

7 March 2025

Dear Parent/Carer,

First and foremost, thank you to those of you that took the time to complete the parent survey – it was much appreciated. As mentioned in my newsletter last Friday, I am writing to you with a summary of the survey responses and most importantly what we intend to do to improve some of the areas you identified that you are less happy with.

In relation to areas that came out positively, the highest scoring responses were in relation to you stating that your children feel safe in school; that you feel you can raise any concern about your children with school staff; and that you feel welcome in Montsaye Academy.

In relation to areas for improvement, I have read through every response and have grouped them so that I can clearly articulate our intentions for how we plan to improve each area. If some areas do not appear that you raised, it will be due to very few parents raising the area and can be addressed by contacting your child’s progress leader.

Communication/Arbor

There were lots of positive comments in relation to improved communication since the implementation of the Arbor app but also some wider frustrations around communication. The following table summarises the improvement areas and our intentions to address them:

Area for Improvement	Plan To Move Forward
More notice of events such as trips, clubs and fixtures	-At the beginning of each term we will send out a Character Development newsletter which details all trips, clubs and experiences taking place in the term ahead.
Unclear on who my child’s teachers are	-The Arbor app is the quickest and easiest way to access this information, and we will schedule some additional Arbor drop-in sessions where you can get support with navigating the platform. -The student app has also just been released which can also provide you with a list of who your child’s teachers are.
Poor responses to email and callbacks	-My expectation is that all communication receives a response within 48 hours. I will remind staff of these expectations and should

	<p>you not receive a response within this time frame please make us aware and it will be followed up as a matter of urgency.</p> <p>-We will also be introducing a fortnightly SLT drop-in session where you can come into school without an appointment to speak to a member of the senior leadership team.</p>
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Reports and Homework Assignments

Area for Improvement	Plan To Move Forward
Not enough reporting of student progress	<p>-Some of this frustration will have been due to the survey coming out prior to reports which have hopefully gone some way to addressing this.</p> <p>-There are 3 reports each academic year:</p> <p>Report 1 – Autumn Term – Attitude to learning and attitude to homework (Too early to report on academic progress)</p> <p>Report 2 – Spring Term – Full report for all subjects which compares performance in assessments with baseline grades so that you can see exactly how much progress they are making. Also includes updated attitude to learning and homework grades.</p> <p>Report 3 – Summer Term – Same format as the Spring Term report with updated information for all subjects as well as attitudinal scores.</p> <p>-We will also share instructions for how you can do a live check on your child’s performance in maths, science and reading homework via the Sparx platform.</p>
Homework not marked as complete – this was a clear frustration for all parents.	<p>-We have made changes to the platform which now allow your child to mark their homework as submitted. The teacher will still check but it will mean that parents and carers are not seeing many assignments with no submissions.</p> <p>-There are also some historical assignments which are showing as incomplete and there is no way to clear these in bulk. Therefore, we</p>

	<p>will be allocating meeting time for teachers to go onto the platform and remove any historic assignments.</p> <p>-Thank you for your patience with the new system!</p>
<p>More feedback on specifically what needs to be improved or is going well on reports</p>	<p>-The primary method of receiving this feedback is via parents' evening but if you have any concerns about an individual subject, please contact the subject teacher directly and they will be able to give you specific areas of content or skills which need to be improved.</p> <p>-We trialled questions level analysis for Year 11 students following mock examinations which was positively received but was very time intensive to produce. Mr Stanger is going to look into the viability of doing something similar for Year 10 and then Key Stage 3.</p>

Enrichment Trips

Area for Improvement	Plan To Move Forward
-More trips for all year groups	<p>-There are many trips currently being planned or are in the pipeline and going forward these will be shared at the beginning of each term as part of the character development newsletter.</p> <p>-As part of the character curriculum, moving forward it is the intention that every student who attends Montsaye has the opportunity to go on a residential trip.</p>
-More activities for girls rather than mixed	-The PE team and Mrs George will look at the current overview of enrichment provision and look in other possible activities.

Special Educational Needs Provision

Area for Improvement	Plan To Move Forward
-Slow responses to emails/phone calls	<p>-The 48-hour rule applies to all staff so if you have not received a response within 48 hours please make us aware so we can follow up as a matter of urgency.</p> <p>-We intend to put a designated phone line in direct to Mrs Castledine who is our SEND</p>

	<p>administrator to avoid going through the main switchboard. We will trial this initially for a set period of each morning.</p> <p>-We will also be scheduling regular SEN drop-ins so that you can come in without an appointment to meet with one of the SEND team.</p>
Frustrations with provisions	<p>-If your child has an EHCP, you should have a date for your annual review (some of these have been brought forward.)</p> <p>-If your child has an allocated key worker, please contact them if you would like to discuss current provisions.</p> <p>-For anyone on the SEN register who does not fit into a category above, you will receive a letter which will give you the option to arrange a meeting to review your child's current provisions.</p>

School Environment

Area for Improvement	Plan To Move Forward
-Not enough updates on the school building	<p>-I put regular updates in my weekly newsletter but will increase the frequency of these updates.</p> <p>-I will also send a specific letter out next week regarding building updates.</p>
-Food prices in the canteen	<p>-As we use external caterers, we have limited control over pricing but we ensure that the price of a main meal does not exceed the free school meal allowance.</p> <p>-When we officially transfer to United Learning we will be changing caterers.</p>
-Toilets	<p>-All three main toilets are currently being redesigned with work hopefully being undertaken over the summer holidays. The Head Students have had an input in the designs to reflect what the children would like.</p>

Disruption in Lessons

Area for Improvement	Plan To Move Forward
-Some lessons are disrupted by poor behaviour	-Moving forward there will be some tightening up around expectations in lessons to prevent the learning of others being disrupted by poor behaviour.

At the end of the year my intention will be to write to you again in relation to the above areas in the format of 'You said, we did' and to report improvements made in relation to the areas above.

Once again, thank you to those of you who took the time to complete the survey. Your view is important to us. Finally, thank you for your continued support as we continue this rapid improvement journey.

Yours faithfully,



Mr B Baines
Principal