



## Results of Annual Parents' Survey 2023

### *Thank you*

Firstly, we would like to thank all parents/carers who completed the survey this year. More than 200 families responded, taking the time to endorse the hard work the students and staff put in every day at Forest Hill School and sharing valuable feedback on how we can continue to enhance our school to provide the best educational experience for the students.

### **2023 v 2022**

As in 2022, the highest number of responses came from Year 7 parents and the lowest from Year 12 and Year 13 parents. The overall data for 2023 shows improvement for almost every question asked. We are particularly pleased that this year, 77% of parents said they would recommend the school, which is an increase of 11% on 2022.

### **Key Themes from 2022 Survey and how the school responded**

Below is a reminder of the key themes that came out of the 2022 annual parent survey and how we responded to them.

In 2022, parents/carers told us:	And we did this...
They were concerned about low level behaviour in classrooms/corridors	<p>We introduced a new simplified behaviour policy* to make sure that our rules, routines and expectations were easy to understand and apply. We also worked with external consultants, partner schools and the Department for Education to build upon best practice within the school.</p> <p>We introduced new lesson protocols for students to ensure consistency across subjects in how lessons start and end. Each lesson includes a period of silent independent work and a period of retrieval practice.</p> <p>For low level disruptive behaviour in the classroom, all teachers use the Reminder/Warning/Detention system.</p> <p>All staff are on their classroom doors at lesson changeover to manage corridor behaviour and SLT and middle leaders are on the staircase / doors when they are not teaching during lesson changeovers.</p> <p>We carry out regular SLT and Middle Leader drop-ins to lessons to ensure consistently high standards of behaviour for learning</p>

	are being met. We are also carrying out one formal lesson monitoring window a half term to ensure that all lessons are meeting expectations for behaviour for learning.
They were concerned about bullying and how effectively it is dealt with	In addition to a big focus during Anti-Bullying Week, we cover bullying during PSHCE lessons, student voice and expectations assemblies.
Varying concerns around homework – some felt there is too much and others too little. There were also a number of comments about homework not being marked.	<p>We rolled out the use of Seneca Learning for all students. This online adaptive learning software has information and quizzes that covers most of the school curriculum for Years 7-13. It allows for students to be set works in small chunks to help them remember key facts and tracks how well they do in each quiz they take to feedback to their teachers. Best of all it includes a whole range of courses and work to help stretch the students further, if required, whilst building up their subject knowledge and skills.</p> <p>We introduced an improved system for checking whether homework has been completed and emails are automatically sent home when homework has not been done. The way in which feedback is given on homework is being made clearer to students.</p>
Parents' Evenings – a number of parents mentioned returning to face-to-face events	<p>We added a question to the parents evening evaluation survey, asking parents/carers if they would prefer face-to-face parents' evenings or for them to remain online.</p> <p>There is generally still a 50/50 split amongst parents/carers regarding online or face to face meetings. We continue to consult parents for feedback on this.</p>
Parents still want to feel more connected to the school	<p>In addition to our regular Headteachers' coffee mornings and Parent Forums, we have introduced curriculum information/meet the tutor meetings for all year groups.</p> <p>The PTA hosted a Welcome Back BBQ for all parents in September 2023.</p>

## 2023 Results

Below is a summary of the headline figures.

### Section 1. The School in General

Statement	Agree/Strongly Agree/NA %	
	2023	2022
My child is happy at school	86%	85%
My child feels safe at school	91%	84%
The school makes sure students are well behaved	76%	67%
The school values my child's diversity	86%	80%
The school makes me aware of what my child will learn during the year	61%	55%
When I have raised concerns with the school they have been dealt with properly	82%	77%
My child has SEND and the school gives them the support they need to succeed	86% (62% N/A)	86% (62% N/A)
The school has high expectations for my child	77%	66%
My child does well at school	84%	79%
The school lets me know how my child is doing	69%	68%
There is a good range of subjects available to my child	77%	79%
My child can take part in clubs and activities	81%	77%
The school supports my child's wider personal development	73%	59%
I would recommend this school to another parent	79% (7% didn't know)	67% (18% don't know)

	Yes	
	2023	2022
Has your child been bullied at Forest Hill School?	19% (11% didn't know)	21% (10% don't know)
Did the school deal with the bullying incident(s) effectively?	64% (18% didn't know)	64% (9% didn't know)

