Parents' Feedback about home/ school communication November 2021

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

17 PARTNERSHIPS FOR THE GOALS

Year group
57 responses

Legend:
- Nursery
- Reception
- Year 1
- Year 2
- Year 3
- Year 4
- Year 5
- Year 6

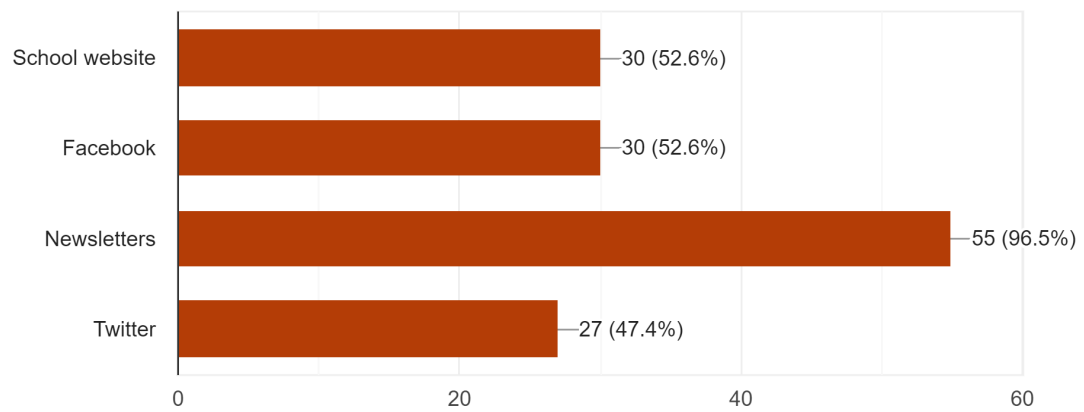Pie chart values: 7%, 7%, 15.8%, 19.3%, 7%, 12.3%, 22.8%, 7%
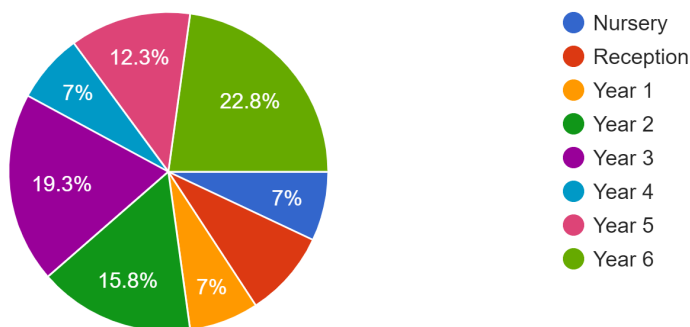
5. The school makes me aware of what my child will learn during the year. (Meet the teacher events in September, information hosted on class ... Rockstars, Numbots, Spelling Shed, Bug Club etc)
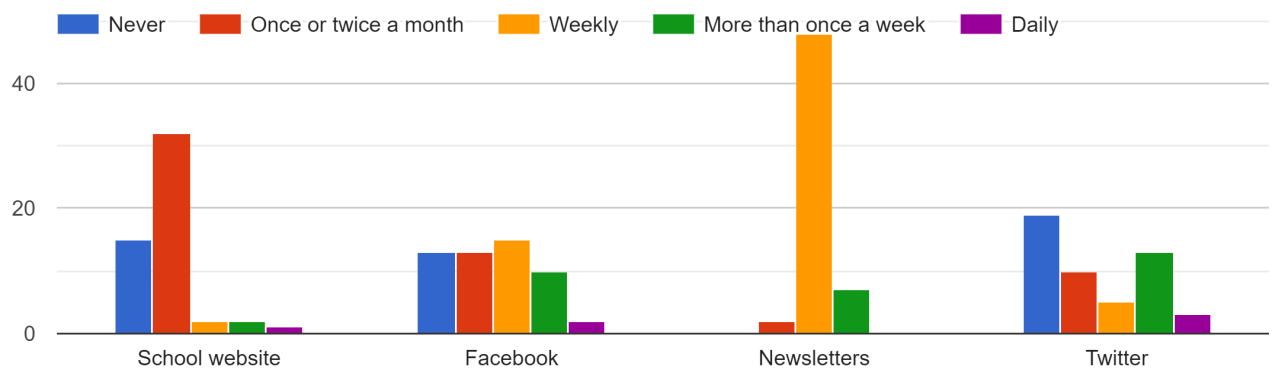57 responses

