

FAQ School Communication

Do I have to use Twitter?

No, you can access information posted on twitter from the school website. All information is on our website. We use twitter to post the information as it is a quick way to update things. Many people like to follow us on twitter on their phones as it is simple to use. Several years ago, we surveyed parents about communication and reviewed how we were communicating with parents. We found that letters emailed were not being read and people preferred smaller pieces of information, therefore we chose twitter to host our communication. We have previously offered parents support if they did not know how to use it and will be reoffering this again in the autumn, when hopefully, COVID settles down.

What information is there?

[See our summary graphics sheet](#). We have a daily news feed which is updated via twitter as it allows us fast access to the website and we can reach a wide audience. People can download the free app or chose to access everything from the school website. The website has been remodelled during COVID to be mobile friendly. Our pupil diaries have been redesigned for the autumn, allowing more space for messages, in response to parent feedback. There is a paper flyer inside reminding people about how to access things. For new Reception parents, this was all explained on the induction evening.

How can I keep track if I don't follow Twitter?

- On Mondays, check class page on website to read the homework list for the week.
- On Fridays, check daily notice board on front of website and click on the communication summary (or check letters page of the website).
- Check the calendar on the front of the website (or on the top tab) to look at forthcoming events. Due to not being able to plan so far ahead due to COVID, these are now not printed in our pupil diaries.
- Each night, when you hear your child read, check the teacher has not left you a note.
- The best form of communication is always to talk to others. Why not ask another parent when you are in the queue to pick up?

How do I know about trips for my class?

We always tweet, put them on the diary, add them to Wise Pay and include them on the class homework list. Teachers also remind at pick up or put notes in the pupil diaries. There are many ways to find out.

If I don't know something, what could I do?

Please add a note to the pupil diary and the teacher will be able to help. You could also contact the school office or ask a member of staff at the school gate during morning drop off.

Where are things on the website?

At the end of each week, we have the communication summary so if people have not been following twitter during the week they can catch up. This is also saved on the letters page of the website. If parents do not want to follow twitter they can just click on the front page of the website and view the school news (via twitter), the dates and click on classes to see the class news. The letters section also has a summary of all important information.

Why don't you print all letters?

We are an eco-school and also wish to save time and money. The time we save goes directly into supporting children in class with their learning. We also used to find letters were left in book bags for several weeks and never read.

I don't like Wise Pay can I pay differently?

This is our only method for payments. In response to parents requests we put WP in place.

Why do I have to print off EV trip forms?

Families with multiple siblings asked for them online as they could save and update them quicker. We always respond to any personal requests to print forms and have some in the letter rack by the notice board at the front of the school. If a parent asks during morning drop off, we have some on our office trolley to hand out.

Why can't you email?

We use email for some communication if it is personal to you. For example, school reports. If it is generic information, this will go on the website to be viewed by all. This is then easy to refer back to as well.

Polite Reminders

Twitter Replies: We cannot always see messages due to different account set ups, so if you need to ask a question, please add it to the pupil diary. If we see a message, we will not be able to reply via twitter.

What's App Groups: These are kindly organised by the PTA; we do not see them and they are not part of our main school communication. I would hope that these are being used respectfully to organise PTA events and help each other. I trust that if a parent/carer has any queries or concerns they would respectfully bring these to us directly.

We hope that we can all work together to give your child the best education. This does mean that we need to ask you to check reading records and our website regularly.

September 2021 Update

In September 2021 we have our new [pupil diaries](#) which have been redesigned in response to parent feedback. We will also be able to hopefully offer more workshops for those who need a hand with technology or who would like with their child to use technology after school hours. Along with the pupil diaries one of these [paper flyers](#) will also be sent home at the start of the autumn term 2021.