### Section 2. Communication / Parental Involvement

Statement	Agree/Strongly Agree/NA %	
	2023	2022
Email communication from the school is good	94%	92%
Members of staff are responsive when I have questions or concerns	84%	84%
The weekly bulletin provides clear information regarding upcoming events and activities	98%	95%

The weekly video message from the Headteacher (via the bulletin) keeps him visible and connected to parents	95%	92%
The half termly newsletter is an interesting read about events of the previous half term	97%	93%
The school website is a useful source of information	96%	91%
I understand the role of the school governors	86%	81%
I know how to share my views and ideas with the Headteacher and Governors	79%	71%
The school encourages parents to play an active part in school life	85%	73%

### Section 3. Reporting of your Child's Progress

Statement	Agree/Strongly Agree/NA %	
	2023	2022
Parents' Evenings are a positive and useful experience	78%	82%
The termly progress reports are informative	69%	73%
I feel I have enough information about my child's progress	52%	55%

In addition to the above statements, the survey gave you the opportunity to let us know your thoughts (both positive and negative) in relation to each section. We have read and considered all of your responses as well as those statements where we scored lower than we would have liked. Below is a summary of the key issues identified and our intended responses:

Feedback	Intended Response
Responses/follow up to parent emails from staff is inconsistent	The time scale for responding to emails should be 48 hours. Staff have been reminded that there is an expectation that emails from parents are responded to within 48 hours.
Continuing concerns around homework – in particular, marking and feedback	<p>We have listened to feedback from parents, students and staff regarding homework and are currently (Autumn 2023) trialling a change to homework for Year 8 students, which we then hope to refine and roll out to Years 7, 9, 10 and 11 as the year goes on.</p> <p>Our new homework approach is going to take three forms:</p> <ol style="list-style-type: none"> <li>1. All students will complete at least 1 hour of reading per week</li> <li>2. Independent Learning Booklets have been given to all Year 8 students, which they will be completing throughout the term. Students will receive a range of feedback on the booklets during lessons (e.g., starter activities based on the information, peer and self-assessment and lesson activities that relate to the information) throughout the term as well as them being checked regularly. Students will receive rewards for completing them fully by the deadlines.</li> <li>3. Seneca Learning tasks are being centrally set for all Year 8 students to complete and are being monitored centrally (weekly emails will be sent home with % completion and %</li> </ol>

	<p>accuracy of their Seneca work). The tasks that they will be completing will still be set on Satchel One (Show My Homework) but you will be able to see the tasks for the whole term and be able to plan accordingly – there should be no last-minute homework set by teachers!</p> <p>We have also put in place a renewed focus on staff providing feedback for homework in lessons.</p>
Parents still not fully clear on the role of governors	In the Summer Term 2024, our parents' forum will be an opportunity to meet the governing body, to understand their role, and to raise any questions or concerns.
Parents' evenings too short and/or not frequent enough	<p>Due to staff workload, it is only possible to hold one Parents' Evening per year group each year. Parents are advised to contact teachers separately if they have concerns that are not addressed during the Parents' evening or at other times of the year.</p> <p>We have also introduced parent information evenings for all year groups.</p>
Would like more feedback on child's progress	<p>We understand that Year 7 parents/carers are used to getting a lot more information in primary school reports.</p> <p>Again, due to staff workload, students receive two reports per year and it is not possible to increase this.</p> <p>Parents are advised to contact teachers separately if they have concerns.</p>

Finally, parents and carers had many lovely things to say about the school and the staff and we would like to share a selection of these:

*My son has been very happy and has made some really lovely friends since joining the school and what I like in particular is that he feels heard by his teachers.*

*The school responds quickly to any reports of incidents of bullying and takes affirmative action. I would highly recommend FHS to my friends and neighbours.*

*My Year 7 son has settled in well at FHS, he comes home happy every single day.*

*I'm impressed with the wider learning opportunities and the focus on pastoral care and diversity.*

*I think the school as an institution works really hard under difficult circumstances across a wide range of issues and areas.*

*The headteacher is brilliant in his communications to parents. I really value his time at the coffee mornings and parent forums. This is a school that really want to hear from parents and wants to work together with parents to get the best possible outcomes for our students.*

Thank you to all those who completed the survey. We will continue to work hard, acting on your feedback and ensuring the school meets your expectations.