

# Wallace Hall Academy, Primary and ELC

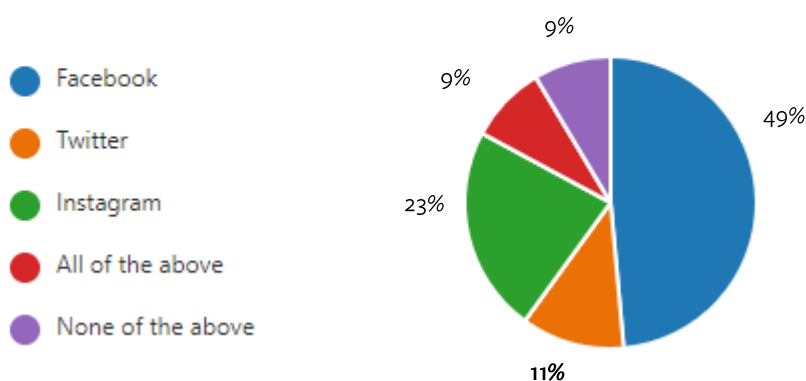


You said, we did/will do...

Further to our recent consultation on our methods of communication via our social media platforms and school website, we would like to thank all of you who responded; we are always keen to make improvements where we can. This document outlines suggestions and comments made by parents/carers, and what the school has done or plans to do as a result.

You said	We did or we will do
The majority of parents are using our Facebook page for information.	We will continue to update the Facebook page as well as the Twitter and Instagram pages. We will also continue to communicate with parents/carers using the traditional methods; letters/emails/website and Groupcall.

What social media pages, if any, are you currently following?

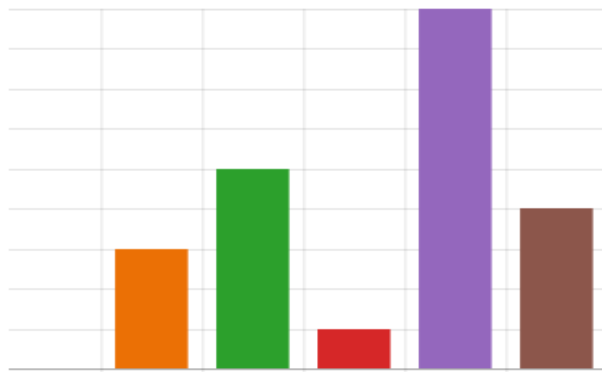


Parents/carers only visit the website when an announcement is made on social media/letters/emails.

We will continue to announce any updates that are posted on the website via our social media platforms/letters/emails etc.

How often do you visit the school website?

- Daily
- Weekly
- Monthly
- Yearly
- Only when an update is anno...
- Never



None of the respondents thought that the information we share is useless.

We are really pleased to hear that people value this way of communicating and we will continue to use it.

The information/resources posted online are useful.

- Agree
- Neutral
- Disagree

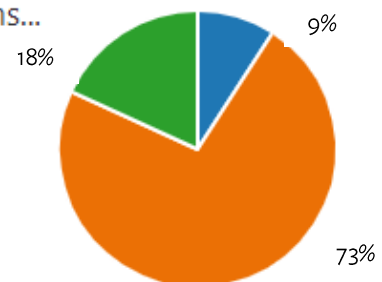


The majority of parents/carers think that we communicate just the right amount of information.

We will continue to communicate in this way but will also try to make sure that we get the balance right in terms of the number and detail of updates that are posted.

Does the school communicate via these platforms...

- Too much
- Just the right amount
- Too little



There were a couple of responses in favour of a private Facebook account, however, after gathering responses from the form, the majority voted against it.

We will continue to have a main, school Facebook page.

Request for photos of class teachers – would like to be able to put faces to names.

In extreme circumstances, staff photos can be taken from our school website and used in derogatory videos with the intention to

	share online. For this reason, we cannot expect staff to agree to have their photos shared on our website. Staff must continue to have the freedom to decide what personal details are shared.
Parents/carers like the new information being in red text within the documents regarding Covid-19.	We will continue to highlight new information in a different coloured font thereby emphasising any changes or updates.
Suggestion for a YouTube channel to upload videos such as 'a day in the life at WH'.	We already have a YouTube channel and during Covid-19 staff have produced a number of videos. We will continue to build on this method of visual communication. However, due to Covid-19 restrictions, filming a day in the life at WH is not currently possible. We like this idea and it is something we may revisit in the future.
Comments on social media – etiquette – pupils see all comments etc., so should be no offensive language/acronyms.	It is everybody's responsibility to make sure we communicate in a respectful, appropriate and reasonable manner. Any such comments may be removed and further action taken.
Old Covid-19 documents on the website archived.	Covid-19 documents from the first lockdown have now been archived on the school website to make it easier to see the most up-to-date information.
Parents/carers praised the volume of pupil work being displayed.	We will build on this in the future ensuring all pupils' work is celebrated.
Some parents/carers liked the amount and variety of student support information being shared.	We will continue to share relevant information in this way to ensure pupils, parents and carers are fully informed.
Some people indicated that they like to see information from the ELC, Primary and Secondary, even although they don't have children in that part of the school.	We will continue to share information across the 2-18 school and make use of the social media platforms and the news tab on the website.