

# Communication Survey 2024

Thank you to all those parents and carers who responded the the survey on improving communication. There are some things we can easily put in place to improve communication ... and also a few things we need to explain.

96% of parents say that communication is generally good



## Explaining how we communicate with you

### Class Dojo

This is our main form of communication because it is free, easy to show you photos of events in school and you are able to easily message us when you need to. It is an app that can be accessed on a phone or a computer - just as easy as facebook or snapchat and replaces the need to send letters.

### School Gateway

For those parents who don't like to use apps, we use the School Gateway to send you text messages and emails. This only goes wrong if you forget to tell us you have changed your phone number or email address. We email the weekly newsletter out to all parents so look out for it!



## What you have asked

### You asked....

You are worried that messages are not passed to lunchtime staff or from teacher to teacher

You would like to be able to speak to your child's teacher more often

You struggle to find information on Class Dojo

### We answered....

We don't have lunchtime supervisors - your children are looked after at lunchtime by teaching assistants who are with them all day so know them very well  
All staff use CPOMS to record every incident, every message from home. This alerts all staff who may work with them and is passed to every new teacher.

If you can wait until other children have been handed over safely at the end of the day, staff are happy to speak to you then. Alternatively send a Dojo message to arrange a meeting or phonecall. This will usually be after 3.15 or between 8 and 8.30am as teachers are in class teaching for most of the day.

Most reminders on Dojo will be on School Story - newsletters, adverts for events etc. Information just for your class will be on Class Story - we will remind all teachers to post something every week so you know what is going on. The weekly newsletter has information for all year groups.