



<b>Meeting:</b>	Parent/Carer Forum
<b>Date and Time:</b>	Wednesday 20 <sup>th</sup> November 2019 @ 6.00pm
<b>Venue:</b>	Hagley Primary School (HPS)
<b>Attended:</b>	Mr Tindell (Deputy Head), Miss Shipley (class teacher), Tess Davies (Vice Chair of Governors/ parent), Liz Hurst, Paul Dunphy, Donna Clifton, Jessica Bolton, Polly Dixon, Tracey Priest.
<b>Apologies:</b>	Justine Lowans, Alison Lowe, Marie Williams, Kuli Kaur-Wilson
<b>Topic of discussion:</b>	
Feedback from the Summer 2019 parent questionnaire in relation to communication and the website.	
<b>Discussion outline and action points:</b>	
<ul style="list-style-type: none"> <li>Some feedback related to the T2P app and concerns that this did not work consistently. It was agreed that school would inform parents to delete this app as any text messages and emails from the school will continue to come through to parents, they will no longer go to the app. It was also discussed whether it was possible for a video to be shared with parents outlining how to use the app.  A letter will be put together for parents outlining this information for parents.</li> <li>Some parents commented upon the frequency of the updates on the school website. As a result, school have trained more staff to ensure this is updated more regularly. This will include: <ul style="list-style-type: none"> <li>- KS1 to upload home learning to the website weekly</li> <li>- Years 3 - 4 to upload spellings to the website weekly</li> <li>- Every half term, important upcoming dates are to be uploaded to the website for each group.</li> </ul> <p>It was discussed that the website had improved since the Summer.</p> <p>It was noted that some parents were concerned about the lack of notice given regarding certain events. It was agreed that communication should be sent out in a timely manner and ideally with at least 2 weeks' notice, wherever possible.</p> </li> <li>A few questionnaire responses suggested that school were over-communicating and would prefer to receive less information, particularly in relation to events that did not impact their child(ren) or year group. The forum discussed this, however felt that parents on the whole would prefer more communication than too little. However, it was suggested that: <ul style="list-style-type: none"> <li>- Emails should be used for letters and the majority of communication</li> <li>- Text messages should be used for unavoidable last minute changes and reminders</li> </ul> </li> <li>Many questionnaire comments related to the website, in particular the accessibility of diary dates and the difficulty with navigating around the site. It was discussed at forum how the website is mainly accessed via smartphone and tablet devices, yet some sections were difficult to locate on these. It was agreed that the school would speak with the website designers to help improve parent experience.</li> <li>Some feedback related to the use of parent WhatsApp groups set up externally to school, with parents commenting that they would prefer the disbandment of these groups and replaced with official social media groups run by the school. This was discussed at forum however it was felt that the school needed to streamline current methods of communication (email/text/website) rather than adding another method. School would continue to use Twitter for good news stories. It was felt by the forum that the current WhatsApp groups are generally well self-policed.</li> </ul> <p>Forum representatives discussed social media generally and it was felt that this topic needed to be discussed in more detail at a future meeting.</p>	