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To the Headteachers of  
all Norfolk LEA Schools.

Dear Headteacher,

### **NATIONAL SURVEY OF SCHOOLS' VIEWS OF THEIR LEA, 2003**

This is to let you know that Norfolk LEA is working with the Audit Commission and Ofsted on the second national survey of schools of their LEA in summer 2003.

#### **Why?**

The aim is to collect information on your views of the services and support provided, or procured for schools, by Norfolk LEA, that is, the whole council, not just the Education Service. I believe this is an important opportunity to identify services which can be improved as well as those which are performing well. The information is mainly intended to help the LEA in its self-evaluation, but it will also be used for future inspections by Ofsted and the Audit Commission of Norfolk and will allow us to compare our schools' views of our services with those of schools in other LEAs. I hope that combining the needs of several stakeholders in this way will help to reduce the number of surveys schools are asked to fill in.

The information you provide will be confidential to the Audit Commission. Unless you give permission for your school to be identified to us, your responses will be kept anonymous and we will receive only aggregated information on our schools' views from the Audit Commission. This information will be a key source of feedback about our support for schools and will be taken into account in reviewing our services this year.

**How?**

The survey form will be made available on the internet at:

**[www.audit-commission.gov.uk/schoolsurvey](http://www.audit-commission.gov.uk/schoolsurvey)**

During this time, you will be able to access the survey from any computer using your LEA (926) and school DfES numbers. The website will provide full instructions for completing and submitting the survey directly to the Audit Commission. If you have any problems gaining access to the internet, please contact the ICT Solutions helpline number 0845 303 3003 or email [schoolsurvey-help@audit-commission.gov.uk](mailto:schoolsurvey-help@audit-commission.gov.uk) for advice.

**When?**

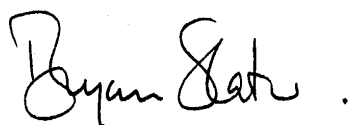
The survey will be open during the seven weeks from: **19<sup>th</sup> May to 7<sup>th</sup> July 2003**.

We will send you further information nearer the start of the survey. The results will be available in the Autumn term 2003, when we will report back to schools.

I know that High schools have contributed much similar information recently as part of the Best Value Review. However, this simple survey allows all of us to see how those responses compare with those of High schools elsewhere. It also provides a basis for ongoing annual surveys using standard questions so that we can all see how the perception of services changes over time. I hope therefore that you will take this opportunity to contribute your views by completing the questionnaire, it is vital that as many schools as possible participate.

If you have any queries, please contact Janine Birt (tel: 01603 223905; email: [janine.birt.edu@norfolk.gov.uk](mailto:janine.birt.edu@norfolk.gov.uk)).

Yours sincerely,



Bryan Slater  
Director of Education