



Highlands Primary School Parent Focus Groups November 2024

Rationale: The school facilitated a parent feedback forum to gather qualitative views about the strengths of the school and any next steps the parents feel could help the school in its continual strive for improvement. This level of engagement is part of a futures thinking strategy to mitigate against the pattern of falling roll across London schools and also ensure our very important parent stakeholder group receive an excellent level of provision from the school. The findings are shared below with a next steps action plan to address actions that have been highlighted as requiring further development.

Parents	
<p>What are you looking for in a primary school (i.e. performance, curriculum, enrichment, proximity to home)?</p>	<p>We are looking for a school that is close to home, has strong performance outcomes and provisions to help realise my child's full potential. I would happily travel for another hour for my child to get this provision.</p> <p>I would like a primary school to give my child the life skills and independence they need to mix with the wider community.</p> <p>A school that helps mitigate against the impact of social media.</p> <p>Strong citizenship.</p> <p>The curriculum being strong and enrichment.</p> <p>Excellent Ofsted report.</p> <p>Extra-curricular opportunities.</p> <p>Wrap around provision for working parents.</p> <p>A strong adapted offer for our children.</p> <p>Strong citizenship and friendship.</p> <p>Building children's confidence.</p> <p>Great for behaviour.</p>
<p>Why is Highlands your school of choice?</p>	<p>The proximity.</p> <p>The Ofsted rating.</p> <p>The values and ethos of the school.</p> <p>Children finding their own voice, what we have read and what we experiences is really matching up.</p> <p>The strong performance indicators of the school.</p>



	<p>A sense of community, I prefer a 3 form entry school to anything larger, it becomes too big and overwhelming.</p> <p>The quality of language development</p> <p>A great school for great behaviour.</p> <p>Opportunities for learning, calming atmosphere, great resources and space.</p> <p>Opportunities for my child to develop her personality and express herself. Chance to learn from her mistakes.</p> <p>Teachers are always outside at beginning or end of day and we speak to them.</p> <p>Parent consultation was much more flexible, great parental engagement.</p> <p>Blue Zone Breakfast club is a great addition.</p>
What do you know/have you heard about Highlands?	<p>Friends and family have shared overall positive comments about the school. Good advocates on Google reviews.</p> <p>General reputation of the school is good in the community, this really influenced our decision.</p> <p>Friendly staff</p> <p>Inclusive</p> <p>Good role models for our children.</p> <p>Warm and welcoming.</p> <p>We can approach the staff at any time.</p> <p>A calming environment for children and families</p>
How do you think Highlands compares with other schools in the area?	<p>Other schools are far too strict, putting pressure on children and parents</p> <p>Teacher are available mornings and after school. Always very open to talk to parents.</p>
How would you describe the HPS reputation?	<p>Strong.</p> <p>The teachers are very good.</p> <p>It's one of the best schools over the years.</p>



<p>Are there any improvements or opportunities you would like to see at HPS?</p>	<p>There are delays in responses to requests made of the school, this is particularly linked to Parent Portal issues as we really need the communication form the school.</p> <p>When joining the school as a new family it would be helpful to have an overview guide for how to navigate the school systems.</p> <p>Ensuring if any incidents take place at school the family are consistently informed rather than hearing it from the child.</p> <p>Greater clarity of homework.</p> <p>Ensuring there is consistently enough notice for special events.</p> <p>Previously term plans were on the website not as efficient as previously.</p> <p>Further development of the variety of clubs offered to children.</p> <p>Ensuring children get access to a rich variety of trips in every year group.</p> <p>School Dinner Food items need to be more appealing to children.</p> <p>Support for working parents- consistent flexible workshop times for families.</p> <p>Ensuring all children even from minority groups feel a sense of belonging.</p>
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Next Steps Action Plan

Mrs S Gani will be leading monthly parent forums in the New Year. If you would like to put yourself forward as a year group advocate please look out for the letter of application in the New Year. The forum will however be open to all parents in addition to the advocates.

Issue	Planned Actions	By When	Key Responsibility
<p>There are delays in responses to requests made of the school, this is particularly linked to Parent Portal issues as we really need the communication form the school.</p>	<p>The admin team have already met with the Parent Communication platform provider and they are looking into the accounts of all families that have shared they are not getting school information. The school have shared</p>	<p>January 2025.</p>	<p>Admin Team</p>



	<p>that we expect an improvement in service by January 2025.</p> <p>The school will be carrying out a new data cleanse activity and every family will complete a form with all up to date contact information and a feedback form to share if you are currently still not receiving communication. This way we can ensure every single case of miscommunication is eradicated.</p>		
When joining the school as a new family it would be helpful to have an overview guide for how to navigate the school systems.	A new school prospectus will be created for all new families with all key joining information.	January 2025	Inclusion Leader
Ensuring if any incidents take place at school the family are consistently informed rather than hearing it from the child.	A refresh of communication between lunch staff and teachers.	November 2024	Inclusion Team
Greater clarity of homework.	The first parent forum will look at homework as the opening agenda to get more detailed insights into the next steps with homework.	January 2025	Mrs S Gani
Ensuring there is consistently enough notice for special events.	Continue with the termly planner to families and ensure a member of the admin team is now allocated responsibility for the follow up reminders.	November 2025	Admin Team



	Parents also need to ensure they read the weekly newsletter for reminders.		
Previously medium term plans were on the website not as efficient as previously.	The website will be an agenda item at the next parent forum.	January 2025	Mrs S Gani
Further development of the variety of clubs offered to children.	A new Clubs and Enrichment Lead has been appointed to diversify the clubs offer further. The school will share the whole school trips overview so that parents can see the progression of trips across the school and ensure there is a good balance of provision offered in every year group.	December 2024	Mr J Caesar
School Dinner Food items need to be more appealing to children.	The admin team have given feedback to the ISS Catering team to bring back pupil favourites such as; jacket potatoes and mac and cheese.	November 2024	Admin Team and ISS
Support for working parents- consistent flexible workshop times for families.	All year groups have had a briefing session to ensure future workshops offer a hybrid offer of in person and zoom and more flexible timings	December 2024	Mrs S Gani Inclusion Team
Ensuring all children even from minority groups feel a sense of belonging.	Assemblies with children about valuing all cultural foods. Inclusion of Japanese/Chinese foods on school dinner menu.	January 2025.	Mrs S Gani, Admin Team, ISS.

Mrs S Kaur and Mrs S Gani