

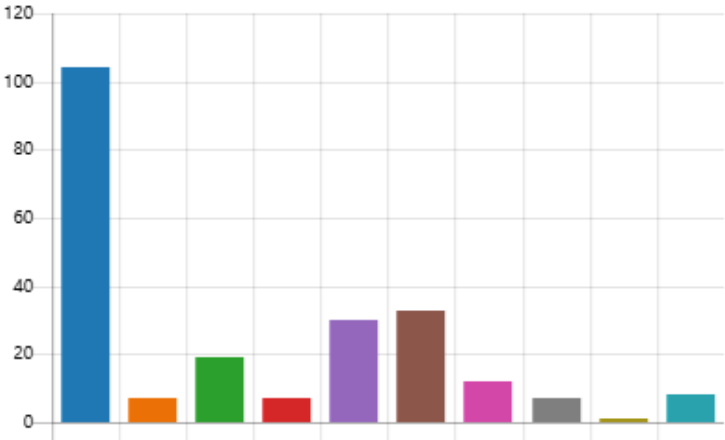
Parent and carer communication survey results

March 2025

General information from the school

1. How do you hear about **general information from the school** (for example, school events, information sessions/meetings, permission requests)?
Tick as many as are relevant:

Email	104
Arbor app	7
School official Facebook page	19
School website	7
Microsoft Teams	30
Notes in book bag/contact bo...	33
Newsletters	12
Other parents	7
None of the above	1
Other	8



COMMENT:

It's good to see that one method of communication – email – is the most used. This helps to keep communication consistent and helps you manage your time to read updates.

General information from the school

2. Are these methods working for you or would you prefer to receive **general information from the school** another way?

● Yes they are working for me	112
● No, I'd prefer to receive infor...	7
● Other	11



COMMENT:

It's great to see that mostly communication is working for you. For the few where it isn't working, it's mainly due to lack of consistency, which we will investigate and improve.

3. How often would you like to read **general information from the school**?

● Weekly	91
● Monthly	26
● Once per term	15
● Never	0

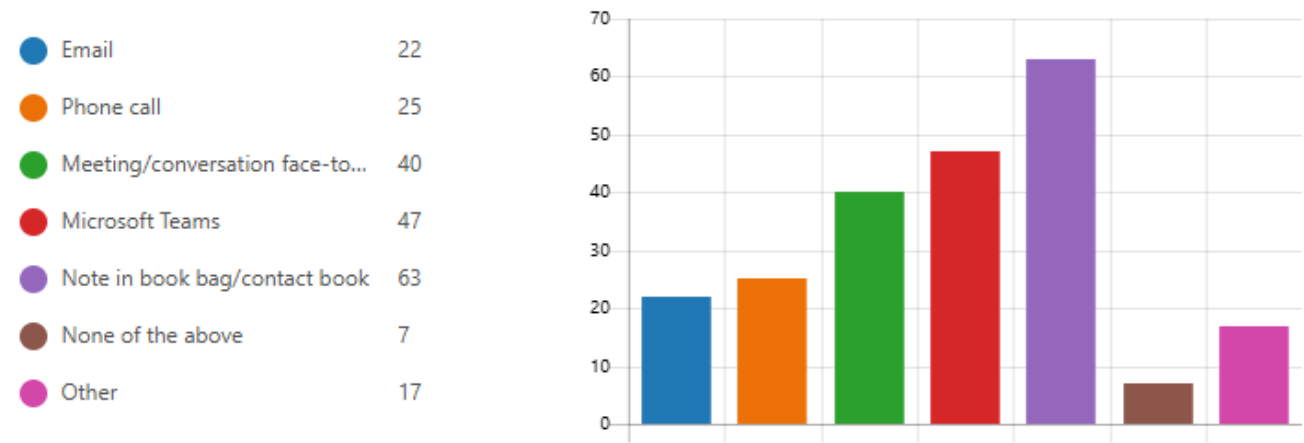


COMMENT:

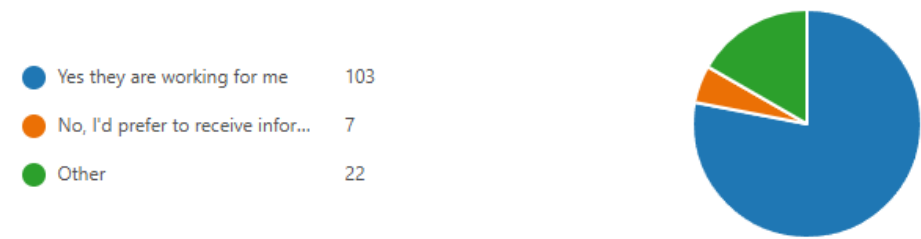
Good to know you'd like to see more frequent updates, we will look into how we can make this work.

