

Review of Showbie and Communication in Response to Our Parental Questionnaire 2025



We would like to thank all parents who provided valuable feedback through our recent questionnaire and small parent feedback group. Your insights have helped us identify what's working well and where improvements can be made.

Parent App

What's Working Well:

- Messages and reminders, including those shared on stickers on jumpers, are helpful.
- The weekly newsletter is valued as a useful way to stay updated and avoid missing key information.
- Targeted messages for specific year groups or groups are appreciated.

What Needs Improvement:

- Last-minute messages and incorrect or conflicting information shared across platforms (e.g., Showbie or Tapestry) can cause confusion.
- Receiving too many messages in one day can be overwhelming.

Planned Improvements:

- Messages will be limited to **only a few per day**, ensuring parents with children in multiple year groups are not overloaded.
- Information about events will be shared at least **two weeks in advance** (unless the event is sports-related and outside our control).
- The **same message** will be posted across all platforms to ensure consistency.
- All information will be **checked and cross-referenced** to ensure accuracy.
- All communication will go through the **office team** for quality control.
- The weekly newsletter will continue to be published **every Friday** to keep parents informed.

Showbie

What's Working Well:

- Showbie is valued for sharing important information such as reports, ILPs, timetables, homework, and updates on children's learning journeys.

What Needs Improvement:

- Parents find the **number of notifications** overwhelming, even though they can be filtered.
- Parents are often unsure which notifications are important and relevant to them.
- There's a preference for Showbie to feel more like **Tapestry**, with clearer separation between parent and child information.

Planned Improvements:

- **Planning documents** will be removed from Showbie to reduce unnecessary content.
- Content will be streamlined so that Showbie focuses solely on key information for **parents and children**:
 - Homework
 - Curriculum support
 - My help
 - My learning
 - My progress and achievement
 - Home/school
 - Weekly timetable
 - Messages

This will come into effect after Easter.

- Parents and children will now use the **same username and password** to simplify access.
- Homework will be managed more consistently to ensure clear expectations.

We are committed to improving communication to better support our families. Thank you for your feedback – your input is invaluable in helping us create a more effective and supportive communication system.