



Richmond Avenue Primary and Nursery School

Thank you to all the parents and Grandparents who attended our Parents communication forum this week. Below I have outlined the points raised and written the agreed actions and some that need further exploration.

Points raised	Actions
Email system doesn't always work	Deputy Heads will look into this. Discussion was had whether this is the best mode of communication or not. Many feel that it would be if used with consistency
Sims Pay- very hard to pay for items	Staff will receive more training to run this smoothly. Deputy Heads acknowledge that school staff need to pre-empt new payments to allow parents to pay for things like swimming hats etc. We also realise that it is not always an easy system to use and we will therefore look at preparing a guide and possibly run a workshop on this. Mrs Peek, PTA, has kindly offered to support parents with this in December. Also, a guide to SIMS Pay has been distributed to parents
Texts: Whilst it was a positive mode of communication, there are issues. When whole school messages go to parents, some are not receiving them, it should only be sent to the year group/ class involved, often in a long message the last bit comes first. Also, if there are more than one sibling it is duplicated.	The school will look at ensuring that groups/ classes are sent the message

Late notice for events	School will aim to give information to parents as soon as we can so that parents can plan ahead.
Mrs Hughes ' absence	Deputy Heads explained that Mrs Hughes is off sick and a letter will be coming out soon. Since then a letter has gone out to parents
Governors	Deputy Heads asked if anyone might be interested in becoming a governor. 3 people expressed an interest
Survey monkey	Mrs Russell agreed to look into how viable this might be as a way a seeking opinions from parents. If we use this for more than 100 recipients we need to pay. I will therefore put this in the budget for next year
Communication/ Suggestion Box	School has agreed to look into this possibility for parents to communicate to school staff
Alternate times for meetings	Deputy Heads agreed to look into holding meeting in the evenings sometimes, to enable working parents to attend.