

Communication Survey Response- December 2022

A survey was carried out by the school to help us improve our communications with parents.

The results have been extremely helpful and we would like to share these with you. As a result, the school has devised a strategy of improvement. We do appreciate the time taken to complete the survey. Overall the message was very positive and completed by 93 parents in total. The following tables are percentages of responses.

13. Please indicate if you are happy with the frequency of communication

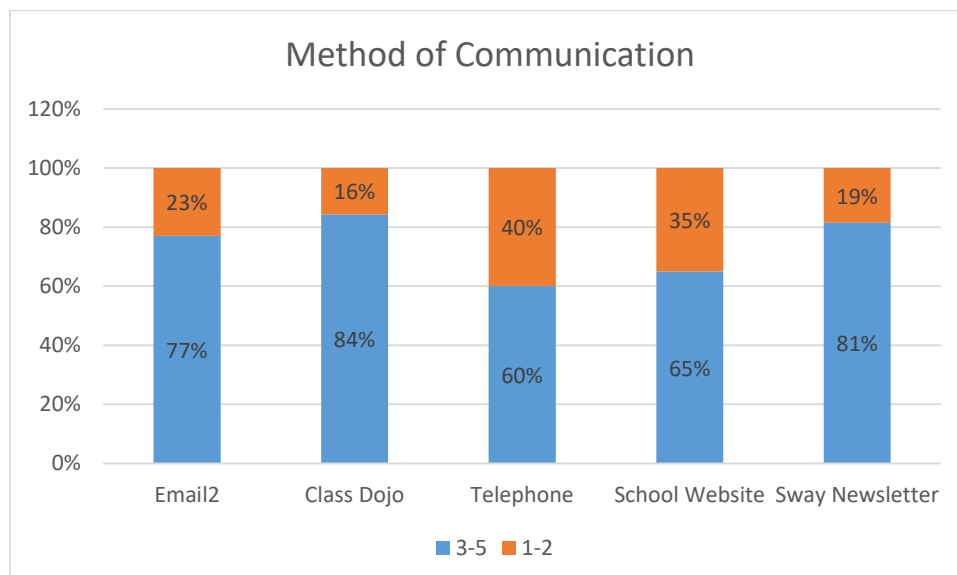
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Very happy	20
Mostly happy	26
Happy	13
Would prefer to receive more c...	10
Not happy at all	13



The key message that came from the survey was that there was too much variety in the method of communication, specifically too many emails. The school have considered carefully the next steps to meet the needs of parents and to streamline our communication.

The survey asked responders to rate the communication with 5 being very happy.

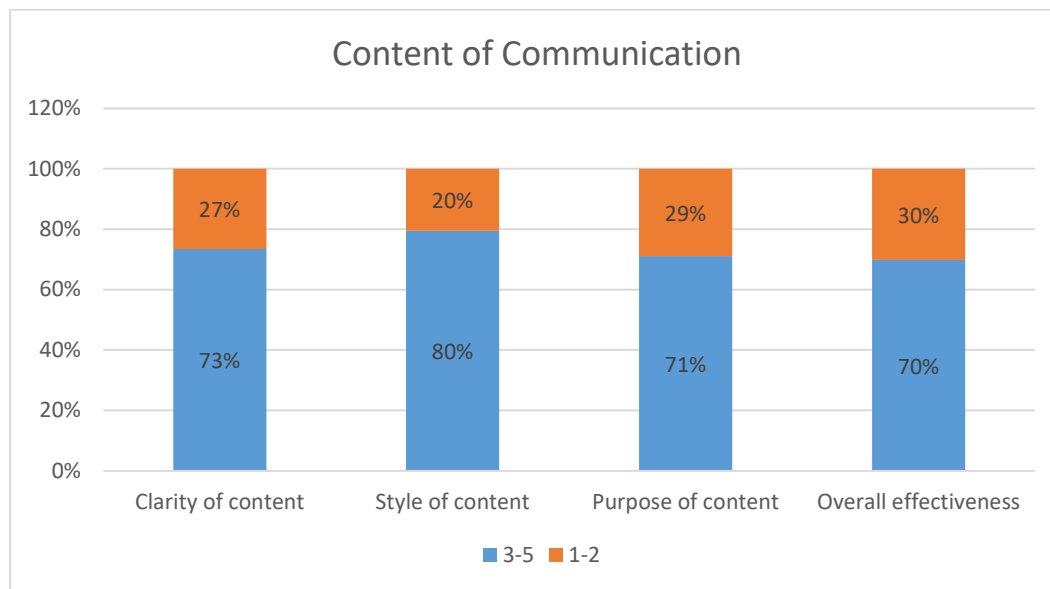


As you can see overall the responders were happy with the methods of communication. Whilst the survey asked for clarification with the issues with communication there was no mention of telephone communication.

