



# SHS Parent Forum Feedback Report

Parents of Year 10 were invited to stay after the 'Welcome to Year 10' event, on 22<sup>nd</sup> November 2017, to take part in a parent focus. An invitation was also extended to Years 7 and 8. Parents were asked to comment on the positive aspects and development areas of three main areas in school: assessment, reporting and homework; our mission statement and our vision and values and lastly, parent/home communication.

## Vision, Values and Mission

### The school of choice for the local community

A majority of parents felt that this was important and a key aim. One 'non-Sale' parent, felt it was important that we didn't neglect to mention the non-Sale students and that the school was also a 'school of choice' for them as well as its local population. As per our admission policy, we welcome applications from students outside the catchment area. However, where applications exceed the number of places, our admission criteria will be followed.

Whilst the majority of parents saw being seen as the school of choice for the community as an important part of our mission and something we should continue to push for, they saw some issues with us achieving it at present. For example, they commented that there were still some residual reservations around the school and we should work on communicating what we do so brilliantly and sharing parents' success stories, "so that it was ok" for the community to choose Sale High School. We agree that increased use of social media could demonstrate our successes more widely. We will continue to use the website, social media, our community links and the local press to celebrate Sale High School.

Parents commented that we should also make more of the way our young people conduct themselves in the locality as Sale students behave well. We should also share success stories of our students. We agree and past students will be featuring in our newsletters. We have a newly created alumni display in reception and continue to use online platforms to celebrate our students. We would also like to encourage parents and the community to share their positive experiences of our school and students in the community. Please email any information to [chulton@salehighschool.org.uk](mailto:chulton@salehighschool.org.uk) If you would like to write a parent testimonial to feature in our publicity please also get in touch.

Parents felt that the school had a real heart and soul that made it the heart of the community and that this should be shared.

Two sets of parents commented that Sale had not been their first choice: however, when they were enrolled the chance came to go to their first choice school through appeal. Neither set decided to move their child because at that point they were really happy: they commented, 'Once you get here you will be sold.' They suggested that we share their stories through our social media/website/primary newsletters as a way of convincing other parents who might have reservations. See response above.

Several parents commented on the negative effect of the school's poor 'kerb appeal' as parents seeing the external structure might be put off. They suggested getting people in to see the school in session with students in classrooms to realise what a brilliant learning culture and climate we have.

We offer school tours throughout the school year, during the school day. We will work harder to share this information with primary schools. We are also introducing a summer open morning, which will take place during a normal school day. Details will be sent out to primary parents once the date is finalised.



## Students are confident, happy and have positive attitudes to learning

Parents felt that as an element of our vision and values there was nothing to argue with here. This should be a basic expectation of any school.

## An ambitious learning climate of high expectations and aspirations

### All leaders are conspicuously successful in inspiring students to meet ambitious targets

Parents agreed that it was important that the school had high aspirations and expectation for our students and this was an important part of our vision and values. However, they also felt that it was equally important that we also had high expectations for students’ personal and social development as well as their academic development and that we needed to both exemplify and promote how students can be ‘the best versions of themselves’ every day in these respects also. They suggested we add a sentence to our vision and values to the effect that student strive to be the best version of themselves each day in how hard they work , their attitude and their actions towards others.

We value this feedback. We will take it to our next Governing Body who are working with Jayne O’Grady as new Head teacher and looking at our vision and values as part of their next task.

## Assessment, Reporting and Homework

### Parents are pleased with:

- Praise is brilliant. Postcards, certificates, house points all boost the children
- Teachers really know the children
- Online booking system for parents evening is invaluable
- Show My Homework (SMHW), parents can check when and what homework has been set
- Written reports from each individual subject teacher are valued
- The library is a great space and encourages students to complete homework and borrow books
- Extended learning booklet is great for stretching the most able
- Curriculum content is on the website
- Targets are revised when exceeded
- End of year targets to show what children are capable of
- SENCO arrangements are excellent

### How we could improve

### Our response

Reports – layout with 3 different numbers can be difficult to understand – need clarification of the difference between predicted grades and targets.

We will review the definitions and information sent with the reports in order to make it easier to understand.

Clearer communication around changes to targets and clear explanations of how they are set.

We have included an assessment booklet on our website with this information. Parents’ evenings also contain a termly review with a guidance booklet and individual teachers can be asked for