Legend:
- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

Pie chart values: 50.9%, 42.1%
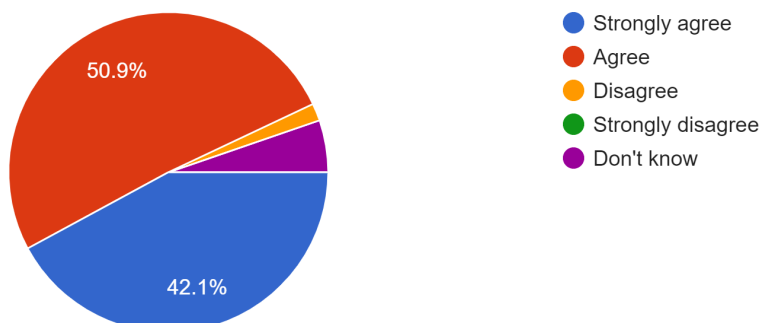
Which of the following do you use to receive information about school and your child's learning? Please select all that apply.
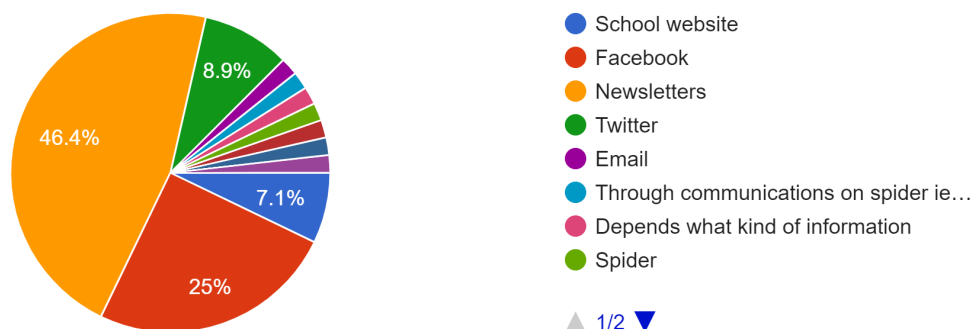
57 responses

Category	Value
School website	30 (52.6%)
Facebook	30 (52.6%)
Newsletters	55 (96.5%)
Twitter	27 (47.4%)

How often do you use the following to receive information about school and your child's learning?

Legend: Never, Once or twice a month, Weekly, More than once a week, Daily

Categories: School website, Facebook, Newsletters, Twitter

Which method of sharing information would you like to use most?

56 responses

- 🔵 School website
- 🔴 Facebook
- 🟠 Newsletters
- 🟢 Twitter
- 🟣 Email
- 🔵 Through communications on spider ie…
- 🌸 Depends what kind of information
- 🟢 Spider

△ 1/2 ▽

Which method of sharing information would you like to use most?

56 responses

- 🔴 Email
- 🔵 Emails
- 🟣 Classroom

▲ 2/2 ▽
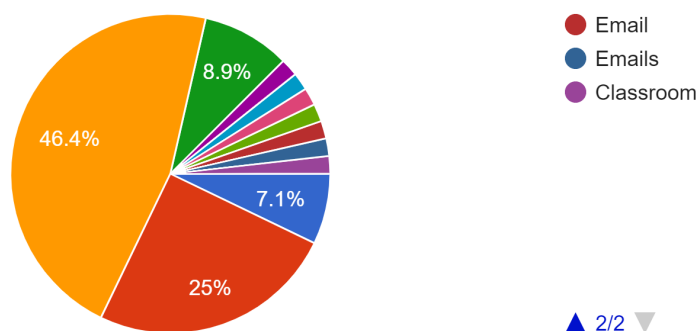
Suggestions about how to improve communication between home and school

Positive feedback

- I like the varied methods of sharing information depending on the type of information shared. Facebook and twitter for more informal updates on class activities and newsletters for key school info and weekly updates. I only go on the website rarely when wanting to refresh memory on rules and regs, etc. I think all these methods are valuable and have their own merit.
- I'm happy with the communication between home and school
- I'm happy with the communication

Feedback about diary dates

- half termly or termly events list rather than those items being published in the weekly newsletter.
- Notify of upcoming events a little more in advance
- More reminders on Facebook page of events etc
- More Facebook posts or Twitter
- It would be great to have something in the school window about what they are learning that week as I don't feel I know these only themes for the term.

- I think information should be shared earlier especially when it affects parents too. Ie non-uniform days or when a costume is required and also when money is needed for these specific days or trips. Telling us 2 days before the school calendar that our children need to dress up isn't adequate timing to sort something out.

Actions taken
- Each newsletter now has diary dates for the remainder of the term
- School Spider is updated with all dates
- Staff are asked to share a minimum of 1 Twitter post per class per week
- All events that impact on parents eg dressing up days are already shared well in advance. Newsletter with information about where to find this term's learning, as well as the open door policy for parents to speak to teachers if they have questions
- Beginning work on a Communications Policy for the school to coordinate what we publish where, how often and the reasons for it

Feedback about learning
- There is very little personalised communication between home and school about progress especially during covid. There has been very few Twitter or Facebook posts and newsletters are very generic. For children who struggle more with their learning it would be helpful to have a regular email or telephone update to see how parents can support at home.
- Informing parents immediately when there is an issue and what consequences have been put in place if they are bullied or there is an incident with another child.

Actions
- Individual feedback/ meetings NB Some of these issues are historic and were dealt with at the time

General feedback
- More opportunities to come into school to see the children's work and environment in which they learn and meet teachers face to face.
- I think it is important to bring back f2f parents evenings now. 5-10 mins per child is not an open conversation which I think it should be.
- Not everything seems to be put on School Spider and it's confusing to receive so many emails - better to have access to everything in one place.
- More timely responses to emails. Need to have face to face parents evenings now too.
- Also to have school menus in the window like they do at acorns as this seems to vary each week also

Actions
- Face to face Parents' Evenings to resume in Spring term, bearing in mind current Covid guidance
- See above re Communication Policy
- Information shared in newsletters about where to find menus etc on the website, and to be included in Communications Policy
- Information shared in newsletters about school's expectations when emails are sent to teachers and how issues are resolved.