



Be the best you can be

Christleton Primary School  
Quarry Lane  
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Monday 7<sup>th</sup> March 2022

### Parent Survey and Communication

Firstly, thank you to all of those parents who completed the school questionnaire last term. We had 70 responses in the end which provides a good sample and enables us to understand parents' perceptions of the school and their child's education.

We are working through the responses to identify areas to develop and areas of strength and will communicate the survey outcomes to you in due course.

One area where we had some contrasting feedback was communication. You were asked to comment on the statement – The school communicates well with parents.

To this statement we had the following response

Strongly Agree	Agree	Disagree	Strongly disagree
41.4%	38.6%	17.1%	2.9%
80%		20%	
56 people		14 people	

When analysing these figures, we were able to cross reference against comments made. Within these comments there was a degree of commonality. One theme highlighted was a feeling of too many methods of communication being used.

In order to address this, issue we wanted to write to clarify the methods of communication currently in place, highlight the work that has been taking place behind closed doors and inform you of how we are looking to develop our communication in the future.

## Illness



Please note – **if your child is ill you should contact the school by telephone, 01244 455288**, as soon as possible on the first day of absence and on subsequent days if your child is still unwell. Please do not send this information into school via other methods.



01244 455288



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## Present Arrangements



As a school we do feel that we provide a good level of communication to parents but understand comments made regarding the form of delivery i.e. some parents feel that there are too many forms used.

Below provides a summary of the forms of communication we utilise and the intent of each.

### Class teacher ↔ Parent

Tapestry	Tapestry is used exclusively in EYFS. This software is an online journal to record a child's experiences, development and learning journey through the reception years. The software can also be used to send and receive messages and as such has been used as a communication link between home and school.
Seesaw	Seesaw is used in Years 1-6. It is a app-based platform which allows the teachers to communicate with parents and vice versa. We primarily envisaged this as a platform for parents to communicate with their child's class teacher rather than having to go via the school office. Class teachers also use this to upload pupils work and send messages specific to their class to parents.

### Whole school ↔ Parent

Email	The email is used to send whole school updates, such as the newsletter, COVID updates etc. It is also used to send specific letters about events such as trips and residential experiences.
Text	Primarily texts are sent out if we need to inform parents of important news.

### Whole school ↔ wider community

Twitter	We view Twitter as a window into the school. We use Twitter as an <b>easy and free communication tool for everyone interested in our school activity</b> . We use our Twitter feed to share information to a wider audience, i.e. the local community.
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### Other

Google forms	We use Google forms to survey parents.
School Spider	The school spider website was introduced at the start of the year. We have used the App to book parents evenings.
Paper copies	Paper copies are sent home for PTA events, From after school club providers and when the school requires a response and has not received one using electronic methods.
Zoom / Teams	We use Zoom to deliver remote learning, welcome meetings and other remote face-to-face events
Phone	The phone system is used to check absences, chase up missing info and inform of events such as first aid.
Website	The school website provides access to key documentation, class information, current and historical letters.



## Moving forward



In the background we have been working to develop our communication strategy. In the future we are looking to move more of our communications to the School Spider App. We hope that this will provide a more consistent medium and ensure that communication is accessible and current.

**If you are yet to download this app then please follow the instructions on the separate document to do this, as it will be vital moving forwards.**

We will use the Parents' Evening booking process as the point in time when we will move a significant amount of our correspondence across to the app. We do feel that there still is a role for some of the other programs we use and have highlighted this in the table below.

### Class teacher ↔ Parent

Tapestry	Tapestry will remain in place for parents to contact the class teacher.
Seesaw	Seesaw will remain in place for parents of children in Years 1-6 to communicate directly with their child's class teacher.

### Whole school ↔ Parent

School Spider App	The School Spider App will be used to provide the whole school communication. This will include, but not be limited to: <ul style="list-style-type: none"><li>• Newsletter</li><li>• Trip and residential letters</li><li>• Event letters</li><li>• Permission forms – such as forest school, mouth guard etc.</li><li>• General messages</li><li>• Surveys</li></ul>
Text	Text will <b>only be used for urgent messages</b>

### Whole school ↔ wider community

Twitter	Used to provide a window to the school for the wider school community.
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### Other

Zoom	Zoom and Teams will be used for remote meetings should face to face meetings not be possible.
Phone	The phone will continue to be used for <ul style="list-style-type: none"><li>• Absences</li><li>• Chasing up</li><li>• First aid</li></ul>
Website	Website will continue to provide access to key documentation, class information, current and historical letters.

Whilst it may not be so apparent on a grid, in reality this will present a significant shift in the way that we communicate with you. We have taken on board the feedback received and hope that the changes are welcomed and support even better communication between us.

