



HOLY TRINITY SCHOOL

HEAD OF SCHOOL

December 2007

To Whom It May Concern:

If you are considering a constituent survey in your school then you do well to consider the services and expertise of Kevin Graham and his team at Lookout Management.

Kevin Graham worked with my administration, some of our Board of Governors and other volunteers to conduct the first of what we expect to be a series of parent surveys that he will conduct every three years. In the hiring phase, we spoke to a number of Heads of School who had used his service and unanimously spoke highly of him. During the planning stage, Kevin met with the team of staff and volunteers whose task it was to design a survey that could be used repeatedly so that we could begin to see trends over time. It was during this phase that Kevin and I worked quite closely as we continued to massage the survey to a reasonable length. The final version was comprehensive as it addressed the topics that we wanted and was brief enough so that our parents would in fact take the necessary time to complete it. It was during this time that we had a number of discussions that gave him insight into the school's operation which made his comments and suggestions increasingly relevant. Kevin also recommended a series of steps at this time to prepare our parents and encourage their participation. The final stage was his written report accompanied by hundreds of cross tabulation graphs that he presented orally in an overview. The added benefit is that by virtue of his extensive work in the independent school sector, Kevin is able to provide context regarding the results which everyone found very helpful.

We found that the outcome of the process drove a series of strategic discussions that have led to outcomes that have moved our school forward. Secondly, the data will be continually consulted by our Administrators and Board of Governors as we continue to move forward. All in all, it has been a very worthwhile process.

As a consequence of working closely with Kevin on this project, I came to know him somewhat, which I expect is a common experience with his clients. Having served on a board of an independent school himself, he has keen insight into the work of school administrators and governors which he can bring to bear on the process.

I enjoyed working with Kevin and appreciated his candour and insight throughout the entire process. It is without reservation that I recommend Kevin and his team at Lookout Management to you for your serious consideration.

Sincerely,


George Rutherford
Head of School