



**Introduction**

Thank you to everyone who took the time to give their feedback through our surveys and parent forums. Your comments and responses are incredibly useful in helping us identify areas that we can improve. We value your feedback and your continued collaboration with us.

Most of your feedback has been extremely positive and it provides us with an opportunity to understand key areas to prioritise and focus on. We have summarised these below in the form of ‘You said, we did ...’

Arena Academy is a school continuing its journey of improvement, we were again oversubscribed in Year 7 in September 2022, and maintain a waiting list in every year group. We remain ambitious in our expectation of success for every student.

<b>You said</b>	<b>We Did</b>
<b>When I have raised concerns, they have been dealt with properly</b>	
<p>A small number of parents/carers said they felt that communication with school could be improved and that at times issues are not fully resolved.</p>	<p>We have taken the following steps to address this:</p> <ul style="list-style-type: none"> <li>• Parent forums have been calendared throughout the year to improve home-school communication and to provide an opportunity for parents to discuss concerns.</li> <li>• A new telephone system has been installed to ensure calls made to reception are answered efficiently.</li> <li>• ClassCharts is a new tool that allows you to track your child’s rewards and sanctions within school, live as they happen, and you will now be updated directly via the app. Details for this have been sent home with all students.</li> <li>• All year groups now have a dedicated Year Group Co-ordinator, a non-teaching member of staff that can help you with issues regarding your child. Where you have a concern linked to the curriculum, you should still contact your child’s Head of Year. In addition, you can contact your child’s Form Tutor using either their planner or via email. A list of all email addresses are available in our <a href="#">handbook</a>.</li> <li>• We aim to reply to all parents within 48 hours (excluding weekends and school holidays). We hope that this prompt response allows for improved communication when resolving any issues.</li> <li>• Weekly Headteacher bulletins are sent to all parents/carers.</li> </ul>

<b>My child can take part in clubs and activities</b>	
<p>Not all parents/carers are aware of clubs and activities their child can participate in.</p>	<p>We have taken the following steps to address this:</p> <ul style="list-style-type: none"> <li>• We now publish all clubs and activities on the <a href="#">website</a> and social media. There are currently over 20 clubs available, with many more activities for students to get involved in, including trips, student leadership, and CORE Education Trust projects.</li> <li>• Club information is on display throughout the school on the live screens.</li> <li>• Staff actively encourage students to take up the opportunities provided.</li> <li>• In addition, <a href="#">CORE Sports has been introduced</a>, offering activities for students to take part in every break and lunch time.</li> </ul>
<b>The school supports my child's wider personal development</b>	
<p>Some parents/carers reported they felt we could do more to support their child's personal development</p>	<p>We have taken the following steps to address this:</p> <ul style="list-style-type: none"> <li>• We have strengthened our PHSE curriculum and provided best practice training to staff to ensure we are delivering the most relevant topics and to make these sessions really purposeful for students.</li> <li>• Personal Development lessons have now been timetabled for one hour a week. Last year, Personal Development was delivered during Form Time.</li> <li>• 'Opportunity days' have been calendared throughout the year to give students opportunities to engage in learning about careers, education, training, apprenticeships, colleges, universities and life beyond Arena Academy.</li> <li>• Key Stage 4 students have been given an opportunity to participate in our careers information evening, where we have had over 20 providers from colleges, sixth forms, apprentice providers and so on, to consider their next steps...ensuring we create the doors to opportunity.</li> </ul>
<b>The school makes sure the pupils are well-behaved</b>	
<p>Some parents/carers felt that the behaviour of some students needs to improve. There were also comments about behaviour of students outside of school - on their way to and home from school.</p>	<p>We have taken the following steps to address this:</p> <p>Many external visitors who walk around the school during lesson time comment on how calm the school is, and this is the impression we want all parents to have.</p> <ul style="list-style-type: none"> <li>• Students in years 7 to 10 now line up prior to entering the building at the end of break and lunch. This has ensured an orderly entrance and that students are in a better mindset for learning when they arrive at the classroom. This is having a positive effect.</li> <li>• We launched our STEP (Success To Ensure Progress) reporting procedure this September. This is a clear framework for any student who needs an opportunity to improve their behaviour, and a clear path of escalation for those who do not.</li> </ul>