Information about your child specifically

4. How do you receive information about **your child specifically** (for example, about their progress or activities in class)? Tick as many as are relevant:



5. Are these methods working for you, or would you prefer to receive **information about your child** another way?



COMMENT:

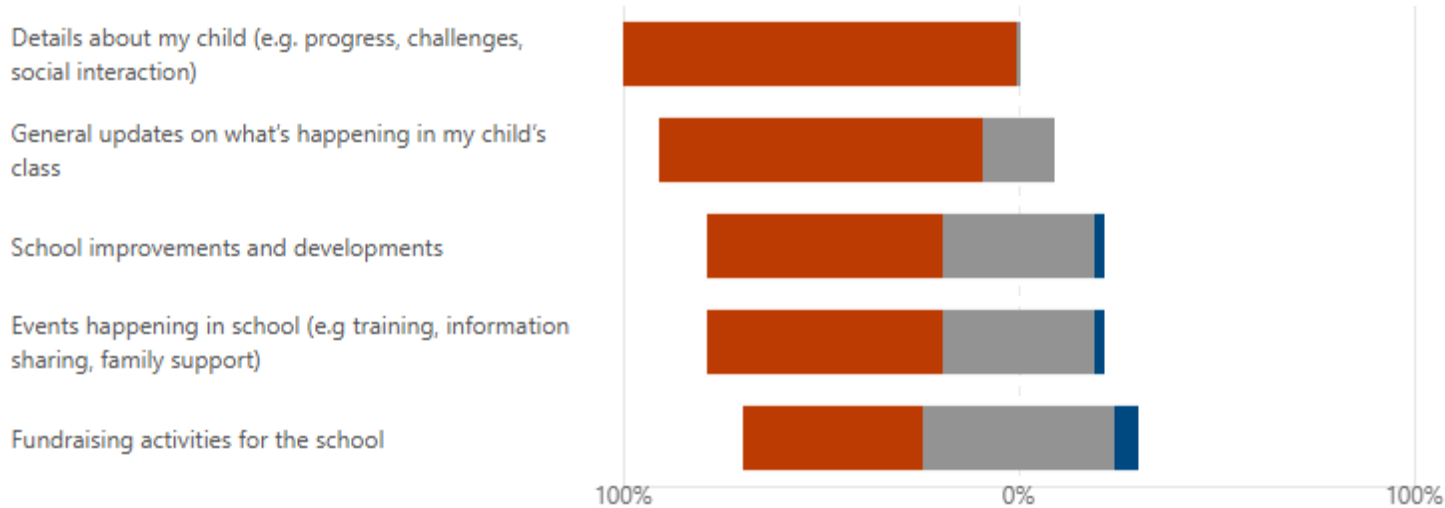
You need updates from the class team on a frequent basis, so you know how your child is progressing. This mix of channels is needed depending on the information, and largely this is working for you.

For those where it's not working, you said you need more consistent communication. We will explore this and look to make improvements.

Importance of information

6. How important is it for you to receive the following information?

■ Very important ■ Somewhat important ■ Not important



COMMENT:

As expected, details about your child's progress is a priority for you, and for us. We will make sure our communication continues to reflect this.

Is there anything else you would like to hear about from the School?

We love these positive comments:

I am very happy with communication from the school

School is brilliant

I am very happy how the school manage all

I have nothing but good things to say about this year

We value your feedback, and we'll work on these comments:

I think consistency of communication is really important

A regular update about what you are doing with the parent feedback that you are receiving and what's actually happening with Parent forums

Information is inconsistent with some parents being informed and others left clueless

I would personally like more detail on achievements/progress/challenges of child's day

Regular photos of my child with updates on some platform

What next?

- We will continue to communicate with you in the best possible way – it's mainly working for you so far
- We will explore areas where you've said things could be improved
- If you left us your name - thank you, we may be in touch to gather some more of your views
- This review of communication is a result of a number of discussions and conversations at the initial parent/carers forum meeting. We would value your opinions and any suggestions for topics to be discussed at our forums. Please email jbaldock@five-acre.kent.sch.uk if you would like to be involved.