

## What's working well

- The Parents' Forum - open and keen to work in partnership to take things forward.
- Lots of opportunities to visit school before starting and the informal walkaround in October with students and parents worked well.
- Access to the Virtual School and being able to see timetables, homework due, etc.
- Really helpful front of house team and IT department who are prompt to reply and address queries.
- Effort of staff (Reception, Education Support Team, IT department and teachers). They clearly care and reply quickly most of the time.
- Quick response from Special Educational Needs (SEN) team if there is a problem.
- Facebook groups, both the parents' Facebook page which is well managed and the Penryn College Facebook page.
- Text messages when absent and general text messages are quick and easy (texts are expensive to send).
- Penryn College weekly newsletter is good. It is prompt and concise and more up-to-date than the website.
- There are strong links with feeder primary schools so parents feel well-connected and transition was good, especially sports leagues.
- Parents can e-mail teachers directly if needed.
- Special Educational Needs transition opportunities.

## Improving the forms of communication we use

- How can we improve the website and can we make it easier to find the newsletter on the website and easier for busy parents to navigate?  
**We are looking at whether we can improve the current website or set up a new one as well as ways to make it easier to navigate.**
- Could there be a place on the website, maybe under Parents' Forum, where parents can ask a question and get a reply from the school? **Parents can submit suggestions via the Parents' Forum: [parents@penryn-college.cornwall.sch.uk](mailto:parents@penryn-college.cornwall.sch.uk)**
- Can we provide more opportunities for parents to visit the school and more informal walkarounds?
- How do we ensure all parents can access the communications we send? Do all parents use e-mail and what if parents live separately?  
**We are reviewing this & have updated our FAQs page with advice on getting added to the mailing list.**
- How can we further help parents navigate the Virtual School? **Instructions are included with login details. If you need more help, contact: [ictsupport@penryn-college.cornwall.sch.uk](mailto:ictsupport@penryn-college.cornwall.sch.uk)**
- Sometimes attendance send texts when students are present in school.  
**We work hard to ensure this doesn't happen and sometimes students are not registered. Teachers have been reminded about the importance of providing an accurate register.**

# Improving Communication

## What's my child learning & how do I know how they're doing?

- Can we make Parents' Evenings/Subject Reviews longer and easier to book this year and not on a first come, first served basis? Can we provide drop-in surgeries for parents?  
**We are planning face-to-face Subject Review meetings this year and are looking at a new system where parents can book three appointments with the teachers they see as priority first. We will review this next year to see if they need to increase.**
- Parents would like an end of year written Subject Review report with effort, grade and short summary highlighting what's going well and what needs to improve. Parents would like more information about whether students are on track/exceeding. **We will look into this.**
- How do we communicate what students are learning in class? Parents would like more information about what each subject covers in Year 7 to help them prepare over the summer.  
**This is all on the [website](#) We will look at how we make this easier to find.**
- How can we ensure homework is accessible to all students so they understand it when they get home? Could there be an alert for any new homework?  
**This is covered in our weekly e-mail. If you would like to be added to the mailing list to receive this, please contact [secretary@penryn-college.cornwall.sch.uk](mailto:secretary@penryn-college.cornwall.sch.uk)**
- Could Year 7 tutors contact parents late into the first term to check in and address any concerns?  
**Work in progress.**

## Keeping parents in the loop

- How do we make parents aware of any changes to the school system - such as the behaviour poster, Reset Room, etc?  
**Students learn about these processes through assemblies, and parents through the newsletter. This will be added to the FAQs on the website.**
- How are parents consulted about changes such as the PE uniform, and who is involved in these decisions?  
**Parents are normally involved in discussions around changes to uniform. This didn't happen this year due to COVID-19. The Parents' Forum will be involved this year with affordability high on the agenda.**
- How can we improve our communication around after-school clubs, who to contact and if they are cancelled?  
**Work in progress.**
- What happens when the teacher doesn't get back to you? Or the phones are busy? **If you are struggling to get hold of the person you need to, please e-mail Mrs Schouten: [tschouten@penryn-college.cornwall.sch.uk](mailto:tschouten@penryn-college.cornwall.sch.uk)**
- Can we make better use of technology such as WhatsApp messages and MS forms for sports events rather than letters home? **We will look into this.**
- Can the office set up a 'tell us once' style approach to forms? **We will look into this.**
- How can we improve information about who to contact for parents or does everything have to go through the Reception?
- Is there easy access for an anxious child to find face-to-face contact for reassurance? **We will look into this.**
- Can we have tutor group class parent representatives for Y7 and other tutor groups? **Raise with Head of Y7.**