Telford & Wrekin Co-operative Council

Protect, care and invest to create a better borough

the sandwell well-being charter mark

THE WELLBEING CHARTER MARK

INFORMATION FOR PARENTS/CARERS

Telford and Wrekin Educational Psychology Service

WHAT IS INVOLVED?

- Focus groups with both pupils and parent/carer(s) to gather views and perspectives
- A "Walking Focus Group", led by pupils and staff, with a focus on wellbeing
- An **anonymous** online staff survey for all staff (teaching and non-teaching) to gather views and perspectives of the whole school community
- Hard Data collection

Dear Parent/Carer

Your child's school is working with the Telford and Wrekin Educational Psychology Service as part of the Wellbeing Charter Mark process. As part of this work, we are keen to hear from parents, carers and families about their experiences of the school. Your views are an important part of understanding what is working well and where there may be opportunities to further strengthen support for pupils, families and staff.
We would like to invite you to take part in a parent/carer focus group. The purpose of the discussion is to gather feedback from a range of parents, carers and families so that the experiences of the wider school community can help shape future wellbeing priorities.

What is Involved in the Focus Group?

The focus group will be led by members of the Educational Psychology Service and will provide an opportunity for parents and carers to share their views about the school. During the discussion, you may be asked about:

- What the school does well to support children and families
- How welcome, included and supported families feel
- Communication between home and school
- Support for pupil wellbeing
- Suggestions for future development

There are no right or wrong answers. We are interested in hearing about a range of experiences and perspectives.

Why Share Your Voice?

We know that parents, carers and families have a unique understanding of their children's experiences. By sharing your views, you can help us to identify areas of strength across the school, understand the experiences of families, highlight any areas for further development, and inform the school's wellbeing action planning.

How Will My Feedback Be Used?

Feedback from the focus group will be combined with information gathered from pupils and staff. Individual responses will not be identified in any report. Instead, information will be analysed and presented as key themes and patterns across the school community. The findings will help inform a report and future action planning with the school.

Confidentiality

We ask all participants to respect the privacy of others who attend the focus group. The focus group is not anonymous because attendees may well be known to one another. However, individual comments will not be attributed to participants within reports. The Educational Psychology Service will not include names or identifying information, and feedback will be summarised thematically to reflect the views of the wider group. You do not have to answer every question, you are free to decide what you would like to share within the focus group.

If you are interested, please join us:

Date: 23.11.2026

Time: 9.00am - 10.00am

Location: John Fletcher of Madeley Primary School

If you would like to attend, please contact admin@johnfletcherofmadeley.co.uk or the school office.. If you are unable to attend, but still wish to share your views, please contact the Charter Mark team on the email address below.

For more information, please email us at: telford.wellbeingchartermark@telford.gov.uk

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