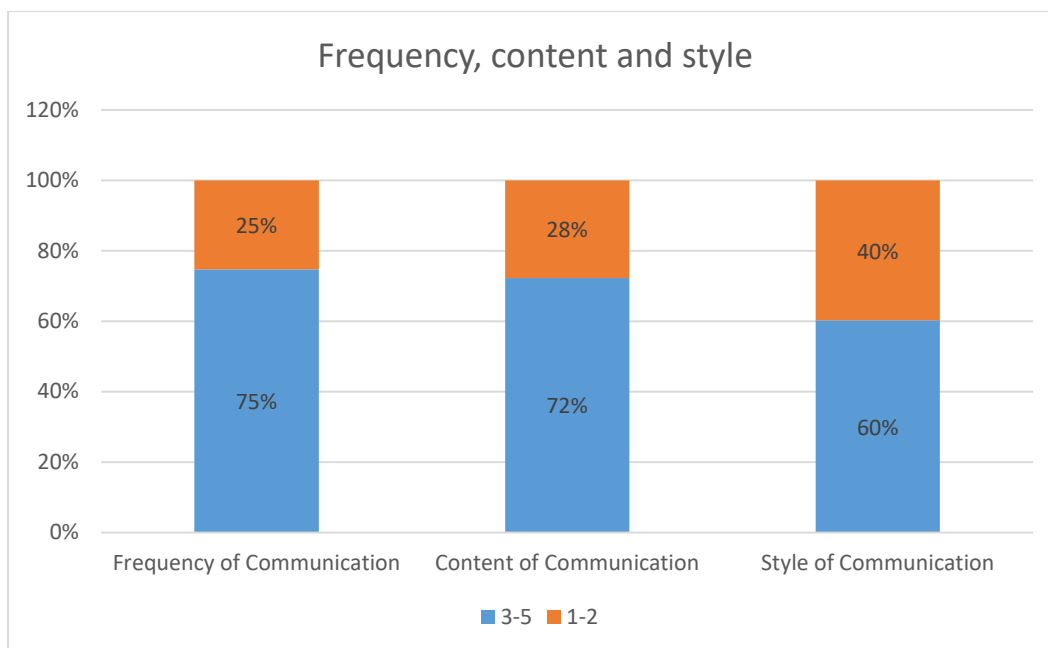
The main complaint from the responders was that too many emails were sent out and that there were too many methods of communication which made it difficult to track.

It is vitally important to the school that parents feel that they receive the right information in a timely way. Whilst parents appreciate the directness of Class Dojo this will not be the main format for communication across the school as it is another addition to the responsibilities that the class teacher has and is difficult for the school to have an overview.

Whilst we appreciate that many parents have commitments during the day and manage the complexities of family life once they get home our staff also have the same commitments and issues. Most teachers spend time during their evenings undertaking school work. As a school we actively encourage them to also have a work/life balance and they are encouraged not to communicate with parents after 4.30pm . We feel this is a fair balance for parents and our staff.



The responses for the clarity, style, purpose and overall effectiveness was very positive. We do appreciate that some parents would prefer communication tailored specifically to their child however this is not possible. We have noted that the school could improve the communication by relating this specifically to a year group or class.



Parents felt that there were too many emails from the PTFA at certain points. The school is always extremely grateful to the incredible work that the PTFA do and the money that they raise to help enhance the school community for the children. We have noted the comments and will work with the PTFA to streamline the communication.

A number of comments were made regarding updates regarding staff absence and clarification of reasons for absence. We understand the frustration that parents experience on these occasions. Staff in school are entitled to their privacy and the school will not share details of their absence or other information regarding this with parents. The school and often the staff do not know how long they might be absent for and I can assure you that most staff who have been absent are desperate to return to their class and the children. The school will continue to update parents as soon as they are able to based on the information that they are given.

Moving forward the school plans to implement the following in a response to the survey. We will ask you to submit another survey in the final school term to gather your response to the changes. As with all changes to systems there will inevitably be some teething issues. We will do our very best to get these resolved for you as soon as we are able. We plan to fully implement this strategy from the start of next term.

Adaptations to Communication

1. All generic information will be updated on the school website under specific class or generic headings.
2. Parents will receive updates weekly via the Sway/ Newsletter. The fortnightly Sway will remain with the updates within.
3. Links will be added to the Sway/ Newsletter for parents to easily access the information relevant to their child and the area of the website.
4. PTFA will be asked to provide information for the school website and will update through this means.
5. Class Dojo will send out educational updates once during the week- this will start from next term.

6. As much information as possible will be added to the school website for ease of reference.

The school website will be the hub of the information for the school. We are aware of the challenges of using Microsoft on Apple devices which is why the website is the right hub for information.

Parents are always welcome to discuss any issues of concern with the Class teachers or members of the Senior Leadership Team. As always, please do not hesitate to make an appointment with the school office.