

Table 6.2 Framework for family walkthroughs

<p>Staff attitudes and welcome to families</p> <p>Staff on school reception are friendly, helpful, smile and give families a warm welcome.</p> <p>Staff members whom families pass in corridors or whom they see in classrooms and meetings are always polite, pleasant and welcoming in their manner.</p> <p>Staff deal with family issues and problems promptly.</p> <p>Staff are polite on the telephone to families.</p> <p>Staff go out of their way to ensure that families are able to support their children’s learning and well-being at home.</p>	<p>Comments and observations</p>
<p>Family-friendly school environment</p> <p>The entrance to the school including the main reception area is pleasant, welcoming, clean and interesting.</p> <p>Signage around the school is clear, in different languages, and uses positive language.</p> <p>Maps of the school are easy to understand and follow by families.</p> <p>There are displays on the way to the Family Room of a range of family activities and events that have taken place in school. These displays are in good condition and not damaged.</p> <p>Children and staff look happy and smile or say hello to family visitors, some asking if they can help.</p> <p>The school has a family feel-good factor.</p>	<p>Comments and observations</p>
<p>School communication with families</p> <p>Written information sent to families by the school is presented nicely and is easy to understand.</p> <p>Written information for families is available from the school in different formats and languages.</p> <p>The school’s website family web pages are easy to navigate and have essential and interesting information for families.</p>	<p>Comments and observations</p>
<p>Family-friendly school policies</p> <p>Families are always consulted about and invited to contribute ideas and views on school policies.</p> <p>Family ideas and views posted in the Family Suggestion Box are taken seriously by staff and the head teacher and acted upon in most cases.</p> <p>The school–family text messaging service is valued by families for sharing views and giving feedback on school policies.</p>	<p>Comments and observations</p>



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