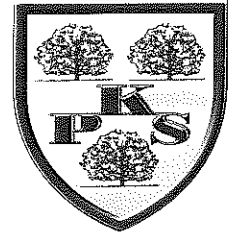


Kennington Primary School

Kennington Road, Fulwood, Preston, Lancashire. PR2 8ER

Telephone: 01772 774044 Fax: 01772 787154

Headteacher: Mr S. Pritchard BA Hons



To Whom it may concern,

Amy consistently demonstrates excellence in customer service. One example of this has been her work in communicating clearly with school staff and parents while most of the school was being educated off-site. She identified those who may be having difficulties in accessing online learning and ensured parents and pupils were supported, without discrimination. Many comments were made on our return complimenting her professional yet caring manner of support. This aided teaching staff in altering their approach and meeting pupil needs. She orchestrated the distribution of technical devices to aid pupils' access to online lessons as well as food vouchers for those on free school meals, to ensure pupils had access to meals. Clear and efficient communication is one of Amy's strengths and this greatly helps in improving the efficiency of the school.

As a subject leader, I have recently been trying to seek parental opinions and engage with them. This was conducted through a meeting. Amy communicated the details of this meeting with parents through the digital platform. Numerous parents then contacted the school by phone and Amy clarified the meeting content and guided some through technical issues prior to the meeting. Following the meeting, she communicated with all families the content that had been covered, in case any had missed it, through a digital handout. In addition, she sought and collated data on attendance and their feedback (if they had been) and established whether they would come to the follow up. This was very useful for me, as I now can tailor my next meeting according to this feedback. Parents also benefitted from this engagement and some emailed the school privately. The content of these emails reflect their positive views on the service school provided (all of which was conducted by Amy). It was Amy's idea to create the digital feedback form and this had a much greater response than physical feedback we have requested in the past. This highlights just one instance of the way's Amy's forward-thinking nature and proactivity benefits the families who form our school community.

I cannot begin to list the actions Amy takes on a daily basis to enhance the experience of all members of our school community. The greatly improves the service we all receive and improves the efficiency and provision in the school as a whole.

Lauren O'Brien

Year 4 Teacher, Kennington Primary School

Learn, Enjoy, Succeed.

