



Communication and Engagement Survey October 2019 - Findings

Many thanks to all parents and carers for taking the time to complete our survey. Your voice is important in helping us to communicate effectively with you.

Responses

162 parents took part in our survey.

As 96% of parents agreed with the communication proposal, we will be moving forward with this and our communication policy is in the process of being updated to reflect this. This will be available for you shortly.

Parents commented that they were happy for communication to be sent out when it needed to be rather than at 2pm Friday and therefore we will continue to send communication when needed.

The Headteacher will send out an update when necessary, however this will be kept to a minimum unless required as most items can be added to the Newsletter or fortnightly flyer.

Forthcoming dates will be added onto the fortnightly flyer and any additions or changes will be clearly colour coded for parents to note.

We will continue to provide curriculum workshops for parents to attend. In response to parent requests, PowerPoints or supporting materials will be available for parents if they are unable to attend.

The first half term newsletter and the Head's updates informed parents on the school's Christian distinctiveness. This will be a section on each half termly newsletter. The vision created with all stakeholders will be shared with parents this half term.

Any safeguarding/health and safety updates or changes to our procedures will continue to be shared with parents along with the rationale for any proposed or urgent need for change as the need arises.

Where possible, if staff require a discussion with a parent regarding an incident in school that might require a detailed discussion, parents/carers will be informed via a telephone call that they will be required to meet after school. If this is not possible, then this can be discussed via a phone call.

From January if parents have concerns, in the first instance the parent will speak with the class teacher. If matters are not resolved the parent would then meet with the Deputy Head, then the Headteacher.

The office is planning for some changes to some of their systems to make processes easier for parents. E.g. payments and parents evening bookings. We will be aiming to implement this by the end of the academic year.

Governors will continue to send out a termly update.

The PTA will continue to communicate via a monthly newsletter.

| Questions/Proposals | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't know |
|--|----------------|-------|----------|-------------------|------------|
| Proposal for communication after half term: - A detailed half termly newsletter which will capture the previous half term - A Monthly PTA newsletter - A 'Friday Flyer' sent out fortnightly which will give reminders for the coming weeks and any additional PTA information. - All communication to be sent out to parents 2pm on a Friday. (Unless there is a matter of urgency) -Marvellous Me communication to be about pupils only. - All communication sent through Parent Mail Do you feel that this proposal would ensure that you were communicated with effectively and in a timely manner? | 47% | 49% | 2% | 1% | 1% |
| The Head teacher is sending out a 'Head's Update' to parents and Governors to inform of current initiatives, responsive changes and where possible prior notice of key changes. Did you find the first Head's update improved the communication that you would usually receive? | 20% | 54% | 13% | 2% | 11% |
| Forthcoming dates for the coming half term are provided on the newsletter and on the website. This provides me ease of access to dates. | 43% | 53% | 2% | 1% | 1% |
| Parent curriculum and learning workshops will be termly with different themes related to the curriculum. Have you found these useful in your understanding of how to support your child at home? | 32% | 45% | 5% | 1% | 17% |
| I understand how the school develops the distinct Christian character and I am updated regularly on this. | 16% | 57% | 14% | 2% | 11% |
| I understand the school's expectations for safeguarding and health and safety and these are effectively and regularly communicated. I understand the rationale behind any changes. | 39% | 52% | 7% | 0% | 2% |
| I find it easy to talk to my child's teacher about any concerns that I may have. | 58% | 36% | 2% | 0 | 4% |
| I think my child's teacher brings issues and concerns to my attention in a timely way. | 54% | 39% | 2% | 1% | 4% |
| I can escalate my concerns to my child's Key Stage Leader. | 30% | 44% | 2% | 4% | 20% |
| I can talk to the Head Teacher about the concerns I may have. | 23% | 44% | 2% | 1% | 30% |
| The office deals with my queries efficiently. | 42% | 43% | 4% | 0 | 11% |
| I find the termly update from the Governors useful. | 21% | 61% | 4% | 2% | 12% |
| I can find out about all the PTA events from the PTA newsletter. I find that the PTA communicates with me effectively. | 40% | 50% | 3% | 3% | 4% |