

EBR/SJS

22 September 2020

Dear Parents/Guardians,

I am writing to feedback to you on how we have responded to last year's parent survey which was based on the Ofsted parent view template. Despite coming out just before lockdown, we received 41 replies.

Three out of four parents are satisfied with the school and there are many highlights parents agreed, or strongly agreed with, including: safety of students; students are well looked after; students make good progress and the school is well led and managed. In addition, it is good to hear you would recommend us to other parents. We are thrilled to hear we have the resources in place to deliver a first-class education to your children and I thank you all for your positive comments and support.

However, we are committed to excellence and must recognise there are some key areas in which we can improve: how the school deals with bullying and behaviour and how the school responds to concerns raised. In the comments, it was further stated that the communication from and within school could be better.

With regards to bullying and behaviour, the school is currently reviewing its policies to reflect a more positive, nurturing and consistent approach. We have created a new 'pastoral hub' in the centre of school to support the heads of year and to offer an immediate point of contact and 'drop in' service for all pastoral concerns; this is due to open by half term and more details will follow. Staff CPD this year will focus on positive behaviour management and questioning to provoke deeper thought in the classroom. We will look at how we can articulate our views appropriately and respect the views of others, respond effectively to change and react calmly and positively when under pressure.

In recognition of our unique, close community, we acknowledge that issues in school can often be a continuation of incidents that have occurred at home and outside of school hours. Therefore, we hold regular meetings with garrison welfare officers, CJPU, social services and CAHMs to ensure a joined-up approach and are focusing on developing student voice to build a confident, resilient and inclusive school community. We are working with students and parents to understand concerns and to identify effective strategies to support this. For example, we are aware that social media and mobile phone usage is affecting relationships between peers and individuals' mental health. We are thus putting on a number of student and parent workshops this term as well as working with CJPU to offer online safety training in school. To support us further, we appreciate it when parents inform us of problems outside of school so that we can support students and mitigate these during the school day.

Furthermore, we have started to review our communications within school and to parents. I intend to communicate with parents at least monthly to reinforce expectations, inform you about our developments and achievements and to invite your views and ideas on a regular

basis. All school staff recognise the need to communicate effectively to parents and to record such communications where appropriate and helpful to do so.

As with any changes, improvements take time to embed and for impact to be seen. Please be patient and work with us as we work with you to establish St John's as a world class school.

Thanks again to all parents who took the time to complete our survey. The views of parents are very important to us and I look forward to us continuing to work in partnership to achieve "Excellence, Learning and Leadership" in the future.

Kind regards,



Emma Bryson

Selected survey comments which are repeated and thus represent common trends:

- "Staff are very supportive both during and after school. Lots of opportunities outside the classroom. Extra opportunities for more gifted and able. Good range of trips and sporting activities".
- "There are some very talented and hardworking teachers. The school has some fantastic facilities".
- "Communication seems to be the overarching barrier..."
- "More needs to be done to ensure all children are inclusive".
- "Have higher expectations of children's behaviour".