

OAG Parents Action Research Project Story of Implementation

1. School Context - The Royal Sutton School is a secondary academy in the Arthur Terry Learning Partnership. We offer a personalised curriculum to meet each learner's needs. We joined the project to strengthen this area of our practice and support engagement with families. We felt that sometimes communication about their child's journey with us was not as clear as we would like.

5. Reflections & Next Steps

This project has helped us strengthen relationships with families and build trust. We're embedding the language of 'ordinarily available provision' across the school, and developing new ways for parents to connect and support each other, including a Parent Champions initiative.

4. Impact on parent carer confidence

Parents have told us: *"Communication has improved, and it's made me feel confident my child is being supported."* *"We feel heard and valued. My child seems much happier now."*

We surveyed 30 parents:

- 24 said they feel listened to when sharing concerns.
- 20 said they feel involved in their child's journey at TRSS.

Parents value our coffee mornings as a space to connect and support each other.

We're hearing the language of 'ordinarily available provision' used by staff and understood by parents in relation to their child's support.

2. Identified Priority

Parents wanted greater clarity and dialogue about support:

- ☛ "I would like regular reviews of how my child is doing in school."

- ☛ "It would be better if you had more ways of communicating like emailing."

We aimed to clarify what our ordinarily available offer is. Our parents wanted to know more about interventions, outside agencies and about our whole-school communication methods.

3. Actions Taken

We felt energised and focused after the initial meeting, and we quickly set about sharing our parents' thoughts with the wider SEND Team to create and implement a dynamic plan of action.

We...:

- Launched SEND clinics and calendared drop-ins with the SEND team
- Hosted events with external professionals to explain available support
- Updated pupil passports using OAG-aligned language
- Coffee mornings and parent voice shared with all staff
- Began planning for a Parent Champion role