









# Communications with parents/carers

## Summary guide



Saltford  
CofE Primary School

METHOD	PURPOSE / OVERVIEW	GUIDANCE
<p><b>WEBSITE</b></p> 	<p>Our website is the main information point for parents/carers and the wider community.</p> <p>All information about our school is posted here: <a href="http://www.saltfordschool.org.uk/">www.saltfordschool.org.uk/</a></p>	<p>All information about our school is shared via the website including policies, news, calendars and operational information. It is updated regularly but please get in touch if you spot anything that is inaccurate or missing.</p>
<p><b>WEEKLY NEWSLETTER</b></p> 	<p>Newsletters are published every Thursday and contain a summary of news, information and dates. They are emailed home, <a href="#">posted here on the website</a> and linked on <a href="#">our Twitter page</a>.</p>	<p>Newsletters are not sent as a hard copy so <b>please ensure your email address is up-to-date</b> (you can change via the MCAS App) or <a href="#">check our website here</a>. A hard copy can be picked up from the school reception.</p>
<p><b>EMAIL</b> through My Child at School (MCAS)</p> 	<p>We send all communication via MCAS. When you register with MCAS you can choose to receive push notification messages via the app OR emails to your personal system, but not both.</p> <p>If a parent/carer wishes to email a member of staff at the school, initial contact should be made through the school office using: <a href="mailto:enquiries@saltfordschool.org.uk">enquiries@saltfordschool.org.uk</a>.</p> <p>All letters that we send out are also published <a href="#">on the school website here</a>.</p>	<p>The school email inbox is monitored daily. <b>However, if your message is urgent, contact the school by phone on 01225 872185.</b></p> <p>Staff are <b>not</b> expected to respond 'out of hours' so please be patient if emailing in the evening.</p> <p>Please remember that teachers cannot reply immediately if teaching.</p>
<p><b>TEXT</b></p> 	<p>Text messages are used to notify you about <b>urgent information only</b>, via MCAS.</p>	<p>Please <a href="#">download the MCAS App</a> as texting is only done in an emergency. <b>Make sure your contact details are always up to date.</b></p>
<p><b>TWITTER</b></p> 	<p>Our Twitter account shares instant highlights and celebrations from learning and activities at school. It is used to help us engage in wider events such as charity days and sporting events.</p> <p>If a parent/carer wishes to follow us on Twitter, search for us: <a href="#">@SaltfordPrimary</a></p>	<p>Twitter is used to share information and celebrate our work within the wider community. It is not the way to send individual messages to staff.</p> <p>Our Twitter account is locked so only our approved followers can see our posts.</p>
<p><b>IN PERSON:</b> Consultation evenings, year group or class meetings, or individual meetings.</p>	<p>Face to face, two-way communication, often with the emphasis on the individual child, class or year group. This happens through consultation evenings and year group meetings through the year. Also through the PTA meetings for raising and allocating school funds.</p>	<p>The school operates an open door policy with parents and carers. In the first instance, please talk to your child's class teacher at pick-up time. Those who do not come to school can arrange a meeting by emailing the school office.</p>
<p><b>OTHER:</b> PTA Facebook page</p>  <p>Parent Voice Group</p>  <p>Survey of parents and carers.</p> 	<p>The <a href="#">PTA Facebook page</a> is used to communicate PTA organised events that take place throughout the year. The PTA can be emailed direct: <a href="mailto:pta@saltfordschool.org.uk">pta@saltfordschool.org.uk</a>.</p> <p>The <a href="#">Parent Voice Group</a> is hosted by the Governors – Mrs Sage also attends this.</p> <p>We invite parents and carers to give us their feedback through an annual online survey. This usually happens in term 6.</p>	<p>The PTA has its own section <a href="#">on the school website here</a> which includes all meeting minutes.</p> <p>The PVG has its own section <a href="#">on the school website here</a> which includes all meeting minutes.</p> <p>We may quote comments from this survey on our wider communications, anonymously.</p>