



Parent Forum Feedback

Last Meeting: Wednesday 4th December 2019

Apologies: Zennie Major Heather Da Luz Vieira Louise Holden

Present: Deborah Whitty - Staff, Nichola Stewart - Staff, Lisa Sandham - Y1 , Amanda McCracken - Yr2, Nicola Long - Yr4, Gaby Hannibal - Y2, Jeanette Buller Y6

Parent Forum Representatives Information:

Please visit the school's website to find information regarding the parent forum representatives. This can be located under the parent information tab.

Representatives can also be contacted via email at: parentforum@chapelfordvillageprimary.co.uk
Parents should include their child's year group and class in the title of any email to ensure it reaches the correct representative e.g. Year 4 Class 15.

Agenda items 4TH December 2019

Parents were asked to offer feedback about how and when information is shared about children's progress

- An overview was shared to outline ways in which information is shared:

Written communication is received at the end of each term with a progress update at Christmas and Easter followed by a more detailed report at the end of the year. An explanation for parents is shared with each report.

Parents' evenings are in Autumn and Spring term followed by an optional drop in opportunity in the Summer term. Less formal feedback occurs via communication with parents and class teacher and, as always, Chapelford operates an open door policy where parents are encouraged to share any concerns they may have.

In EYFS, tapestry is shared on a more regular basis with parents and formal progress updates are not shared at Christmas and Easter, however parent meeting opportunities remain the same

- The forum had opportunity to look at the reports and were positive about the information which was shared by the school. They felt that it was the right amount of information and was easy to comprehend.
- EYFS parents were very positive about tapestry and the insight it gave them into their child's learning.
- It was suggested by a year 1 parent, that an overview of reporting and how that is different from EYFS, could be shared at the beginning of the year so that parents were aware of when updates and information sharing would occur.
- Year 6 parents felt that they were kept well informed of their child's progress ahead of transition to secondary school.
- Dates are shared at the beginning of each academic year on the school website.

Actions -

To share with parents at the beginning of each academic year, dates when reports and parents' evenings will take place. This is currently on the school website but consideration to sending via parentmail at the beginning of the academic year.

Parent Forum were asked for feedback on Parentpay model for payments for school lunch

School shared the current model for payments and related protocol.

Parent pay was introduced to all Warrington schools accessing the Warrington school meals service so that their catering service could go cashless. At Chapelford, Parent pay is used solely to pay for school meals and snacks. This money does not come to school at all but straight to WBC, however school have the responsibility for chasing and managing/minimising any debt incurred by parents to avoid that debt being recharged to the school out of the children's budget.

A cashless system has many benefits however it could lead to a build-up of debt if not managed carefully by school. Where an account balance has run low, parents receive a message to advise that funds are required. Where a parent owes more than £2.40, a call is made to parents to advise that the account needs to be topped up or a packed lunch needs to be provided. Where an account does not have sufficient credit balance, toast will not be provided.

A new direct debit feature has recently been introduced to further support parents with ease of payment.

- Some parents shared concerns about receiving a call at work for a minimal debt of £2.40. School explained that whilst it may seem minimal to some parents, when we have over 570 children, this could very quickly become a large debt if not managed appropriately. It is preferable for both school and parents for the phone calls to not be needed, however if the debt was allowed to increase another day and if it was for several children within a family, the debt could very quickly rise, adding further stress and burden to the family. The forum agreed that the system allowed for notice to increase funds in enough time and that it would not be appropriate for text messages to be sent with the message as school would not know if the parent was bringing in packed lunch or adding funds to the account in time for lunch that day.

Actions-

- Consideration to be given to sharing protocol more comprehensively with parents.

Parent forum were asked to consider ways in which more families could be encouraged to support CHAPta fundraising events

- Parents had a range of ideas which was really valued by school. Fundraising in the current economic climate is essential to pay for additional resources.
- Some suggestions included:
 - More feedback to parents to inform what the fundraising is for and what it has been used for
 - When fundraising for specific resources, to have a visible goal of money raised and how much still needed
 - Family events were considered to be more popular choices with parents
 - Meeting off school grounds, perhaps at the local pub, so more parents can attend at a later time

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Dates of future meetings - 25 th March 2020 @ 5.00pm

Minutes of the meeting shared by Mrs Stewart
(Many thanks to all of the parent forum representatives for the support and to Heather for her time and support to complete the minutes)