



Dear Parents

As part of our work on identifying priorities for the 23-24 academic year we asked parents and carers for their input.

Here at Knypersley you raised some points around communication. Having spent some time examining forms of communication between home and school we agree that changes can be made to how we communicate with each other.

In essence my research here at Knypersley has concluded that we have many pandemic initiated forms of communication which are not now required. These forms of communication have been allowed to continue post the pandemic alongside 'normal' forms of communication being reintroduced. This means the communication channels are too broad and therefore may be missed. In some cases, important and urgent communications are not seen as they are being sent via methods which are not checked frequently. For example, in one instance, a message about after school clubs had been sent to a class teacher's inbox which is not checked during the day as the class teacher is teaching etc.

Therefore, during the summer, the senior leaders and local advisory board have agreed the following channels of communication:

Information about your child's progress

Our school holds a parents evening each term during which an update regarding your child's general progress and well-being will be shared. Alongside these meetings you will receive a brief written report at the end of the Autumn and Spring term and a full academic year report at the end of the academic year.

Class Drop Ins

Beyond the formal parents meeting events noted above, our school has always offered a night during every school week where staff are available to answer any questions you may have or to address any concerns which may have arisen. These sessions are between 3.30-4p.m. on the following days:

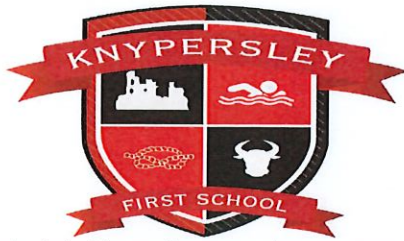
- **Nursery Wednesday**
- **Reception Wednesday**
- **Year 1 Monday**
- **Year 2 Wednesday**
- **Year 3 Wednesday**
- **Year 4 Thursday**

Please enter school via the main school office.

If you are unavailable due to work, please telephone the school to make an alternative appointment.

Evidence Me

This platform is only used in our nursery and reception classes as a method of sharing new achievements your children make. The school aims to make weekly shares with parents



(Subject to child being in school etc). Parents can also communicate achievements their child is making at home via this platform too. A meeting and log in details will be arranged for parents new to our school or not yet using evidence me early this term.

Other forms of Communication between Home and School Start and End of day-

On your child's daily arrival at school, staffing rota's will ensure a member of the Senior Leadership team and class based staff are available to greet your child. At this time messages that will aid your child in having a successful day can be exchange, for example if they have felt unwell or there is a change in their routine collection. (instead of the below)

We would ask that you avoid asking your child to pass messages for themselves to members of our teaching team, although we do value developing independence and organisational skills at Knypersley, we ask for your support in this matter.

In addition, we ask that any "injury on arrival" is noted with our door member of staff, should your child have any injury at school for example a grazed knee, a medical slip will be available at the end of the day from a member of staff.

Home School Links Books.

Home school links books are an effective way to comment on reading being completed at home, asking for help and direction with reading. Library books are also listed in the home school links too. Link books are not checked every day but will be during a week.

Arbor App Messaging- this will be monitored during normal working hours (8.30- 5.30 p.m.).

This app will replace all email /message platforms that we all currently use such as Teachers2Parents (current text service), emails to the office, class emails and kidzone emails.

We will also only now be sending out messages/letters/newsletters via this app. Why?

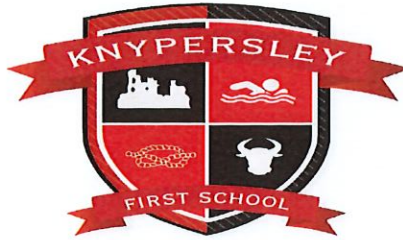
Arbor will support a clear line of communication with all parents, the App reduces the risk of key information becoming missed by parents. Recent feedback suggest tesx messages are easily missed; any message sent to the app will alert to the device used. The set up also allows an excellent transition to Middle School, where the app is also used.

If messages are of an urgent nature, please refrain from using Arbor as responses to messages may well take up to 1 working day to be completed.

Guidance notes on how to send messages via the app can be accessed via this link the guidance for Arbor is below:

<https://support.arbor-education.com/hc/en-us/articles/360020008077-In-app-messages-in-the-Parent-Portal-and-Arbor-App>

If you need any assistance, please ask a staff member on the door to arrange this for you.



Dates and School Calendar

Feedback indicates some last-minute date changes took place last year. Sometimes this is unavoidable for example due to staff absence etc however we have now completed dates for the whole year (even trying to commit to times to aid you booking time off work) and also offering in school and out-of-school events where practically possible. The school calendar can be found here: <https://www.knypersley.staffs.sch.uk/calendar/>

School Website

The website is a good source of information for our school community. Here are a few links to help you:

- Information about our school policies- <https://www.knypersley.staffs.sch.uk/policies/>
- Information about school meals- <https://www.knypersley.staffs.sch.uk/lunch-menu/>
- Term dates- <https://www.knypersley.staffs.sch.uk/cflp-term-dates/>
- Safeguarding- <https://www.knypersley.staffs.sch.uk/safeguarding-2/>
- Information about what your child will learn- <https://www.knypersley.staffs.sch.uk/curriculum/>

We will ensure that information is kept up to date and will be signposting you on a weekly basis to the website and any recent updates via our newsletter. Weekly spellings (for appropriate year groups) will be uploaded weekly to the relevant class pages on the school website.

School Office-

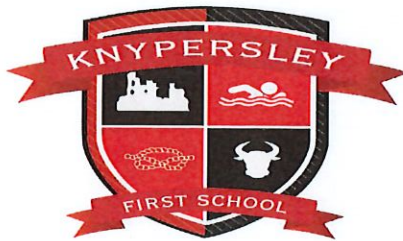
Our school office is available for urgent time limited messages to be passed to the correct person, for example a child's absence or an unexpected emergency (use of Kidszone). Please may we ask that all non-urgent messages are given using the options above, by either door staff or using the Arbor App.

In the short term we will be using our text service to let you know when we have sent out something via the arbor app. Once this is established, we will not text out reminders. Please note that from September there will be no method to text back messages or responses via Teachers2Parents.

I hope the information above allows us to now build reliable lines of communication together. In order to gain your feedback, I will send out a survey once every half term to allow us to know how the methods above are progressing. As with any change I am sure adaptations will be required and mistakes may be made whilst we establish typicality. Please stick with us and together we can achieve the success we are aiming for.

Yours sincerely,

Mrs. A Rourke Headteacher



Class and School Council

Thank you for your letter and for the information that you have provided. We will be looking at this information and will be getting back to you as soon as we can. We will also be looking at the information that you have provided and will be getting back to you as soon as we can. We will also be looking at the information that you have provided and will be getting back to you as soon as we can.

Best regards

The school is a good source of information for the school community. Here are a few ways to get more information:

- Information about our school policy - <http://www.knypersleyfirstschool.co.uk/policies>
- Information about school meals - <http://www.knypersleyfirstschool.co.uk/food>
- Term dates - <http://www.knypersleyfirstschool.co.uk/term-dates>
- School website - <http://www.knypersleyfirstschool.co.uk>
- Information about other school events - <http://www.knypersleyfirstschool.co.uk/events>

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School Office

The school office is available for urgent enquiries. If you need to contact the school office, please call 01273 812345. We will be getting back to you as soon as we can. We will also be looking at the information that you have provided and will be getting back to you as soon as we can.

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Mrs. [Name]