

WOLLASTON PRIMARY SCHOOL

College Street

Wollaston

Northants NN29 7SF

☎ 01933 664291

03 December 2018

Parent Forum

As part of my drive to improve communication between parents and school, we recently held a parent forum in which a random selection of parents were invited to a meeting with three of our school governors to share their views. The focus of the forum was communication between school and parents. It was a really useful exercise and has allowed us as a school to look at how we can move forward over the next year or so.

Below are some of the main points addressed and what we, as a school, can implement.

Item mentioned	Our response
<u>Website</u> It was noted by some parents that the school website is not current and does not give enough updates regarding pupils' progress in school. Parents would like more opportunities to find out about clubs, homework opportunities, how to support SEN, etc....	The website is being updated and we are including useful documents for parents. We appreciate this is sometimes difficult to navigate and we are working to make the site more user-friendly as we continue to add more up to date information.
<u>ParentMail</u> A lot of parents had concerns regarding parentmail and its unreliability. Many were worried they were not staying up to date on school information and communications as some accounts seemed to not be working properly.	We do realise that some parents have had issues with ParentMail and struggle to receive all information. The office staff work hard to ensure that information is correct and they will support you if they can. We do feel that the introduction of the school Facebook page has helped to ensure that everyone is able to access up to date information and we are also ensuring that letters are getting uploaded to the website. Any family who is not receiving ParentMail for whatever reason can request hard copies of letters.

<p><u>Contact with teachers</u> It was mentioned that some parents would find it useful to be able to email teachers directly with any questions or general communications rather than having to do it through the head or bursar.</p>	<p>The option to email your child's teacher directly is something we are considering. We are currently in the process of updating the internet and once everything is complete, we will look at ensuring that all teachers are accessible through email. This will need to be carefully monitored and a strict protocol will be in place once we can put this in action.</p>
<p><u>More parents evenings to give out information</u> Parents would like more opportunities to come into school to learn about how things work- I.E. tests, assessments, etc.</p>	<p>We will be having more opportunities for parents to come into school and learn about different approaches we use to help children learn. Additionally, we are planning to have drop in sessions in the spring/summer term allowing parents to come in and see demo lessons. We will be planning a parents' maths evening in the spring term (details to follow). We will also be adding links to the website with advice and tools to help you support your child at home.</p>
<p><u>General responses - continued</u> Some people were concerned that any issues brought to the head/ assistant head or class teacher were listened to but not acted upon.</p>	<p>Any issues brought to the attention of staff are acted upon and we will endeavour to ensure that follow-up meetings are offered depending on the severity of the incident.</p>
<p><u>General Responses - continued</u> Training offered to staff including lunchtime supervisors</p>	<p>All staff, regardless of their role/ position in the school, receive intensive safeguarding training at the beginning of the year. Also, our lunchtime staff have worked closely with Mr Robinson on behaviour strategies that can be implemented on the playground. Any behaviour incidents are reported to the class teachers so they can be dealt with.</p>
<p><u>General Responses - continued</u> Parents liked the introduction of the Facebook page and the WOW newsletter.</p>	<p>We currently have 310 people signed up to the Facebook page, which is fantastic and hopefully allows instant communication for the majority of parents. The WOW newsletter will be sent out each</p>

	term and will also be uploaded to the school website. I am also hoping the introduction of the new celebratory assembly and 'Family Friday' will continue to help parents feel more involved in their child's education at Wollaston Primary School.
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These were some of the main points addressed and we really value the contributions offered from everyone at the meeting.

I would like to thank everyone who took part in the forum and we would look forward to the next one in the spring term.

Many thanks for your continued support,

Mrs Richards, Head of School