



## Parent/Carer Council

WEDNESDAY 11.12.19

AGENDA – (Please note suggested action points are in bold and will be reported on at future meetings)

### WELCOME AND INTRODUCTIONS

Mr Ball acted as Chair of the meeting. Apologies were noted and that also some parents had responded with written feedback. Those attending introduced themselves.

Mr Ball re-iterated the terms of reference and aims of the group for those attending eg. Acting as a ‘funnel’ to channel parental voice, that it was a two way process and allowed parents to understand more about processes within school

### MAIN ITEM: COMMUNICATION AND ENGAGEMENT

- *Go through current range of communications and engagement* – The headteacher talked through the previously circulated ‘audit’ of current aspects of communication and engagement and expanded upon this.
- *All agreed it would be enhanced via* – ‘council’ meetings and general surveys, but views were also expressed that considered gaps, concerns and ideas. This took up the vast majority of the next hour of the meeting with some actions to follow up on
- *Feedback and actions;* (no particular priority order – noted as they were discussed) Continue to promote the Parent council via the website/facebook and reminders in all forms.

The common aspect throughout discussions was one of ‘consistency’. Either being consistent across school using diaries or being consistent across school in using Class Dojo etc. one example given “communication was great in Key stage 3, but drops to next to nothing in Key stage 4 especially with class dojo”. There were also other instances that related to as students move through school into KS4/FE. Information was shared about the principles associated with preparation for adulthood; greater degree of independence and more reliance on students being prepared to feedback things, however it was noted and an action point raised will be: **Headteacher to agenda an item at senior management meetings and discuss in more detail in terms of ensuring parents are aware of the change as students move through school and that some specific student families still heavily rely on use of dojo and diary communication and would want that to continue.**

The group discussed the merits of considering electronic cashless systems for things like dinners, trips, residential, and specific activities. (e.g. not having to handle cash: parents knowing where up to with owing monies etc.) and barriers (a significant number of parents have already indicated previously they would not want to use a cashless system; how it would impact upon students being able to use it; Action

point – **The Headteacher will request reps from companies promoting cashless systems in schools to come and discuss with Head and Business/Finance staff about the potential, the pitfalls and barriers, and associated costs.**

The suggestion that a **reminder texts** be sent out on the whole school parent text system about events/activities received full group support and **will be implemented.**

**This was expanded to when letters are going out; if they are general letters to all families then a text message to state a letter is going out can be used to prompt parents looking for it in bags; alternatively if it is a single letter specific to a child, class or group then use class dojo to tell parent that letter coming home.**

**Flyers as reminders** are also useful.

A request was made about **calendar events in advance** and putting them on website, **keeping it up to date.**

**Parents to be given the option at the start of each academic year about general communication preference:-** regular contact via diary or via class dojo or a combination of both before diaries are sent out. So it sends message which is main form of communication preferred or a combination of the two. Some prefer one general communication method over the other.

Class dojo operates so it goes through pastoral teacher accounts, but TA's are often the best person to respond or make contact with parents as they are the 'regular' key person, as a response to some issues TA's have had less use, but this **can be considered further going forward.**

One key message made related to staff discussions/conversations in earshot of students that are then relayed back at home. Often out of context, but sometimes very credible. Action point: **This will be brought up with all staff at staff meetings.**

A suggestion to **keep a record to track the type of telephone calls taken in the office over a week period** may also give rise to further discussions about communication means both internally and externally.

Discussions took place about engagement with Holiday clubs and out of school activities linked to Lancashire Breaktime funding and the potential changes to criteria to access the funding and what impact that might have on provision. This led to timings with most preferring the end of holiday periods.

Parents also asked about possible **'meet the teacher and staff' days at the start of an academic year** before students return e.g. as part of an Inset as preparation for students coming in and parents getting to know, communicate and engage on an informal basis.

It was highlighted and parents wished it to be noted how parent friendly the office staff were. They offer a fantastic 'first contact' for school and should be commended.

Time ran out for the meeting but other ideas, suggestions and feedback and additional agenda items were still to be raised as such this item will rollover into the next one. Mr Ball suggested that these were emailed to him directly by those who were attending the meeting.

DATE OF NEXT MEETING: Thursday 6<sup>th</sup> February at 6pm – 8pm