

## Parent Forum – Wednesday 18th October

### Topic of Meeting 1 – Modes of Communication

#### Attendees:

(AM) Parents: Michelle Walkley, Anita Wales, Lisa & Tony McKenna, Claire Law, Chantelle Howard, Gemma Wakefield

(PM) Parents: Karen Broughton, Chris Fay

Staff: Karen Smith, Tom O Dwyer, Emma Campbell, Debbie Withers

(KS) - We would like this to be an ongoing meeting throughout the year with a focus topic each time.

#### 1. F2F Daily handover

##### General Feedback

- Communication book – this was something used before Dojo. One parent still has this but not particularly used anymore as she has good handover.
- Hugely valuable to have face to face contact (kept to a minimum time) as we are aware that we are making other parents wait whilst doing this.
- Parents all agreed if there is something more substantial to discuss there needs to be a phone call
- Good communication from teachers about medical/bumps etc.
- Within this group – a lack of voice from those parents that are using transport daily
- Sometimes parents feel there is a limited time on handover at the end of the day – if this is the case then there may be a need for a message or an update as well.
- Some classes feel they get more than other classes but understand this varies due to make up of the class
- Some teachers give more information than LSAs. Sometimes feedback can be just that 'they have had a good day' and parents would like more information.

##### Actions

- If there has been an accident during the day, staff to make sure that this has been communicated to parents on pick up or Dojo if they are on transport
- If pupils are on transport there should be a message on Dojo about their day so children that are being picked up aren't at an advantage
- Communication is lacking when pupils go to respite – parents still require information about their day
- To give as much details at end of day handover as possible and reasonable

#### 2. Dojo

##### General Feedback

- Being able to comment on class stories – this isn't a function we are currently using
- A mixture of feedback from parents regarding activities from classes, some are really active some not so much
- Would be nice if each member of staff signs off their post so parent knows who the message is from

- Parents understand that some weeks are more active than others but like to see what is going on
- Important Information can be missed if lots of information is sent on Dojo on the same day.
- Too much information being sent from the Family Support Team at one time – therefore medical info was missed.

#### **Actions**

- Look at 'comments' being available on class stories
  - Look at confidence of staff using Dojo
  - A training session needed for staff on using Dojo (and parents?)
  - Reminder to staff of the expectations so consistency across classes.
  - Make sure each member of staff signs off their post with name
  - Make sure info such as medical information is sent via email (also)
  - Make it is clear that Dojo is the main form of communication
- Explore the possibility of using/sending spoken messages via Dojo if this is an option

### **3. Newsletters**

#### **General Feedback**

- Well received
- Initially we sent them every week, fortnightly is fine
- Some parents prefer paper copies
- Curriculum updates would be useful for parents
- Would like to know about new staff, who they are and what they oversee

#### **Actions**

- Paper copies to be available either at reception, or at gates on pick up
- Look at the possibility of curriculum updates possibly on a stand-alone newsletter
- Make sure new staff are introduced – how can this be done?

### **4. Facebook**

#### **General Feedback**

- Well received in general
- Used for general information across the school and key messages
- Parents seem happy with this channel of communication

#### **Actions**

N/A

### **5. Parents Evenings**

#### **General Feedback**

- Letter sent at last minute – not very much notice
- Calendar on the website – is this still being used for key dates?

- The organisation of booking time slots can sometimes be unclear
- Parents like to see books and work either before or after the parent meeting
- Options for a phone call or different time if that particular evening doesn't work
- SLG presence in all areas (non senior leader was in the Lookout)

#### **Actions**

- Calendar on the website syncing with parents' phones (calendar) – find out about this and if this is updated regularly?
- Look at a better way of booking time slots
- Books/ work needs to be available for parents before or after the actual meeting
- Make sure staff are aware to offer alternative options if this evening doesn't work for some parents
- SLG to be present in the Lookout as well as the main school

#### **6. Topics for Future Parents Forums**

- Changes to the curriculum
- Change in approach – separate sessions depending on different areas of the school
- How can we get new parents involved?

#### **Next Meeting -**

**A date will be set in term 2. The up and coming school year. Involve the Red Kite Family & Friends group**

#### **AOB**

- Parents unaware of the change with middle leaders and who is their port of call – make the parents aware of SLG and Management structure throughout the school
- Website – class pages hold fire on this as going forward websites are a Trust project
- Changing classes – making sure the onus is on both the individual handing over the pupil and the individual receiving the new pupil, it is imperative that medical information is handed over.
- More advance warning needed for activities such as Family Learning Week
- Family learning week – the invite only activities needed to be kept at a certain number – one parent fed back the invite only came because it was requested by the parent. The process seemed a bit disjointed
- Glossary is maybe needed for the acronyms for parents especially if these are being used in sessions for Family Learning Week
- Possible post box in reception for reply slips
- Key Calendar Dates for the Year to be send to parents
- School Tours – Parents haven't always been able to see the school since their children started