

LPPA – Communication Survey Feedback

These are comments made by parents in the playground survey in June. We have offered solutions and timescale for these in blue

Comment made by parents	Solutions	When
<p>Diaries in Juniors and Reading Record in Infants not used as means of communication.</p> <p>Starts well in Yr R and Y1 then dwindles as they go up the school.</p>	<p>Same diaries across the Academy</p> <p>A tray/box system in the classroom for diaries containing messages</p>	<p>Sept 15</p> <p>During Term 1</p>
<p>Lack of meetings explaining Curriculum for the coming terms. This started in Infants and parents were told would continue. This has not been the case.</p>	<p>Dates will be published during Term 1 for these on both sites</p>	<p>By end Term 1</p>
<p>Lack of transition information at end of each year. Parents do not feel they know expectation of children as they go up into next year.</p>	<p>We put a lot of work into transition this year and the children have settled well.</p> <p>Please use Walk in Wednesday to get to know the new classrooms.</p> <p>We will try to do more letters home to give parents a better transition between year groups.</p>	<p>Ongoing</p>
<p>Facebook posts not coming up in Newsfeed</p>	<p>As a community page parents have to like posts or comment every so often to keep current interest so keeps coming up in Newsfeed</p>	<p>Parents action themselves</p>

<p>Newsletters – randomly appear with no definite date to look out for them. Why are there 2? Would prefer 1 only to check.</p>	<p>There will now be one newsletter for whole school on a fortnightly basis.</p>	<p>Sept 15</p>
<p>Parentmail – like the texts to phones BUT some parents would like option to get newsletters by paper as difficult to access when using some phones for email.</p>	<p>There will be paper copies in both reception areas when a newsletter is issued.</p>	<p>Ongoing</p>
<p>Too many little slips of paper in bookbags</p>	<p>No notes on any smaller than A5.</p>	<p>By end of Term 1</p>
<p>Some teachers are not approachable</p>	<p>Walk in Wednesday is every week. Classrooms are open for 15 minutes every week so that children can show their parents around and parents can in turn see their children's work. This may make parents feel more at ease with their class teachers.</p>	<p>Summer 2015</p>
<p>Lack of notice for theme days and no explanation when we are not doing national theme days eg VE day</p> <p>Sometimes notice so far in advance then not mentioned again so easy to forget</p>	<p>We have put regular Charity days on the website which we do every year.</p> <p>We will work harder to give notice and reminders</p>	<p>Sept 15</p>

<p>Short notice to pay money sometimes and instalments not offered.</p> <p>Some parents would welcome 'parentpay' online option</p>	<p>Instalments are nearly always acceptable and some parents already do this. When there are large payments such as the Residential trip we welcome interim payments in between our regular scheduled payment dates.</p> <p>We are looking into Parent Pay options for those parents who would rather pay online.</p>	<p>In place</p> <p>End 2015</p>
<p>Website</p> <p>No information on Class pages- there are a couple of teachers who update every week so other parents would like to see this for all classes</p> <p>Blank pages still waiting for info</p> <p>Also used to link to webpages and apps for learning – can we have back please</p>	<p>We are working hard to get all class pages updated together with learning links</p> <p>There have been a couple of glitches with the new website which have meant pages appear blank or 'not found'. We hope that by the end of Term 1 this will be rectified and all pages are up to date. We are also looking at making the site tablet and mobile friendly so that access is easier.</p>	<p>asap</p>
<p>Office – the window/hatch not popular</p> <p>sometimes wait without being acknowledged</p>	<p>We have taken this on board and the openings at both sites are going to be adapted. This should make it easier for staff and parents to converse.</p>	<p>By 2016</p>
<p>School Trip helpers</p> <p>Lack of response once have offered to help. Need to know by return if required or not as need to book leave etc</p>	<p>Teachers will be encouraged to respond to parents either way asap if they have offered to help.</p>	<p>Sept 15</p>

<p>Meetings for parents during the day</p> <p>Working parents mentioned would welcome a video of meeting on the website so can hear comments etc.</p>	<p>We put the presentation on the website already but will try to add comments raised during the session also</p>	<p>Sept 15</p>
<p>Parents consultations</p> <p>Evening slots please</p>	<p>We offered later appointments in the Summer consultations.</p>	<p>Ongoing</p>
<p>Notice Boards as you walk in the school so cannot miss information would help</p>	<p>We have installed a new one at the Juniors as you walk in. We will be updating the Noticeboards across the sites over the next term or so.</p>	<p>By Dec 15</p>
<p>Healthy Eating Challenge – many parents not sure what is going on – information has not been clear</p>	<p>We are working with the Healthy Schools Team who keep in close contact with the school. Healthy Lunchboxes were well established at the Infants and so this extended into the Juniors following the merger.</p> <p>We have had information sessions after school offering advice on healthy snacks. More will follow this year.</p>	<p>Ongoing</p>
<p>Sometimes it doesn't seem that the two sites liaise for timings etc</p> <p>Eg Sports day</p>	<p>We think this arose from Sports Day when the Upper Key Stage events finished at 3 pm which is the finishing time for Infants. We should have made clear at the time that we were happy to hold on to Infants until parents at Sports Day were free to collect. We clarified this afterwards</p>	<p>Ongoing</p>

Dates on notes – some classes give out days later than others	We are working hard to ensure all notes go out on the day that they are issued	Ongoing
Student teachers – please advise when join class	We will issue a note when student teachers are working with your children	Ongoing