

# St Paul's CE Primary School



## *How we communicate information to parents*



Effective communication is a central element of success in a school. We work very hard to share dates and school information in a clear and effective way.

The way we communicate has evolved over the last few years and it seems a good moment to share our main methods of communication and how we use them. This should help to avoid frustration!

Communication is a two-way process, so please if you are ever unsure do not hesitate to ask and we will try and clarify and inform as swiftly as possible.



### ***Key whole school dates and significant annual events***

Annual school events such as parents' evenings, sports days and Book Days etc. are planned in the summer term before the start of each academic year. These events are uploaded to the school calendar on the school's website:

<http://www.stpauls.hounslow.sch.uk>

There is a summary of upcoming events on the homepage of the website – *Our Week Ahead*. The full calendar can be found by clicking on the 'calendar' tab from the homepage. You can download the school calendar to Google Calendars on your phone, tablet or computer.

These events are also included at the end of the Headteacher's newsletter, which is sent by email each term and uploaded to the school website. It can be found by clicking on the 'resources' tab from the homepage. This list of events is updated throughout the year.

### ***Class and year group specific dates and events***

Every teacher produces a newsletter for his or her class each half term. This is printed and sent home early in the half term. It is then uploaded to the year group pages of the school website.



The year group pages of the website can be found by clicking on the 'learning' tab from the website. Dates and events that are relevant to specific classes and year groups are included in the half-termly class newsletters.

Details of class or year group specific events are also shared by email with parents. At times we use the email system to target emails at parents of pupils in the relevant year groups only. This means that parents in one year group may receive an email, whilst those in others don't.

### ***Afterschool clubs, sports competitions and other cross-school events***

These activities tend to be offered throughout the school year and depend upon what local providers are able to offer to the school. Information about these events is usually shared either through a letter in the bookbag or through the school's email system.

### ***Curriculum information***

Each class produces a half termly newsletter. The teachers also prepare an overview of the lessons that are planned for the half term, which is attached to the newsletter. These letters are printed and distributed in the bookbags early each half term. They are also uploaded to the year group pages of the website.

More detailed curriculum information can also be found under the curriculum subject pages on the school website and the year group pages of the school website.

### ***Trip planning letters, parents' evening appointments and other workshops in school***

Dates of class trips are listed in the class newsletters and are usually included in the whole school dates as the year goes on. They are not always listed at the start of the school year as many venues will not take bookings much more than a term before the trip will occur. In addition, some venues will offer special events and trips during the school year, which we sign up to once offered.

The class teachers send home more detailed letters, requesting parent support where needed shortly before the trip. This is because the final plans for trips, risk assessments and venue confirmations are completed shortly

before the trip goes out. This shorter notice can cause some difficulty for working parents who may need to give their employer notice in order to book time off work. If this is the case for you, please speak to your child's class teacher early in the term to let them know that you would be interested in supporting on a particular trip.

Parents' evening dates are published at the start of the academic year. Parents' evenings are planned for the early evening to make them as accessible as possible to as many parents as possible. These evenings come at the end of a full teaching day for the staff.

Parents' evening appointments are booked and confirmed in the week before they occur. Whilst parents will not know their exact appointment time until the booking process starts, knowing the dates and times of these meetings well in advance, in the annual calendar, should facilitate making arrangements at work.

Some workshops for parents are arranged as part of the school's annual programme of events, whilst others may be planned during the year to meet a specific need or as the result of an offer from an outside provider. In these instances notice may be relatively short. These events are publicised through letters, emails and posters around the school and on the school gates.



### ***Short notice communications***

On occasions, we are offered events or activities at very short notice. Where they will enrich the curriculum or be of value to a class, we often take them up. This will inevitably mean that there is little notice.

### ***Text messaging***

We have been using text messaging in the last few years as a last minute reminder of events. We never intended for text messages to replace our other communication systems but instead to be an additional element of communication – a helpful reminder.

We also use text messaging when classes are out on trips and their return time is delayed.

### ***Keeping Connected***

If you are not receiving emails/text messages from the school, please let the school office know. It may be that the email address or mobile number that we hold on your child's record is old and needs updating.

If you wish for another family member, who doesn't currently receive emails from us, to be registered for them, please let the school office know.



Parents of pupils who do not live with their child can also receive emails and text messages. If they do not already, please contact the school office.

If you change email/mobile or if you wish to change the email address to which school messages are sent, please contact the school office.

### ***Concerns***

At times through your child's schooling, you will have concerns. These range from the relatively minor to the very serious. Please don't hold on to your concern, however insignificant it may seem. In most instances, the first person to contact is your child's class teacher. You can speak briefly to them at the start or end of the school day, without an appointment. You can also ask for a message to be passed to them by contacting the school office, either by phone or email. For a longer, more detailed discussion, please arrange an appointment with your child's teacher.

There are also senior leaders on the school gates each day. They too can be contacted through the school office. The school also has a complaints policy available in the policy section of the website, which should be followed if a concern is unresolved.

***Not Sure?***

If ever you are unsure of an event or as aspect of the school, please do ask. You can speak with staff on the school gate or telephone/email the school office. Staff will always give you an answer and if they don't know they will find out and get back to you.

***School Contact Details:***

Telephone number: 020 8560 3297

email address: [office@stpauls.hounslow.sch.uk](mailto:office@stpauls.hounslow.sch.uk)