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Dear Parents/Carers

During January we issued a questionnaire to survey how effectively our Norwood School community feel that we communicate. Thank you to the large number of families who took time to share their thoughts and views with us and as a school we have found these responses valuable in driving forward our vision for further developments.

I have collated the data returned and below is outlined the feedback and the action school will follow to continue to develop our improved practice.

- 95% of parents and carers who returned the questionnaire are registered as a user of Parentmail and, of those who are registered, 87% are happy with the provision to communicate electronically with school.
- 71% of responses stated that they have received texts for emergency situations and comments shared suggest that more of this form of communication would be appreciated. We are currently investigating changing our current analogue telephone providers to a digital system which would enable texting to be more frequently used.
- 93% of responses showed an interest in the ability to respond to school electronically via email. This is a provision currently unavailable through our current Parentmail system and an area that school is currently investigating with a range of providers.
- 56% of the returned questionnaires thought that dedicated days to receive letters would be beneficial to the smooth running of the communication system. This is a concept that we will consider further.
- 76% of returned forms were positive about providing the ability to pay for trips, school meals and other costs by electronic systems via the school website. The main concern from parents/carers were security issues surrounding on-line payments. We are currently investigating a range of providers, all of whom fulfil the required legal credentials to provide such a service. We will provide further information on this service in the near future.
- 91% of response felt that on the whole, we do provide enough notice for trips, visits, celebration assemblies, events etc. However this is an area that we will monitor and ensure that we continue to meet our target of at least one week's notice, as outlined in our school communication policy.
- Our school website is accessed and considered beneficial by 86% of parents/carers who returned the form. This is an area that as a school we are aware we need to improve upon and developments within our school Learning Platform will be shared with our wider community in the near future.



- Only 73% read the school notice board, but do find the information useful. This form of communication will remain in place for those adults who have the opportunity to visit our school site, however we will consider what is appropriate to display to maximise the benefit to our target audience.
- 100% of returned forms state that they appreciate receiving their child's half termly curriculum letter and that it updates them with the child's learning and enables them to support their child at home. A comment was made regarding the letters being too long but an overwhelming majority were incredibly positive about the high level of information shared.
- 100% of responses stated that the Governor's newsletters keep them informed about with governor issues. The Governing body will continue to issue these updates and if you have any requests for additional content please let school know.
- Very few responses stated that they had used the Norwood School Suggestions Box in the school foyer, however the feedback that is received by school through this forum is valuable and the suggestions box will remain as a way of communication.
- 99% of responses shared the appreciation for class teachers being available before and after school. This is a provision that will remain in place and is a great way for informal information to be shared between home and school.
- All responses stated that they were aware of the ability to contact the school office to book an appointment with their child's class teacher if it was felt that this was required.

Thank you again for your incredibly positive feedback and we will work to address any of the issues that you have shared.

If you have any questions or further suggestions please contact the school.

Thank you for your ongoing support and I look forward to sharing further improvements with you.

Yours faithfully

Mrs D Reynolds

