



Welland Park Academy

EDUCATION FOR
THE COMMUNITY

Tel: 01858 464795
adminoffice@wellandparkacademy.com

You Said-We Did

We are continuously striving to improve the educational experience offered by our school for students, parents/carers and staff. This is a key part of our Mission statement, with this in mind we welcome all feedback from parents and other stakeholders.

As a student, the student voice is evident through regular student council meetings. Parents are surveyed following our scheduled Parents' Evenings, and concerns are followed through, if any. Staff are surveyed annually through an online questionnaire, with follow-up discussion and actions where necessary.

The school prides itself on being an open school and will always welcome dialogue with stakeholders at the earliest opportunity, to help improve outcomes and the experience for all involved.

When there's a problem, our students/ parents have commented on how quick and responsive we are to finding a solution. Here are few examples to illustrate this.

You Said	We Did
I would like to find out more information about the school. (Parents' meetings and surveys)	We set up a Facebook page to support the information available through our weekly bulletin to parents with more frequent notices. We use our School Comms facility to regularly alert parents to important dates and events.
My child is able and needs to be challenged academically. (Parents' meeting 2016)	We set up the KS4 curriculum maintaining a wide range of GCSEs, the option to study two Modern Foreign Languages, Triple Science and Statistics after school. Our coordinator for more able students introduced a very successful Debating Club.
My child needs support with homework. (Parents' Evening 2015)	We set up a homework club after school, Wednesday and Thursday in the library that is open to all students and is staffed.
I never know what homework my child receives. (Parent Survey 2014)	We set up 'Show My Homework' for students and parents, so both can track the work to be completed at home.
The Behaviour Policy lacks clarity for parents regarding procedures. (Parent E mail Dec 2016)	We revised our Behaviour Policy in conjunction with parents from our Governing Body and published it on the website.
I worry about giving my child a lot of money to pay for dinner/ trips/ resources.	We set up a system called 'ParentPay' so that parents can pay for everything on line, eliminating the risk of money going missing.
I need to talk to teachers at times other than Parents' Evening. (Parent's e mail 2015)	We made all our staff e mail addresses available on the website and introduced Parents' Surgeries during afternoons each half term.
My child states that the dining-room can be very busy. (Parents' evening 2016)	We set up a second eating area in the Assembly Rooms, for students with a packed lunches and the sale of some hot foods.
My child has to queue up too long at lunchtime to buy a sandwich or hot snack. (Parents' Surgery 2016)	We set up the 'grab and go' scheme, where a student can pre-order the lunch for up to a week and collect it quickly and effortlessly at lunchtime, guaranteeing their chosen food. We permitted students to take hot snacks outside of the eating areas to facilitate quicker transitions through the eating areas.
I'm unsure what the governors do in school. (Parents' e mail 2015)	We introduced a Governors' bulletin twice a year to inform parents and students regarding the role and activities of governors.