

Communication and Engagement/Participation Review

PG:SF Ltd have produced the following document to support you in reviewing your communication (information shared directly to parents with no response required) and engagement/participation (information shared that requires a response or engagement from the parents) between school, parents, pupils and the platforms that you use to consider their purpose and effectiveness. Following the review there is an example questionnaire suitable for parents to gain their feedback on the school/setting’s communication/engagement/participation platforms.

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| --- | --- | --- | --- |
| Question | Response | Actions | Outcomes achieved |
| What communication platforms do you use to share information with parents and children? (website, social media, communication apps such as evidence me, class dojo, class charts, our schools app) |  |  |  |
| Which of these apps are for communication only and how effective are they? |  |  |  |
| Which of these apps are for engagement/participation and how effective are they? |  |  |  |
| How do parents know and understand the difference regarding each form of communication? |  |  |  |
| How regularly do you seek feedback from parents on their views regarding the communication between school and home? |  |  |  |
| How well does parental feedback inform changes to your communication processes? |  |  |  |
| Which sites/apps have the greatest traffic/use? |  |  |  |
| What changes/amendments will you make to your communication applications following this review? |  |  |  |
| Do you have a clear and effective communication policy that is fit for purpose and available to parents and children regarding how you will communicate information to them and your expectations on their responses? |  |  |  |

**Example Questionnaire for parents on communication/engagement/participation with the school/setting:**

How effectively does the school/setting communicate information to you?

Do you feel overwhelmed by the amount of information sent to you or the various applications used to communicate? (Please give details)

Do you have a preferred form of communication between yourself and the school/setting and what is that (e.g. a certain application or website)?

Do you feel regularly informed or do you feel you always miss information from the school/setting?

How could the school/setting improve its communication with you?

What does the school/setting do well in terms of communication with you?

How effective is the school/setting’s communication policy in detailing all of the information and expectations of parents?

Any other comments: