

Bournville School - OAG Parents Action Research Project Story of Implementation

1. School Context - We joined the project to build stronger learning partnerships with parents and help them better understand SEN systems and support. We wanted to bring in parent perspectives to improve our provision and used the Ordinarily Available Guidance—especially the principles of ‘Co-produced and family centred’ and ‘Coordinated partnership working’—to guide us. We carried out a baseline assessment on 9 July 2024 to help us identify how to increase parental engagement.

2. Identified Priority - At the baseline meeting, parents told us that they wanted more access to information, connection with the SEN team, and regular updates:

- ☞ “We had not seen the SEN handbook.”
- ☞ “Would like to meet the SEN team.”
- ☞ “1:1 helped a lot... parents can relax when they know their child is in a good place.”
- ☞ “We want extra, more formal review points.”

3. Actions Taken

We listened to parent carers and took the following action:

- Online webinars and SENDCO drop-ins introduced
- Meet the SEND Team event held during autumn
- SEN team now present at all Parents’ Evenings
- Photos of the team added to transition materials
- Parents invited to give real-time feedback using posters and forums

4. Impact on parent carer confidence

- ☑ Greater parent understanding of support systems
- ☑ Trust built through regular communication
- ☞ “Communication is excellent... and there is action taken afterwards.”
- ☞ “Staff know the child well and adapt quickly.”
- ☑ Flexible approaches (e.g. online or in-person) increased participation
- ☞ “This really made us feel included and reassured.”



5. Reflections & Next Steps - Through the project, we learnt:

- To offer flexible ways for parents to engage—daytime, after school, online—to fit their routines and boost participation.
- To keep dialogue open. Don’t assume what parents want; ask and listen.
- Simple social events work well—like a picnic—so we’re planning inclusive summer activities.

Based on parent feedback at the end of the project, we are also going to:

- Apply for Birmingham SEND Silver Co-production Award
- Add regular SEND content to school newsletter
- Improve access to SALT and external agencies
- Plan inclusive summer activities for whole families