

Parent/Carer Champion Role Description

The role of the Parent/Carer Champion

At Anthem, the local layer of Governance in our schools acts as an important conduit for everyone across the Trust and school community to listen, hear and act on the voices of our stakeholders.

The role of the **Parent/Carer Champion** is to focus on capturing the lived experience of all parents and carers with students in the school and ensuring that they are heard by the ACC. This will ensure that the voices of parent and carers in each school are heard by Anthem's National Team and the Trustees, allowing us to address issues and share in celebrations and lessons learned across the Trust.

The Parent/Carer Champions will:

- Actively and impartially listen and give voice to parents/carers at your school.
- Help the ACC communicate with parents and carers and improve links.
- Help Trustees and the National Team understand the local context of the school.
- Provide feedback on how to make the school and Anthem more accessible to parents and carers.
- Encourage the ACC to be more visible to the parents and carers of students in the school.
- Always observe confidentiality and not discuss highly sensitive and confidential information with non-ACC members.
- Always direct a complaint from a parent or carer appropriately, in line with the school's Complaints Policy.

Who can be a Parent/Carer Champion?

No specific skills or experience are required to be a Parent/Carer Champion in an ACC. Some ACC Parent/Carer members may feel they are uniquely placed to fulfil this role; however, the main purpose is for the Parent/Carer Champion to capture the experience of all parents and carers in the school and communicate this to the ACC. Led by the Chair, the ACC collectively will decide which ACC member will take on each Champion role, taking into consideration the skill sets and interests of each ACC member.

What should the Parent/Carer Champion capture and how?

The Parent/Carer Champion will focus on the lived experience of all parent and carers with students currently attending the school. The areas that can be captured that relate to parents/carers are vast and concerns are constantly changing in the way that life does. The aim of the parent/carers Champion is to capture the relevant issues and celebrations. It is important that the feedback from the Parent/Carer Champion to the ACC is impartial, fair and includes areas of concern and areas to celebrate. There are many methods by which this information can be captured:

- Linking in with the HT, Senior Leadership Team and the National Team to create parent surveys.
- Reviewing survey results to gain further insight.
- Linking in with the school's Parent Teacher Association.

- Organise listening posts or drop-in sessions with parents and carers.
- Organise or assist with focused sessions in collaboration with support of the HT, Senior Leadership Team, or the National Team, depending on the focus.
- Attend Anthem's Champion Forums termly, that connect Parent/Carer Champions across all Anthem's 16 schools and the National Team to share ideas and pick up new ideas.

The above list is not conclusive, and you or the ACC and other Parent/Carer Champion may have other suggestions to capture the parent and carer experience. Please remember to obtain approval from the ACC Chair and HT prior to initiating any activities. Should alternative methods of data collecting be identified, please ensure that any approach is approved by the HT and is shared so other schools can benefit.

The Parent/Carer Champion Summary Report

Prior to each ACC meeting, the Parent/Carer Champion will complete the Parent/Carer Champion Summary Report. This report is a simple one-page summary, RAG rating the Parent/Carer Champions' perception of the staff experience. This report will also include some key findings and evidence, along with areas to celebrate and lessons learned.

During the ACC meeting, the ACC members as a collective will discuss and decide a final RAG rating for the ACC Dashboard. The Clerk will also record any actions to be taken between meetings on the Support and Challenge Log (SCL). Both the ACC Dashboard and SCL will be finalised at the ACC meeting and then shared with the schools Associate Director of Education to feed into the next Collaborative Review Day.

After the ACC meeting, work with fellow ACC members and the HT on any actions agreed during the ACC meeting.