

## Parental Forum Communication: Parental Voice

### 1. Discussion and questionnaire regarding the different forms of communication.

The forum included 10 parents with the Headteacher Mr McElwee. We discussed the forms of communication, the information that school shares, barriers around communication and general issues around communication.

	<u>Comments and discussion points raised</u>	<u>Actions if any</u>
1. Sims Learning Gateway	Generally positive but could do with more detail for rewards issued.	Mr McElwee would review this
2. School Comms: texts& emails	Mainly positive and useful providing instant messaging.	
3. Website	Improved but still can be difficult to find information. Could extracurricular activities be easier to track.	A new website is being designed which will include a search function  Extra-curricular timetable is on the website
4. Half termly newsletter	Interesting to see different events but would like it more often.	
5. PTA meetings	Most did not know this forum occurred.	The PTA and parental forum to have a single Facebook page 'Parents at Parrs Wood' with 2 distinct roles PTA: support the school by <ol style="list-style-type: none"> <li>1. Developing a community ethos for the school</li> <li>2. Raising funds for the school including the Hardship fund</li> <li>3. Donating expertise and time</li> </ol> Parental forum: <ol style="list-style-type: none"> <li>1. Allow parents to ask questions about the school and Trust</li> <li>2. Allow the school and Trust to understand the views of parents</li> <li>3. Develop a partnership</li> </ol>
6. Termly screening reports	Useful but can be difficult to interpret the progress of their children and can be misleading	Mr McElwee will ask Directors of learning to review explanation sheet that accompanies report.
7. Social Media: Twitter and Facebook	Only useful if parents use these forms of Social Media. PE, science and school trip tweets are positive.	Some parents asked could the extra-curricular timetable be put on the website. It is found in the 'Students' section and is updated termly.
8. Absence calls	No issues	

9. Parents evenings	Most useful form of communication.	Could 2 evenings be held for each half of the population in a year group? If a teacher is absent parents can request a meeting with them.
10. Awards evenings	Enjoyable evenings Potentially exclusive as only 'rewarded' children receive invitations.	How can more children become involved? Mr McElwee to speak with SLT
11. Praise Postcards	Works really well and both parents and children enjoy receiving them.	
12. Student Planner	Usage variable especially as children move into key stage 4.	Homework timetable discussed. The school already produces a homework timetable which is on the website. Some parents enquired about a programme which monitors homework. There is a cost to this but Mr McElwee will consider it with the SLT.
13. Parental meetings eg ➤ Reintegration meetings ➤ Information sharing	Builds up the partnership between school and home.  Really useful for revision tips and techniques especially the approach of English to answer the examination. Could other subjects replicate this model?	Possibility to offer more of these events across a range of topics
14. Emails and phone calls	Emailing teachers directly was felt to be the best way to ensure a rapid response.	We discussed 'what is reasonable for staff to reply to parental queries and emails'. Mr McElwee suggested that the aim to reply is 48hrs with an acknowledgment unless it was a safeguarding issue.
15. Parental Forum	Just beginning but could be useful if one held at beginning of year 7.	
Other comments : ➤ link to parental governors and parental forum would like to be established- could a governor could to the next meeting ➤ information is quite scattered and can be confusing ➤ lots of information and useful but could it be located in one place ➤ A discussion about the parental forum and the PTA including their location and purpose ➤ Could the school organise course for parents. The school organises 'cooking and 'parenting your teen' ➤ Yearly reports- too many comment banks used and not personalised		Mr McElwee will pass on the invitation for a parental governor to attend the next meeting  The website should provide links to all key documents  The reports are changing in 2019 with

<ul style="list-style-type: none"> <li>➤ There has been an increase in the use of digital communications and resources to be used at home which is good but not all parents have Internet access</li> <li>➤ Parents would like links to other organisations on the website eg CAMHs, support networks, exam boards etc</li> </ul>	<p>the written comments attached to the screening reviews. Pupil Premium children receive hard copies of key documents.</p>
<p>16. Other comments:</p>	<p>Some parents queried the purpose of the parental forum. Terms of reference are on the website which were agreed at the initial meeting with Mr Owen. Parents felt they wanted more parental involvement- Mr McElwee will send the details out to all parents at the next meeting.</p> <p><b><u>Positives</u></b> Generally, the parents felt they were well informed about their children’s progress and that the school was improving its communication. In the last few years the school has introduced Social Media accounts, introduced ‘School Comms’, updated its website and improved the SIMs learning Gateway facility. This has increased the speed of communication and the information is easier to access for parents. The website is also being redeveloped again with a search function and a new language facility added.</p> <p><b><u>Areas to develop</u></b> Parents felt that there was at times too much information in too many locations. They wanted it to be simplified. Mr McElwee explained that to ensure the maximum number of parents are aware of school a variety of media were required but the website should have all the links attached. Some parents felt they needed to know more about the finances of the school and want the group to have a bigger influence. New parent information/tips could be updated and could be added to the website. The group recognised the success and development of the PTA. They wanted the Parental forum to be a different entity yet there was overlap between the groups.</p> <p>Next Meeting: Mr McElwee to share next meeting’s date and focus. Suggested topics:</p> <ul style="list-style-type: none"> <li>➤ New Curriculum</li> <li>➤ Governor links</li> <li>➤ Finance update</li> </ul>



<u>Scenario</u>	<u>Time</u>	<u>Reasonable Response</u>
<i>A parent rings in to discuss with a member of staff that their child is having in French- eg. 'the homework is too difficult'.</i>		
<i>A parent comes into reception and demands to see a subject teacher about an incident there child has been involved in a fight.</i>		
<i>A parent emails a form tutor about the screening review at 9 pm in the evening.</i>		
<i>A parent posts some offensive material on Facebook about the school.</i>		
<i>A parent demands to meet with the headteacher instead of speaking with the Head of Learning and other appropriate staff.</i>		

What information  
do parents need?