special educational needs leaders regarding creating information leaflets/links to support parents when helping their children.

19.	After morning drop off	Before afternoon pick up	After afternoon pick up	Lunchtime	Evening
What time of day is most convenient for you to visit the academy? <b>% of parents that can visit the academy at each of the listed times</b>	45%	50%	24%	13%	29%

\*\* As your most convenient times to visit the academy vary from family to family, we will continue to aim to offer a variety of times to meet all needs.

21.	YES	NO
Would you be interested in being part of a parent forum on various topics?	34%	66%

\*\* This is fantastic to see that a third of you are interested in joining a parent forum. I will be in touch in the new academic year to set up our first parent forum meeting.

22.	YES	NO
Any other comments regarding communication?	<p>** On the whole communication is good</p> <p>** I think communication is good</p> <p>** The current system of communication via letters and the weekly newsletter works well</p> <p>** I find communication in general very good and teachers are always at hand to ask if needed</p> <p>** You do a good job with all you do. Thank you</p> <p>** I think the school management are doing a great job!</p> <p>** I think communication is excellent at Worlaby Academy</p> <p>** Very happy with the quantity and quality of communication</p> <p>** I much appreciate the amount of good communication</p> <ul style="list-style-type: none"> <li>➔ Respond to emails sent to school office a bit quicker</li> <li>➔ Response time to emails is not very prompt</li> <li>➔ Acknowledge receipt of an email</li> <li>➔ Sometimes important things are left with very little notice</li> <li>➔ Sometimes not enough notice is given particularly when children have to take something into school</li> <li>➔ Provide good notice of events planned, trips etc. and what will be needed so we can plan budgets</li> <li>➔ Give more notice by text if we need to provide things (Monday text for a Friday activity isn't enough notice)</li> <li>➔ Short notice of club cancellations or change of date</li> <li>➔ When we have requested club place if would be handy if school could somehow confirm that our child has a place.</li> <li>➔ Cancellation of before/after school clubs needs to be via other means than just the newsletter e.g. email., text or letter home</li> <li>➔ By finding ways to communicate electronically, which do not involve the need for parent/carers to download</li> </ul>	

	<p>Apps.....,highlighting on the newsletter that 3 families hadn't signed up to the App.</p> <ul style="list-style-type: none"> <li>➔ A Facebook style profile for each child so school could add a link to each child so consent slips can be authorised without the requirement of a slip of paper.,</li> <li>➔ Website updated more frequently. When it was the snow days I constantly checked and other than the first day there was no news</li> <li>➔ Communication was poor when it snowed. Pre-school have a closed Facebook group which is used for communicating information quickly; it works really well</li> <li>➔ When sending letters home, please clarify who the cheque should be made payable to</li> <li>➔ When a child gets star of the day could we know what it is for?</li> <li>➔ Can we email teachers directly?</li> <li>➔ Keep a friendly face on</li> <li>➔ If the teachers could come out into the playground 5 minutes early in the morning to make them more accessible to parents</li> <li>➔ Sometimes if there is an urgent message to be dealt with after school time and my child comes home on the school bus instead of being collected from 4pm there doesn't seem to be anybody in the office</li> <li>➔ Making sure a teacher phones back when they say they will</li> <li>➔ The handover information between part time staff – information is not always passed on.</li> </ul>
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\*\* [Emails](#) – There are a few comments regarding response to emails. Whilst this is something we need to improve upon, I would not recommend this form of communication with the academy when dealing with an urgent matter as although intentions are to check emails at least twice a day, often more urgent matters take precedent. We do however take your comments seriously and will endeavour to ensure you receive a more prompt response to your emails

[Notice of events](#) – This has been a target for sometime to endeavour to give you 2 weeks' notice of events and we apologise if this has not always been the case. On occasion, because of communication from third parties this is sometimes less than 2 weeks. As events are organised/booked, they are added to the newsletter and so you should normally receive more than 2 weeks' notice. We will continue to endeavour to give you at least 2 weeks notice of events. We are also aiming to increase the notice we give you for school trips, however when it is a sporting event we often get short notice ourselves.

[Clubs](#) – When children sign up for a club, it is always stated on the newsletter that all children will be allocated a place unless they receive a letter home stating otherwise. This has always worked well in the past. If clubs have to be cancelled with at least a weeks notice, this is indicated on the newsletter, if a club has to be cancelled with short notice, a text will be sent or individual telephone calls will be made.

**App/Facebook** – The School Comms app is the Trusts chosen provider of text/email communication. Academies must buy into the Trusts chosen provider. Those of you with older children at The Vale Academy will be familiar with the App because it is also used there. Publishing on the newsletter that all but 3 families had managed to access the school comms app was a celebration of that fact – we always celebrate successes. As has always been the case, if parents/carers wish, they can collect a paper copy of the newsletter from the academy. We agree that a paperless permission slip would be the way forward, unfortunately that is not an option at the moment as this service is not offered by our provider. As regards GDPR, all permissions and consents are in place to ensure that your data is protected.

**Snow Days** – When we had the snow days earlier in the year, the correct procedures (at the time) were followed. At the time of the snow days, the procedures for adverse weather notification (as per the website) was for the academy closure to be notified to LincsFM,. They would then update their website at least every half an hour with the names of schools that were closed. This is the procedure that was followed on the snow days and Worlaby Academy was listed each day on the Lincs FM website. Since the snow days we have reviewed our procedures – you can view these on our website under “Adverse weather”.

**Staffing availability** – The hours of the staff in the office is 8:30am until 4pm. I completely understand the need to want to get any issues dealt with straight away but unfortunately, at this moment in time, there is no option to extend these hours. However, Mrs Hatton and Mr Brown will always endeavour to answer the phone after hours if they are not in a meeting.

**General** – Cheques should always be payable to Worlaby Academy. Some of the other comments appear personal and I would hope that whoever has written them will get in touch with Mrs Hatton or whomever the comment is aimed at to resolve any issues.

Once again, thank you so much for taking the time to respond to the questionnaire. We now have some actions in place for the next academic year following your comments:

- Update the website
- Add holiday dates to the website as early as possible
- Add a child’s eye view to the newsletter occasionally
- Move the diary dates to the first page of the newsletter
- Continue to report on the charities we have supported and the community links we have made.
- Consider making help guides/booklets for parents to support their child at home
- Set up a parents forum ( I will be in touch with those parents that showed an interest)
- Improve response time to emails
- Continue to endeavour to give 2 weeks notice of events where possible

Yours sincerely

Sharon Hatton (Principal)