

# OAG Parents Action Research Project Story of Implementation



**1. School Context** - Swanshurst School is a large Secondary School in the Billseley area of the city. Through this project, we saw an opportunity to improve how we communicate with parents about their child's needs and support. Before the project, most contact was reactive or limited to termly forums, which focused more on sharing information than two-way dialogue. We wanted to build more regular, proactive and meaningful engagement.

## 2. Identified Priority -

Parents told us that we could do more around communication and helping them feel more involved. We had some really positive feedback at the baseline session but it also told us how we can make it even better. Some of our parents views are highlighted below:

- 🗨️ "Now I know what you are doing, I think it is great... knowing this [early on] would save a lot of stress."
- 🗨️ "I wasn't involved in the decisions made about my child's learning... I would have appreciated being involved."
- 🗨️ "It is not clear who to contact or how to contact the SENCO."

## 3. Actions Taken

We listened to parent carers and took the following action:

- Fortnightly appointments for parents to speak with SEND staff
- Launched ADHD, Autism and Dyslexia workshops
- Created a live SEND information page on the school website
- Reviewed and emailed pupil profiles every 3 months, inviting feedback
- Introduced parent support groups based on themes raised

## 4. Impact on parent carer confidence

At the evaluation stage of the project, parents described the school's approach as "proactive and engaging."

All parents were satisfied with their SEND meetings and found the workshops clear and helpful.

92% of parents were either happy with their SEND appointment meeting and the things agreed together, or they didn't feel any changes were needed.

- 🗨️ "Thank you for all the help in getting the profile right. It was much appreciated"
- 🗨️ "Learning Support are extremely supportive of my daughter's needs"

## 5. Reflections & Next Steps

- Launch of SEND newsletter and improve visibility of contacts
- Clarify team roles on the website and in newsletters
- Involve parents more directly in shaping pupil profiles