	<ul style="list-style-type: none"> <li>• We continue to work with external partners to improve behaviour and attitudes.</li> <li>• We now have two mental health counsellors, giving students access to professional help and support. Counsellors are in school every Monday, Tuesday and Friday.</li> <li>• The outdoor gym was successfully installed during the summer and is regularly used by all year groups at break and lunch.</li> <li>• Student leaders in years 9, 10 and 11 are leading break and lunch time clubs in board games, chess and reading.</li> <li>• At the end of school, teachers walk students to the gate, while members of the senior leadership team are positioned along Beeches Road to prevent any anti-social behaviour.</li> <li>• Rarely, where anti-social behaviour occurs, we continue to liaise with the police to sanction students. Our local school police liaison officer has been in school this term and presented to students during assembly.</li> <li>• We regularly liaise with schools across CORE Education Trust and others in the local area to place students on a 'fresh start' programme if behaviour continues to decline.</li> </ul>
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**My child has been bullied and the school dealt with the bullying quickly and effectively**

<p>Some parents/carers reported that their child had been bullied.</p>	<p>We take all forms of bullying profoundly serious, so it is crucial that we are informed when bullying occurs. Students should speak to their Form Tutor, Head of Year or Year Group Coordinator in the first instance, but if they feel more comfortable speaking to another person, all members of staff are very approachable and will support your child.</p> <p>We have taken the following steps to address this:</p> <ul style="list-style-type: none"> <li>• We have an <a href="#">anti-bullying policy and framework</a> in place that all staff follow.</li> <li>• A BIG (Bullying Intervention Group) made up of students has been formed. The BIG ambassadors are available at break and lunch times to give support to all students. We are in the process of increasing this group so that it becomes a focus group consisting of students, teachers, governors and parents/carers.</li> <li>• A bullying charter is available in each form room and signed by every student. A copy of the charter can be found in the anti-bullying policy.</li> <li>• Any student can report bullying via our online tool called whisper: <a href="#">Whisper Anonymous Reporting   SWGfL</a>. Students can also text 07860 021 323.</li> <li>• A flowchart has been produced for all staff to follow if a report of bullying is made by a student. All bullying incidents are logged on a system called CPOMS and bullying data is analysed by SLT. Governors also see a half termly report of bullying incidents.</li> </ul>
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## My child has SEND needs and the school gives them the support they need to succeed

Some parents/carers with children with SEND needs fed back they would like more support

- Mrs Whitehouse (Arena SENDCO) has returned from maternity leave and is reviewing support for all SEND students.
- To further strengthen the SEND management, we have appointed an additional Trainee SENDCo.
- All Learning Support Plans are now placed on SIMS and the SEND SharePoint (our secure electronic systems) so that teachers can easily access the adaptations required in the classroom for each student with SEND.
- CORE Hello has been launched to support those students who need support to read/write/speak English. CORE Hello is a fast track 12-week programme to help students access the curriculum by improving their English.
- Teaching assistants have received additional training to explore best teaching practice to support students with additional needs in the classroom. This includes training for Lexia and Ruth Miskin Fresh Start to provide further support to students with reading needs and/or dyslexia.
- All Parents of SEND children have been invited into school for a Learning Support Plan review.
- The school Librarian will be leading a Peer Reading Programme to support students who require additional support with reading.
- Mrs Whitehouse is currently completing a qualification to enable her to administer a range of educational psychometric tests within the school setting, to reduce the waiting time to access support and assessments from some of the outside agencies we work with.
- In future, we will be sending a regular SEND newsletter to parents and carers to provide updates on our services and signpost useful websites/information.