	further clarification. We will add some further clarification as reminders with each termly review.
Would like students to bring their books home more so they can see work/effort/progress being made for themselves.	A 'take your book home' week will be given as a homework assignment each term. We will conduct a staff voice exercise to revisit the proposal to use SMHW column to indicate homework completion in light of parents' feedback.
SMHW – would like staff to use the facility to indicate if homework has at least been completed/handed in on time. Some would like grades to be communicated re homework.	See comment above.
Want children to be pushed to re-do and improve homework if it's not good enough.	Middle Level Leaders (MMLs) will audit feedback on homework.
Some homework are not checked or marked which puts children off completing it or putting much effort into it.	MML will discuss this issue in their departments and ensure consistency in homework marking.
Form Tutors are not checking if parents have signed the reading record so parents are giving up on it.	Form tutors have been reminded to do this. We will also explore the possibility of it being done through English library lessons.  Directors of House (DOH) will check form tutors are doing the planner check regularly.
Some baseline assessments (e.g. English) do not challenge the most able.	Students come from over 20 different primary schools. The baseline allows us to assess skills needed for the transition between primary and secondary English lessons. They are then set into groups accordingly.
Grades fluctuate from one year to the next – dependent on the teacher?	Assessments are moderated in departments to avoid fluctuation. Each year a subject will assess different skills and content.
End of Year 11 target can be intimidating and demotivating, particularly when publicly displayed on the front of exercise books. Targets can seem unachievable so de-motivating.	Targets are aspirational but achievable. If achieved they will be in the top 20% of the country with their prior attainment. We set using a system called FFT which generate targets from primary SAT results. Targets are on exercise books as reminders of what they can achieve and where they are heading. They will be moved up once consistently achieved.
Send parents evening seating plans out in advance to help parents book appointments close together and so get from one teacher to another in time.	We will send out a seating plan in future when the booking system is open to help organise your appointments. We are also trialling putting the teachers in both dining rooms, rather than the main hall so they are closer together.



Don't like how frenetic and pressurised it feels on parents evenings – scrambling to see the teacher.	See above.
On/above/below target indicated on reports.	We hope to have this facility (on/above/below) in the next reports to help with the understanding of the report.
One parent doesn't believe there should be any homework and that the children do enough at school.	Homework is vital as it helps to consolidate learning and get students into the great habits they will need for GCSE preparation, post 16 education and for lifelong learning.

## Home school communication and relationship

### Parents are pleased with:

- Groupcall
- Information on the website
- School's use of social media
- Sense of pride the school shows in the students
- Relationship school staff have with students
- Helpfulness of office/reception staff when telephoning with a query
- Reporting of 'praise'
- Amount of information they receive via text and email i.e. not bombarded
- Re launch of PTA, find parents with the right skills

What could be improved	Our response
A weekly or fortnightly Groupcall email containing a roundup of information over the past week(s) and key dates for the following 2 weeks.	We are working with the office manager to see if this is possible. We need to be mindful of the amount of information which is sent out to avoid information overload. This could however be a great way to send out 'non urgent' information i.e. new clubs on offer, fundraising initiatives.
Student planner, parents are not sure what this is for and weren't aware it can be used to communicate with teachers.	The use of the student is being reviewed and we will update parents shortly.
Guidance on absence reporting, what are the steps and timescales for reporting absence.	We will send out clarification of the reporting procedure at the start of the new term, this information will also be available on the website.
Messages left with reception are not always passed on/or the intended recipient doesn't always reply.	We are currently updating our communications policy which will outline what happens to messages once they are received at main



	reception and the response time parents should expect.
Format of the website, harder to find the information that previously.	We are in the process of tweaking some areas of the website and adding more information. We do feel however that the website is more inviting and clearer than the previous version. We will be conducting a focused parent consultation session on the website, later in the year.
Reinstate quick links to FB/Twitter on Social Media.	The links to FB/Twitter are on the left hand website in the quick links section.
Unclear if parents are able to email teachers directly, sometimes emails given out over the phone sometimes not.	This will be detailed in our Communications Policy as detailed above. Please continue to contact reception or email <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a> with any queries
Suggestion of generic email for each department i.e. maths.	There is a concern that emails may not reach the intended recipient efficiently. We will explore this option as part of our communications review.
Different ways to praise students who don't like public recognition.	As well as public praise in assembly, students are also nominated for 'Hot chocolate with the Head teacher' and staff will also make a phone call home to give praise. We will also be issuing certificates via Groupcall
Set up a foreign exchange programme with a Spanish school (parent of student keen to help with this).	Our MFL department will explore the possibility of this. Thank you to the parents who have given their contact details to help facilitate this initiative.
SMHW no consistency, some homework set using the app some isn't.	All staff have been directed to use SMHW, when homework is handed out in class, the details will still be given on the app.
SMHW inconsistency with alerts. Sometimes parents receive a text/email via Groupcall to say a piece of homework has been uploaded to SMHW.	Please see response above: texts will not be needed as all homework will be set using SMHW
There are too many login details for the different apps/programs parents are expected to access.	Unfortunately for security reasons, logon details will be different for each app.
Will there be an option for parents to still use cash when the school goes cashless?	Parents will still be able to pay cash at a PayPoint outlet, these are located at numerous shops and post offices. Full details will be provided in the communications policy.



There has been no communication around the changes to the HOH, voicemail messages are incorrect.

Information regarding HOH roles was sent out in 2017 when the changes took place. We will however include the details again in our next newsletter to ensure parents feel fully informed.

Voicemail messages will be checked and corrected by the end of the year.