

Parent Forum

June 2024



An exceptional college for an exceptional community

Overview

- Communication review
- Staffing and recruitment
- Needhams Tower
- AOB

Communication – concerns

Communication is poor and incomplete at times. The number of apps required needs rethinking, children and parents are at a disadvantage due to this, it makes it challenging to keep track of homework and progress.

I really wish the school would improve communications with parents. This has been raised many times but continues to be an issue.

The communication from the school to parents is lacking and can high handed when it does happen. I have found it difficult to locate important information and when asking the school I have received different answers.

Home – College Communication



- Our Principles

- Effective communication is important for the wellbeing of students, parents, carers and staff.
- Communication can take many different forms and effective communication relies on clear routes which are well publicised and understood.
- All parties can expect and deserve polite and professional conduct when communicating.

We will...

- Display polite and professional conduct at all times
- Provide an initial response to emails and phone calls within two working days.
- Ensure there is regular, proactive communication about your child's achievement through reports and contact with tutors and subject teachers through planned events.
- Publicise our scheduled opportunities for communication.

We will...

- Provide information about the routes for communicating in different situations and regularly promote this.
- Make information available on our website to allow queries to be answered without resorting to contacting the college.

We ask you to...

- Remain polite and respectful conduct when contacting the college, even if you are concerned.
- Check that the query cannot be answered by information on the website, as this helps more complex queries to be answered more quickly.
- Follow our guidance on who to contact depending on the nature of your comment, query or concern, only contact the relevant team and await their response – duplicate contacts slow down our response to everyone.

Who to contact, when

- School information, policies and process → **website**
- Queries regarding achievement, progress or other aspects of college life → **SSA in the House Office**
- Specialist contact for parents / carers of students with special educational needs → **SEND Admin**
- Access to systems e.g. Teams, Edulink → **IT Dept.**
- Trip payments and refunds → **Finance Dept.**

We ask you to...

- Email the college office if you aren't happy with a response or you don't receive a response in the timeframe outlined, give details and request contact from a Senior Leader.
- Please phone your child's house office in an emergency – they will be able to help.
- Keep your contact details up to date with the college by letting us know about changes in phone number, email address or home address.
- Let us know when things happen at home or out of school which might affect attendance or life at college.

Updates

- Staffing 9 staff leaving us in August (8.7%)
 - All but one post has been recruited for in maths
- SEND recruitment
 - Assistant SENDCO / New TA structure
 - Aspire (KS4 Evolve cohort) staffing in place
- Tweaks to timings of the college day – break and lunch time







BISHOP LANEY - SIXTH FORM





Any Questions



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