



Harrow Way Community School

Learning for life, success for all

Headteacher: Mrs D L German

Harrow Way | Andover | Hampshire | SP10 3RH

30th November 2023

Dear Parent/Carer

Parent and Carer Survey

I want to thank you for taking the time to complete the Parent and Carer Survey. We have been reading your responses carefully. I will be sharing these with our Governing Body at our Full Board meeting before the end of term where we will discuss follow up actions.

However, looking at parent responses as a whole, there are three main themes: school toilets, reporting on progress and site security that trouble you the most. I share these concerns with you and can reassure you that we have begun to look at these issues already.

The most pressing issue is student toilets:

- Parents are most concerned about student behaviour and safety in the school toilets
- Parents are also concerned that their child has the right to access a toilet

As a Senior Leadership team, we have already taken steps to address both concerns. For example, we are monitoring the toilets closely at break and lunchtime. Students have told us that this is having a positive impact and they are grateful for our support. Incidents of poor behaviour have reduced and students feel confident and safe to use the bathrooms.

We all agree that children need to have access to a bathroom. We are also keen that learning is not interrupted unnecessarily. We have become aware of a few students leaving lessons, not to use the bathroom for its intended purpose, but to gather with friends. A very small number of students have hidden in the bathroom rather than go to lessons. We are also aware that some students have used vapes, which is forbidden at school. To combat this last problem, we are purchasing vape detectors that will be installed in the bathrooms over Christmas.

As part of our strategy to promote good behaviour around toilet use and encourage students to get to lessons on time, we are going to trial a new system after the Christmas holiday: student bathrooms will not be accessible for the first ten minutes of lessons immediately following our break times.

We have a list of students who have a toilet pass for medical reasons. We will never refuse these children access to a bathroom. There are other facilities which will be made available to them when the student bathroom is shut. These students will be spoken to individually.

These steps should facilitate safe and sensible access to our bathrooms. We have discussed this with members of our Student Council who agree that these are reasonable actions.



To address one last concern, I agree that we have limited student and staff facilities given the number of people on our site and I have already been in communication with the Strategic Development Officer at the local authority to raise this concern. This is the Local Authority's responsibility. I look forward to hearing their response shortly.

Thank you for your ongoing support.

Yours faithfully

A handwritten signature in black ink, appearing to read 'D German', written in a cursive style.

Mrs D L German
Headteacher