

# Guidance for completing **FAMILY VIEWS QUESTIONNAIRE**

## The right person



- Many parents and carers may not wish to share their personal difficulties with an Educational Professional or a member of SLT.
- Invite the person that has the best relationship with parents in school - teacher, TA, Family Support Worker?
- Does your whole school ethos value and support parent engagement?



**R2i Primary**

## Timings

- Schedule a time to meet with parents when they are likely to be available - after dropping off or before pick up if they don't work or after school if they do.



## Giving Options

- Consider what method of communication is most practical and would decrease any parental anxiety - is a face to face or Teams meeting best?
- Give parent the option to complete the questionnaire by themselves first so they are prepared for the meeting (see variation of questionnaire for this purpose) or if they'd prefer to complete and discuss the questionnaire in the meeting without seeing the questions.



## Environment

- Is the room that the meeting takes place in a culturally and linguistically appropriate environment?
- Are refreshments available?
- Will the room enable a confidential discussion (i.e. some classrooms are open plan)?



## Best Practice

- Make sure that you share what you like about the child and the strengths they've noticed?
- Get into the right emotional range - a bit like a thermometer. If you aren't too switched off (cold) or too stressed (hot) then you will be in the most helpful range to listen and reflect on the parent's worries. Using physical strategies such as open hands, dropped shoulders and gentle breathing may be beneficial.
- Help parents and carers feel a sense of belonging and teamwork - make sure your communication signals "We want you here, let's work together to make this work".
- Position the parent as the expert. They know their child best. Invite their opinion and be appreciative of their ideas, show an interest in their perspective. Try to listen non judgementally and remain curious. Ask parent to help you understand what works best for their child.
- Use reflective listening - check back in with them to make sure you have understood "Tell me if I got this right but I think what you are worried about is..."
- Try to imagine what it might be like for the parent right now e.g. "I can imagine that you might be feeling fed up with this and don't really want to talk about it."

