



2 Minute Read – Communication

Getting communication right in organisations can be tricky. As you can appreciate, schools can be busy places and it's not always possible to speak to a class teacher or a member of SLT straight away. This is usually because the class teacher will be teaching and other staff members may be in meetings, supporting pupils or fulfilling other duties. I also recognise that parents and carers also have very busy lives which is why school has put the following channels of communication in place.

Channels of communication:

Text messaging and emailing

All text messages / emails to school are received by Mrs Spencer who passes the information to the relevant staff members when needed.

Class Dojo

This is now available for all parents and carers and is a great way to see your child's Dojo points and to get in touch with your child's class teacher. Please remember that the quiet period is from 6pm until 8am.

Opportunity to speak to class teachers at the end of the school day

Mornings are very busy for class teachers. When they arrive at work they spend their time preparing the learning and resources for the day prior to children arriving. However, they are more than happy to speak to parents about any issues at the end of the school day.

Friday Drop off

From half term parent's and carers are invited to settle children into their classroom. This is an opportunity for you to come into your child's classroom, help them with morning tasks and speak to the adults in the class if you wish.

Friday Newsletters

Every week the Friday newsletter is uploaded to the school website and a link is sent out to parent's and carers. The newsletter celebrates a range of children's achievements, shares events that may have happened in school, including our collective worship focus and informs you of any upcoming dates/events.

Social Media (website/Facebook/twitter)

The school website includes a range of information about what your child is learning each half term. It is the go to place for our curriculum information, values, ethos, school priorities and academic data. Facebook and twitter are widely used to update you on events, important messages and reminders.

Open-door policy and appointments

I appreciate that it can at times feel tricky to get hold of the right person when you need them. This is why we have an open-door policy. If you have something that you need to discuss we are more than happy for you to pop into the school reception to arrange an appointment or to telephone in if you'd prefer. Please be aware that there might not be some available to speak with you straight ways but we will do our best to arrange something as soon as we can. We will always ask you what the issue is regarding. We won't expect you to go into detail but be prepared to divulge what your concern is about so that we can bring any necessary information or the most appropriate member of staff to the meeting.

Appropriate Communication Structures

When you have a concern about your child we would strongly encourage you to follow these steps:

1. Arrange a meeting you're your child's teacher first. This is purely because they have all of the required information. They work with your child every day and are best placed to discuss how they are getting on academically and socially. After this meeting it is important to allow reasonable time for any issues to be actioned or monitored.
2. If after a week or two you continue to have concerns, then please arrange to speak to Mrs Loftus/ Mrs Elliss or a member of the senior leadership team. They will work with you and the class teacher to attempt to resolve any issues.
3. Finally, if an issue continues to go unresolved please arrange to meet with me.

Improved availability

After half term we will be introducing two new channels of communication. This is to give you easier access to discuss issues face to face with members of staff. These will be in the form of:

Inclusion support staff on the yard / gate in the morning

Mrs Loftus will be available on the gate or playground each morning from 08:35am. She is more than happy to discuss any issues or pass on messages to other members of staff. They will also be holding a range of coffee mornings throughout the year. Dated will be confirmed after half term. I have included a picture of what they look like below.

Y1 and 2 teachers on the yard each morning when welcoming children

I appreciate that parents of younger children may need to communicate with class teachers more frequently. This is why we have taken the decision to make Mrs Hollingsworth, Miss and Miss Mappbeck available on the school yard each morning from 08:35am – 08:45am. Please bear in mind that they will need to be back in class to start lessons at 08:45 so if you need a lengthy conversation please arrange a mutually convenient time to meet.

As stated previously, communication is tricky to get right and we all miss things from time to time. One of the areas that we will be continuing to work on as a school is following up with parent's and carer's after initial meetings/conversations. You can see from above that we have many channels of communication and it is everyone's responsibility for using these appropriately to find out information and/or speak to the right people. As always, we are open to feedback and suggestions. If you have any alternative (manageable) ideas around communication, we would be more than happy to consider these.

