

Hungerhill Parents Advisory Group (HPAG)

Date: 11th October 2021

Present: Mrs Pond (LPO), Mrs Laidlaw (JLA), Mr Storey (PSO), 11 parent representatives

Apologies: None

Item	Main points	Actions
<p>Welcome</p>	<p>LPO welcomed all attendees and thanked them for their attendance and continued support.</p> <p>The forum provides an opportunity for transparent conversations and for the school to receive feedback from our key stakeholders. We are delighted to resume the face-to-face meetings post-pandemic.</p>	
<p>Aims and Objectives of the group</p>	<p>The group formed 3 sub-groups with parent representatives and a member of the School Leadership Team (SLT) in each to discuss the aims and objectives of the group and to consider how the HPAG and SLT can work collaboratively to ensure the school effectively serves, and remains a beacon in, the community:</p> <p>Points discussed:</p> <ul style="list-style-type: none"> • Volunteering in the community • Adding value to the community • Share views • Community engagement through events • Work with elderly in the community • Communication • Providing feedback on behalf of students • Providing feedback and help shape policy • Provide feedback for the impact on families • Reconnect school and the community post-pandemic 	<p>SLT to shape discussion points into an overarching Aim for the group. To share at next HPAG meeting.</p>

<p>Feedback and Communication</p>	<p>The first formal agenda item was to begin discussions around how communication streams between parents and school can be more effective.</p> <p>Parents advised that due to security filtering systems most external emails sent into school are either blocked, directed to junk or quarantined. This has led to the introduction of the 'send us a message' function via the school website.</p> <p>Additionally, parents expressed frustration of telephone calls dialing out, suggesting nobody was answering the telephone. It was clarified that there is no 'engaged tone' on the reception phones and that the continuous ring actually represents the phone being in use.</p> <p>Feedback from a parent survey in the summer term suggested that parents wished to receive more positive communication from the school. As a result, the daily Hungerhill Highlight was launched. Feedback has been positive but concern was raised about the volume of these received (daily) and the lack of clarity in the subject header. This was leading to perhaps too much information being received and parents being unable to locate key information.</p>	<p>A relaunch of this mode of communication to be undertaken to raise profile.</p> <p>Explore option of a 'read-receipt' function so parents can receive confirmation that the message has been received.</p> <p>Explore with telephone provided the introduction of an engaged tone or more speedily redirection to a voicemail service.</p> <p>School continues to have a designated twitter site @hungerhill that will continue to share information and celebrate achievements.</p> <p>The Hungerhill Highlight to continue but only circulated weekly, showcasing events from the week.</p> <p>Internal communication processes to be reviewed to reduce the amount of emails sent/received. Additionally, all messages to clearly identify the year group the message applies to and the purpose.</p>
<p>Behaviour Systems and Rewards</p>	<p>This item will be revisited as discussion was limited due to timings.</p> <p>The group had raised this as an item for discussion prior, seeking clarity on some elements. The current behaviour policy has been in place for a couple of years and parents feel as though the rewards element of this has suffered through the pandemic.</p>	<p>Mrs Laidlaw is currently reviewing the existing policy and looking at how it can be communicated in a more user-friendly manner, in addition to more explicit use of rewards.</p>

Other points raised	Transition – parents very appreciative of the efforts made despite Covid restrictions. Recommendations that form group information be communicated sooner, if possible, for new Year 7s. Not all parents use twitter and suggested that an official Facebook might make communication easier.	Linked to communication, the school to look at the viability of running an 'official' Facebook page
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