



LINES OF COMMUNICATION

How do we share information with you?

As a school we try to take a paper free approach wherever possible. Please make sure the office has the correct email and phone number for you so that you receive the relevant information. Paper copies of letters / newsletters are available at the office on request and we are always on hand to help you complete online forms.

Newsletter

Our Newsletter contains information about upcoming events / key dates as well as celebrating the opportunities the children have had in the past week.

If you are happy for your child's picture to be used on our Newsletter that is uploaded to our website then please ensure you have signed a 'photo permission form' available at the school office.

Email / Arbor / SEN

We use email to communicate with parents, send out letters, the weekly Newsletter as well as to answer any queries that parents may have. SEND information may also be sent out via email for parents to read and check.

Arbor is our management system and we can use this to seek permission for sporting events as well as gathering contact information for parents.

Website

This is the school's main public interface and contains all legal statutory information that schools must publish and is available for parents, Ofsted and other interested parties. It provides details of the curriculum children are taught, day to day running of each class and the curriculum content by subject and by year group. It also acts as the window for the online calendar for parents which details what events are on and when they are taking place and shows which parents are invited to; this includes swimming, assemblies, open mornings, trips etc.

Class Dojo

Class Dojo is used to share information about what the class have been learning about or to upload photos / send quick reminders about events etc. Class Dojo is only looked at on a daily basis at the class teacher's discretion and within teaching hours. This is a safe platform that can be used to send information out quickly to parents and celebrate the learning that takes place within our school. Teachers may also message you to remind parents of homework details or to arrange a meeting or to pass on a quick message where appropriate.

Telephone

The school will call parents if children are: breaching policy and procedure, to clarify permission for a trip, in case of injury or illness or in an emergency. Our registers close at 9am and if your child is absent and we haven't heard from you, we will contact you so we can correctly code this absence. Teachers may also arrange to speak to you at the end of the school day to explain something that has happened / return a call to you should there be a need for it.

Good communication is much more than the exchange of information. We recognise our responsibility as your child's educators to effectively transmit information, develop understanding and build trust and confidence with you as parents and carers.

How can you share information with us?

At Devoran we have a number of channels of communication for parents and carers. There are now many ways to communicate with staff from across the school. It can be difficult to know which method of communication is most appropriate to use at any time. This flyer aims to outline the purpose of each communication method and when to use them.

Please remember that communication is a two-way process. Help us to help you by keeping us informed. Our objective is to promote harmony and dignity throughout the school and we expect any communication or interaction between staff, children, parents/carers, visitors or the local community to be conducted with mutual respect in a calm and open manner.

Class Teacher / Office Team

Class Teachers or Teaching Assistants are available on the entrance doors in the morning to pass on quick messages and, most importantly, to meet and greet the children. The office is open from 8am to 4:30pm if you wish to deliver a message in person.

Meeting with the Class Teacher or SENDCo can be booked in via the school office.

The Parent Consultations are also a really good opportunity to touch base with your child's class teacher to find out about your child's progress as well as how they are doing socially and emotionally.

ParentPay / Arbor / Google Forms

We use ParentPay as much as possible for our permission forms for trips and visits. Arbor is also used for this function for sporting events. We also use Google Forms for image consent as well as for Parent Surveys and information that we need to gather quickly (i.e. critical worker forms etc).

ParentPay is also used to collect payments for trips and visits as well as to order your child's school dinner.

Reporting your child absent

Parents should phone the school to report your child absent. Please ensure you let us know your child will be absent as soon as possible and before 8:30am.

Our registers close at 9am and if your child is absent and we haven't heard from you, we will contact you so we can correctly code this absence.

Parents are reminded that school expects every child to attend school every day unless they are not well enough. Please see the NHS [guidelines for when your child is unwell](#) for advice.

Class Dojo

Parents can message teachers directly within school hours with information that doesn't require an immediate response. Class Dojo is only looked at on a daily basis at the class teacher's discretion and within core teaching hours.

If you require an urgent response, please use the school office email secretary1@devoranschool.co.uk and mark for the attention of the member of staff you need to speak to.

Class Dojo is also used to celebrate and upload any learning your child does at home via their portfolio.

Telephone

Parents are encouraged to only use this form of communication in an emergency as quite often it is very hard to get through.

If there are changes to your child's collection arrangements, please phone before 2:30 pm to allow the office staff enough time to deliver the message to the class teacher.

To report your child absent, please ring the school telephone number 01872 863223, Option 1.

Headteacher

The Headteacher is readily available on the gate at the start and end of the school day (most days) and is happy to help in any way they can.

A meeting with the Headteacher / SENDCo can be booked in via the school office.

If your concern is about your child's learning or friendships, you should speak to your child's teacher before speaking with the Headteacher. The Headteacher is happy to meet in person or speak on the phone at a time convenient to you.