



25th January 2021

Dear Parents and Carers

Parent & Carers and Student surveys - Responses

Firstly, a huge thank you to all contributors (students, parents and carers) for your balanced and constructive feedback. Over 450 members of our wider school community returned surveys in a short time which shows that all of us together are working to find the best possible support for our young people in these most challenging and uncertain times for them and us as parents, carers and educators. The surveys form a vital part in reviewing the impact of our provision and adapting and changing aspects of it to meet the needs and expectations of our students and their families. We need to be able to adapt to the changing circumstances and the surveys (student and parent) help us do that. We have taken time to discuss the survey data at length and comments which have informed some operational changes in the coming week and weeks. I will address the frequently asked questions and main themes highlighted in the survey here:

The need for live/face-to-face lessons. We have accelerated our roll out of live face-to-face lessons on the Microsoft Teams platform. Years 12-13 started the week before last, Years 10-11 will have had Teams lessons this week and Years 7-9 will be phased in over the next two weeks. Having first-hand experience of supporting my children through live lessons in lockdown they are hugely useful, but they are not a silver bullet to solve the imperfect situation of students not being in classrooms. The Lady Lumley's model involves the students being set work and submitting work through Itslearning, through a range of mediums (Powerpoint, audio and video teaching etc) and Microsoft Teams for at least part of the lesson for teaching points of discussion/difficulty and support, with students and staff interacting live through audio/video and the chat function. The extent that Teams is used will vary on the subject, year group and subject matter. Staff are always available throughout the lesson.

Feedback on students work and recognition. We agree that feedback and recognition of work is vital and will focus our efforts on this, so students feel that their hard work is recognised. Feedback for subject specific work will be on the Itslearning Assignment Tool and we are encouraging staff to use the audio and indeed video feedback where appropriate, as a friendly face or voice in these times especially is very effective. Please do have some patience with this as many staff, are like many of our parents and carers, having to support their own children and family members at home through this pandemic. There may, unfortunately, be staff sickness which may affect this. In addition, there will be whole-school recognition for students' efforts with postcards home and of course the Virtual Hot-Chocolate Friday awards.

Keeping to the lesson timings. We want to keep to the routine of the lesson times, especially with the Microsoft Teams lesson being now available but will encourage staff in the coming weeks to put

all lessons on at the start of the day and keep the deadlines longer than just the 100 minutes to give flexibility for students and families to get work completed. It is important that students register and access the Teams lessons at the assigned time and if they are not able to do so to inform their subject teacher by email.

Keeping parents/ carers informed of student progress and engagement. We will now issue fortnightly 'Engagement With Learning' reports to parents to keep you updated on your child's engagement in the online lessons and progress. We are currently looking at ways of remotely accommodating other feedback to parents and carers, especially around Consultation/ Options' Evenings etc - but more on this to follow.

Itslearning platform. Students, parents and staff have really engaged well and made our learning platform work in lockdown. There are, depending on devices, IT knowledge of students, staff and parents, glitches going to cause us all frustration occasionally and this is no different to any other platform (Google Classroom alerts in the middle of the night is my favourite as a parent). Please be aware of the tutorials on the Lady Lumley's Youtube channel and if there are any issues please make sure students let their teacher know and we will find a solution.

Student, families and staff wellbeing. This, above all else, sits at the centre of our lockdown provision as a school. We are actively supporting the students and families with the most need (around 250) with our pastoral staff through various means, including over 1000 phone calls/ Teams meetings in a targeted approach. This means that you may not have heard directly from us in a blanket approach. If you do need support for your child and would like a phone call, please let us know on support@ladylumleys.net and we will contact you. In addition, there are Teams Drop-In sessions for all year groups for students to access support and flag up any issues. The timings are:

Years 12-13: Wednesday afternoons with Mr Ambrose

Year 11: Monday, Wednesday, Friday 13.30-13.55 with Mr Fairclough

Year 10: Tuesday and Thursday 13.30-13.55 with Mr Fairclough

Years 7-9: Thursday 13.00-13.30 in individual year groups with Mrs Allen, Mrs Loosley and Mrs Thompson.

Thank you again for supporting our students and school community through this lockdown. All our staff are aware of the anxiety that this lockdown causes and how it affects specific students and families. Please bear in mind that teachers and staff will also be feeling this way too. We want to stress the following mantra based on our Core Values that we all hold to as the wider Lady Lumley's Community:

Respect and kindness for each other - #wearelumleys – we are in it together.

Stay safe and best wishes. Please keep giving us your views as we value your feedback.



David Fairclough and Your Lady Lumley's Team