



Castlechurch Primary School

Tennyson Road

Stafford

ST17 9SY

Tel: 01785 334955

E-mail: office@castlechurch.staffs.sch.uk

Website: www.castlechurchprimary.co.uk

Twitter: @castlechurchps

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 Castlechurch 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 Castlechurch 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- 4pm. on the following days:

- **EYFS - Thursdays**
- **KS1- Mondays**
- **LKS2 – Wednesdays**
- **UKS2 – Thursdays**

If you are unavailable due to work, please call school instead.

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





Castlechurch Primary School

Tennyson Road

Stafford

ST17 9SY

Tel: 01785 334955

E-mail: office@castlechurch.staffs.sch.uk

Website: www.castlechurchprimary.co.uk

Twitter: @castlechurchps

(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-

Staffing rotas will ensure a senior leader and class-based staff are on the school main yard every day. Messages to ensure your child has a successful day such as who is collecting them, if they have felt unwell can be passed to the staff member on the door. Please avoid messages your child can pass for themselves we value developing independence and organisational skills in our pupils (age appropriately). We would also ask you to speak on the door to a member of staff if your child has an 'injury on arrival' which will require logging before you leave. If your child has an accident such as a grazed knee medical slips will be handed over on collection at the end of the day from a member of staff.

Reading Diaries.

Reading diaries are an effective way to comment on reading being completed at home, asking for help and direction with reading. They 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, emails to the office or to other staff. We will also only now be sending out messages/letters/newsletters via this app. Why? This will reduce the risk of something being missed. It will allow you to have a central place to refer back to information sent out when you want to double check on things. Feedback tells us that when numerous texts are sent out close together some are missed. This way each message will be on view. When a message is sent your app will alert you.

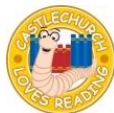
On this my research has also noted many messages coming into school requesting information that has already been sent out. I urge you to please check newsletters and other letters before contacting us. Please do not use this method of communication to pass on an urgent time limited message, responses 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:4

<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





Castlechurch Primary School

Tennyson Road

Stafford

ST17 9SY

Tel: 01785 334955

E-mail: office@castlechurch.staffs.sch.uk

Website: www.castlechurchprimary.co.uk

Twitter: @castlechurchps

offering in school and out-of-school events where practically possible. The school calendar can be found here: [Calendar – Castlechurch Primary School | Stafford](#)

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-** [Policies – Castlechurch Primary School | Stafford](#)
- **Information about school meals -** [School Dinners or Packed Lunch – Castlechurch Primary School | Stafford](#)
- **Term dates -** [Policies – Castlechurch Primary School | Stafford](#)
- **Safeguarding -** [Safeguarding – Castlechurch Primary School | Stafford](#)
- **Information about what your child will learn-** [Curriculum – Castlechurch Primary School | Stafford](#)

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.

School Office-

Calling the school office will ensure **an urgent time-limited message** is passed to the correct person in the correct time frame. For example- informing us that your child is absent, booking your child into High Fliers – (due to an unexpected emergency) etc. Please note this is not for non-urgent messages/questions eg those which can be passed on/asked via staff on the doors in the morning.

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 today 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

EL Goodyear

Mrs. E Goodyear
Headteacher

