



## Action Plan 2020/21

### Purpose:

The purpose of this action plan is to identify areas for improvement from the Parent Survey 2020-21, and previous surveys where relevant, and to form measurable plans to improve customer experience. Just as importantly, it is an opportunity to demonstrate that we are interested in parent views and to build engagement with our parent community through relevant follow up activities.

### Communication:

Once approved, the action plan should be shared with current parents with timely updates as actions are completed as part of our monthly Coffee with the Principal events.

Areas to Improve	Actions Required	Resources Needed	Completion Date	Success Measure
	What steps are needed to ensure improvement?	What training, support or additional resources are needed?		What will be achieved once the improvement is delivered?
Highlight three areas that require improvement:				
<b>1. After school Activities</b>	<b>New range of clubs</b> ready to launch once COVID-19 pandemic restrictions are relaxed	None  Utilising our main areas of <b>English, Music and Technology</b>	Term 2	Lower COVID-19 cases  High number of students signing up for activities after school  Increase on satisfaction percentage on the next parents survey
<b>2. Facilities</b>	<b>New building</b> extension  <b>Extended woodland area</b>	Due to be finished shortly  Woodland area will be extended during the next	Term 2/3	New building open



		academic year after the building work is completed		Woodland area to be used by students
<b>3. Foreign Language Teaching</b>	<b>Lessons observations.</b> <b>CPD sessions</b> and further subject training (CAIE).	Appropriate cover to be arranged	ASAP/ongoing	Increase on satisfaction percentage on the next parents survey
Additional areas that require focus or further investigation and discussion e.g. through focus groups, or PTA consultations etc.				
<b>1. Fees</b>	Clubs Trips Enrichment Days Student Competitions English Provision	Audit	Term 2	Increase on satisfaction percentage on the next parents survey
<b>2. Parent Survey Feedback session</b>	Discussion during ' <b>Coffee with the Principal</b> ' session	None	5 March 2021	Further positive feedback from parents
<b>3. Additional Sports activities</b>	Create a plan for <b>sports activities</b>	None	Term 2	Increase in student numbers for sports at school
<b>4. Environmental and Outdoor Projects</b>	<b>Recycling projects</b> and cycle to work project for Term 3.  Opportunities for staff to develop with the <b>MEPI</b> and <b>Junior Duke</b> programmes	None	Term 3	Increase in the number of individuals cycling to school