

Communication with Parents survey feedback.

In a recent survey, asking parents and carers about their thoughts on how well the school communicates with them, the following questions were answered with specific answers.

We asked:

The newsletters are for you. What else would you like to see in them?

You said...	We said...
To be asked our opinion in matters being considered by the school governors	I'm not sure how this relates to the newsletter, however if any parent would like to know more about the role of a parent governor, please give me a call.
More trips	Yes, we are planning lots of trips in the future now that COVID restrictions are lifting.
Love the newsletter	Thank you!
More fundraising for the school	We try to include fundraising updates in every newsletter but we are also conscious that, as the cost of living rises, we don't want to be constantly asking parents for donations when times are so tight for many of us.

Can you suggest any other ways that we could improve communications with parents, either ways we can share things with you or ways we can listen to better?

You said...	We said...
Continue to text immediate messages	Yes, we can certainly continue doing that.
Communication to parents is generally pretty good but it would be nice to have the opportunity to ask informal questions as they pop up	Class Dojo is perfect for quick informal questions, feel free to use this forum for such things.
During the past 2 years I feel that a lot of important decisions have been made by a small number of individuals, these decisions have been based on what these certain individuals think and it is not what the percentage of parents actually agree with. One way this could be helped is changing parent governors, or asking parents of affected classes instead of basing the decisions on what 2 or 3 people think is right.	Decisions are made at the Headteacher's discretion and support is often sought from the Governors and support is often sought from all Governors (The constitution of the Governing body is made up of a number of different categories: Staff Governors, Co-opted Community Governors, Parent Governors and a Local Authority Governor as well as the Head Teacher) in order that no individual makes the final decisions. Parent Governors serve a term, for 4 years, at the end of this term they are invited to continue or step down. When a parent governor position is vacant, all parents are invited to apply and a vote is conducted for all parents to choose.

<p>I think when there is a decision to be made that effects the children and parents that we are asked our opinion, e.g. cancelling events.</p>	<p>Unfortunately, some decisions cannot be made by parents, as they do not have all the information to hand that is needed to make such decisions. Usually, events are cancelled due to health and safety issues such as COVID or weather, so a parents opinion would not matter on these occasions as Health and Safety procedures must be followed in these incidents.</p>
<p>If my child is struggling on anything or needs to improve on something I'd rather hear straight away then wait till parents evening.</p>	<p>We try to inform parents about more serious concerns as and when they happen, as much as possible, and any minor concerns can be discussed at parent's evenings. Although they may feel quite major to you, a teacher will judge whether they should worry you with something that can easily be monitored and managed in school or to let you know.</p>
<p>There are a few issues with dojo as notifications get missed and I also know people who don't see anything that is put on dojo in the newsfeed, she's tried to delete and reinstall but nothing is working. So, I have had to send screen shots to her each time something is posted.</p>	<p>I believe we have found a solution to this and the problem has now been rectified.</p>
<p>I find the font used in list of school communication quite difficult to read a more standard font would be preferred. Overall communication from school is great</p>	<p>Ok, thanks for that feedback, we can revert to a more reader friendly font which may be easier to read on devices. Thank you</p>
<p>Class dojo has not been working well for parents with children in class 2 for quite a while. Post not seen for days late in coming through or not at all. Things have been tried to fix this but nothing has worked. If important info could be either text or posted on Facebook it would help so we do not miss things. E.g. school events, dates, updates etc. thank you.</p>	<p>I believe we have found a solution to this and the problem has now been rectified.</p>
<p>I find the community fine and happy with how it's managed</p>	<p>Thank you – that is reassuring to know.</p>
<p>The only issue I have with class Dojo is that for some reason some parents in class 2 are unable to access the school story so often miss messages that go out to the whole school. It would be great to try and find a way to fix this, I appreciate Miss Richards has tried. Otherwise communication is excellent and I feel very informed and know I can speak to the teaching staff whenever I need to, which is fantastic.</p>	<p>I believe we have found a solution to this and the problem has now been rectified.</p> <p>Thank you – that is reassuring to know that you find the staff approachable.</p>

<p>Communication to and from school is amazing. I have never spoken to any member of staff without an instant and helpful response. It always feels like you care so much about my child.</p>	<p>Thank you- it is important to us that we do all we can to support the child their family.</p>
<p>No issues with communication</p>	<p>Fantastic – thank you</p>
<p>Be more open in parents evening. We have had very positive parents' meetings for (<i>child's name</i>) and told how fantastic she is doing at school considering all the gaps due to covid and then the end of term report comes and tells us she is behind what is expected with her learning. I don't know what to work on with her at home if I'm not told what she is struggling with. Parent meetings and end of term reports just don't update us often enough and they are not always clear. I am dyslexic and can find some of the reports confusing</p>	<p>It looks like the teacher has tried to explain that despite COVID, your child has done well even though they have learned remotely and not had the full curriculum taught to them. It is important to know that the vast majority of pupils are working below their expected level because they have not had the full curriculum taught to them over the last two years, so inevitably there will be gaps. Even so, this does not mean that children are not doing well given the circumstances. Your child may not be necessarily struggling with something, she just has not been taught it yet as we are all playing catch up to fill the gaps in learning that have been missed. I am sure if there was anything to worry about your child's class teacher would have mentioned it. If you ever need reports clarifying please do not hesitate to ask for help by a member of staff.</p>
<p>I have only marked low on parents evening as we have never had face to face and some things like that and reporting wasn't appropriate last school year so haven't experienced it properly yet so it's not that what we have experienced is poor. I have always felt if I needed to speak to Mrs Castledine she was there if had any concerns. Events are listed in the newsletter and I do try to take a note but then feel these or new information tends to be communicated the week they are happening or with not a lot of notice whereas a bit more advance on things and a prompt would be amazing because of our busy work lives. Other than this I feel very satisfied and I think keeping to what you have now is great. I wouldn't want somewhere else to look as this is where things get missed. I must start following your Facebook page hadn't even realised you had one.</p>	<p>Thank you for clarifying that – much appreciated.</p> <p>That's good to know that staff are approachable.</p> <p>It's difficult to plan events way ahead all the time. Some things we are invited to at short notice and some things are a response to something happening in the here and now – such as the Ukraine day. We will certainly try to give reminders on Class Dojo – no problem.</p> <p>Thank you!</p>