

8th June 2026

Dear Parents and Carers,

Parent Survey Feedback – Thank You and Next Steps

Thank you to all families who took the time to complete our recent parent survey. We really value your feedback and the opportunity it gives us to reflect on our strengths and identify areas where we can continue to improve. It is clear from your responses that there is strong support for the school's ambition, pastoral care and the broad opportunities available to students.

A number of key themes emerged, including communication around curriculum and progress, consistency of home learning, and how we share information with families. In response, we are continuing to refine how **curriculum information** is presented on our [website](#) including clearer overviews of topics, exam boards and upcoming content. We are also developing our reporting systems to provide more meaningful and accessible information for families, alongside ongoing monitoring of home learning to ensure consistency and appropriate recognition of student effort.

Our **Get Into the Green (GITG)** rewards system was another valuable area of feedback. This system has been designed to provide a clear and consistent approach to recognising positive behaviour, effort and attendance. We are continuing to strengthen communication around how the system works, ensuring students fully understand how to achieve rewards, and working with staff to ensure consistency in how LORIC points are applied. Student voice remains central, and we will continue to evolve rewards, so they motivate and engage a wide range of learners.

We also received feedback regarding **inclusion and communication**, particularly around responsiveness and support. We remain committed to improving communication further and ensuring that all students receive the support they need. In addition, we are reviewing **parents' evenings and wider communication systems** to improve organisation, clarity and accessibility while balancing what is manageable within the school day.

If you would like further information on the survey results please contact headteacher@deptfordgreen.co.uk.

I would also like to extend an invitation to join me for a **Crafternoon Tea on Thursday 9th July, 4.00-5.00pm**. This will be an informal and welcoming opportunity to come together, discuss some of these areas in more detail, and work creatively alongside one another. It would be fantastic to see as many of you there as possible, to register your attendance please click the [Crafternoon Tea form here](#).

Finally, on the theme of **communication**, I would like to thank the overwhelming majority of families (around 95%) who communicate in line with our [policy](#), with understanding and respect for the complexities of supporting a large school community. We are very grateful for your partnership.

We have, however, seen a small increase in communication that is more challenging in tone, often arriving at an escalated point before opportunities for dialogue have taken place. We completely understand that when concerns arise, emotions can be high and it is important that you feel heard. At the same time, this type of communication can be very time-intensive to respond to and can impact on staff wellbeing, particularly given the fast-paced and student-facing nature of school life. We are committed to working in a way that is supportive, respectful and solution-focused, and we believe this is most effective when issues are addressed through open conversation at the earliest opportunity.

If concerns arise, we strongly encourage an initial phone call or face-to-face conversation, as this allows us to collaborate, clarify and resolve issues much more quickly and effectively. You can request a phone call from a member of staff via the following link: [Contact Us](#). Please also be mindful that teaching staff are in lessons for the

majority of the school day and are not able to respond immediately, and we ask for your patience as we aim to respond to communication within 72 hours.

Thank you again for your continued support -it makes a significant difference to the success and wellbeing of our students.

Kind regards,

A handwritten signature in black ink, appearing to be 'Emma Thurston', with a long horizontal flourish extending to the right.

Emma Thurston
Headteacher