



# Dore Primary School



## Our Communications Framework

### **Introduction:**

Effective 2-way communication helps cultivate a close partnership between school and our parent/carer community. It also creates an informed and supportive environment, in which our pupils are able to flourish.

The following framework outlines the many different ways in which school can communicate with home. It also details the most effective ways you, as parents/carers, can communicate with school. This document is also on the school website at <http://www.dore.sheffield.sch.uk>

It covers:

- Emails and text communications
- New parent APP
- New online-booking services
- Key online resources, e.g. extra-curricular activity plans and an enhanced calendar
- Enhanced website usability - to locate information more quickly and easily
- A 'self-service' facility in the main school reception
- Detailed information about your child's learning
- Guidelines on how to access information from and communicate with school

For any questions or feedback about this framework, or any other communication ideas, please don't hesitate to email the team at: [comms@dore.sheffield.sch.uk](mailto:comms@dore.sheffield.sch.uk)

## **Section A: How we wish to communicate with our parent/carer community**

We'd like communications between school and home to be consistent, clear and cost-effective. To achieve this, we aim to move towards paperless communications, wherever possible. Electronic communications are efficient, environmentally friendly and easy to locate and manage. They also reduce costs; the money we save on paper, printing and photocopying can be deployed elsewhere in school, to benefit the school and our pupils.

### **1. General school communications**

- We have recently migrated to a new email management system and signed up to the Groupcall Xpressions APP – <http://parents.groupcall.com>. This APP, in particular, should make it easier to receive, locate and store the information school sends you.
- Parents' evening can now be booked online. More details will be available soon.
- You can find all back-dated school letters on the school website under 'letters and forms'. These are searchable by date (and other fields) to assist with your search.

### **2. School calendar**

- The website calendar is updated by staff regularly and should be your first point of reference for events and activities taking place in school. All entries for the following half-term are added prior to the start of any school holidays. All school holidays (including staff training days) are also logged. You can find the school calendar at <http://www.dore.sheffield.sch.uk/calendar>
- At Christmas, when the calendar is at its most congested, the school produces a dedicated email to detail the multiple events and activities taking place. It also lists what is needed for each activity/event and by when.

### 3. 'Extended-schools' / extra curricular communications

- All email titles include the relevant year group + subject matter + timing of activity in the title. This enables quick and easy scanning of relevant information.
- A comprehensive extra-curricular club timetable is available at; <http://www.dore.sheffield.sch.uk/our-learning/extra-curricular-activities>. Here you'll find the clubs available to each year group, any vacancies and details of how to sign up for each club. A copy of the timetable is also displayed in the school porch.
- Extra-curricular clubs/activities are payable through [www.parentpay.co.uk](http://www.parentpay.co.uk). Pupils are allocated places on oversubscribed activities through a random draw. To facilitate this, the process of applying for club places is as follows;
  - Letters with printable return slips are emailed out (additional paper copies are available from the self-service school porch, if printer access is a problem).
  - Completed return slips are posted in the school post box, by the deadline date.
  - If your child is allocated a place, you will receive electronic notification. The activity will be set up on your ParentPay account and payment can be made.

### 4. Class-based information / activities

- The boards outside KS1 classrooms provide reminders regarding any upcoming activities and are used to signpost to further information on the website.
- The online 'learning journey', on the school website, highlights what your child is learning in class and is used to provide references for further home study / investigation / practice exercises etc.

### 5. Self-service school porch.

- Letters for extra-curricular clubs, forms for holiday requests etc. are available within the display area of the school porch at the main reception. The porch is open every school day from 8am to 6pm. There is also a post box in the porch; please use it to post reply slips, letters and forms. The post box is secure and is emptied daily.

## **Section B: Ways in which parents and carers can communicate with school**

We welcome open, 2-way communications with all parents / carers and actively seek an effective dialogue between home and school.

### 1. Communicating commonly arising queries and issues;

Commonly arising topics include; children's achievements; changes at home; medical conditions / medication; bereavements; peer-to-peer relationship issues and changes to after-school arrangements. You may also have questions about your child, aspects of the curriculum or activities, or just want a general chat. We hope the below guidelines will help clarify how you can best support your child, in each case:

- If there's a problem that will adversely affect your child's day (such as issues between children in class) then please explain this to the teaching assistant, who can provide access to your child's teacher for a quick chat at the beginning of the school day, as appropriate.
- If you wish to specifically speak to your child's teacher on any other topic, teachers are happy to have a quick conversation after school. If that isn't possible, please contact the office staff to arrange an appointment at a mutually convenient time.
- For any other issue, please inform the office staff who can deal with the issue, or pass information to the relevant person discreetly. **For all urgent issues, please telephone or come to the office in person.** Emails are not always read immediately.
- **When arrangements for after-school have changed we need to let the teacher and children know.** Please ensure that you tell a member of staff in person or phone the office. Please avoid leaving a voicemail as there is no guarantee this will be picked up in time.
- For all non-urgent communications, please avoid contacting the office prior to 10 am, wherever possible. The first hour of the day can be incredibly busy.

#### **School office contact details:**

**Call 0114 2368690, or email: [enquiries@dore.sheffield.sch.uk](mailto:enquiries@dore.sheffield.sch.uk)**

Please note, if you mark an email FAO a specific individual, the school office can forward the email to the intended recipient.

## 2. Parent Evenings / Home Chat Book:

- We have two parent evenings per academic year. These offer a 10 minute slot with the class teacher and take place in terms 1 and 2. They provide you with insight as to how your child is progressing at school and highlight ways in which school and home can work together to support continued progress.
- Every parent/carer also receives a termly update about their child/children; previously referred to as 'school / home chat book'. Please comment on this, as these are read by your child's class teacher.

## 3. Parent Open Evenings:

- We offer open evenings for parents whose children will be starting in Reception (YR), Key Stage 1 - (Y1) and Key Stage 2 (Y3). These sessions are hosted by senior leaders and provide the most current information about any significant changes in both curriculum and classroom routines. The format offers parents and carers a chance to ask all-important questions. For those unable to attend, presentations are uploaded to the school website.

## 4. Responding to general school e-mails / texts:

- It's important to note that general emails and texts sent by the school are sent from a 'no-reply' email address, so please don't reply, as your message won't be read. If you need to contact us in response to an email or text, please use the e-mail address or phone number given.

## 5. Providing Feedback

- We're interested to learn how you feel about the changes that have been implemented. Please look out for an email survey in the coming weeks. We'd greatly appreciate your feedback and any recommendations you may have. If, in the meantime, you'd like to provide specific feedback, please feel free to contact us. You can reach us at [comms@dore.sheffield.sch.uk](mailto:comms@dore.sheffield.sch.uk)

**Finally, thanks for taking the time to read this document. It is our intention for the framework to provide a solid foundation for efficient and effective 2-way communication. We hope that it will benefit parents, staff and pupils alike.**