

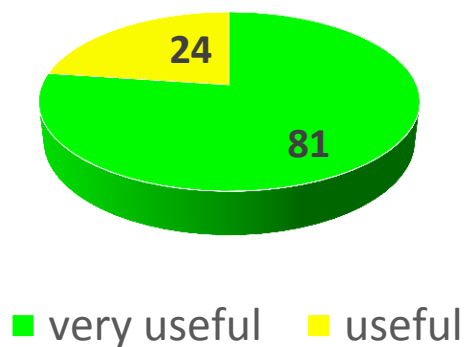
Responses to the consultation document: Communication

We were delighted with the response to our consultation.

We received 105 responses out of 242 families in school (43%). These are represented numerically below.

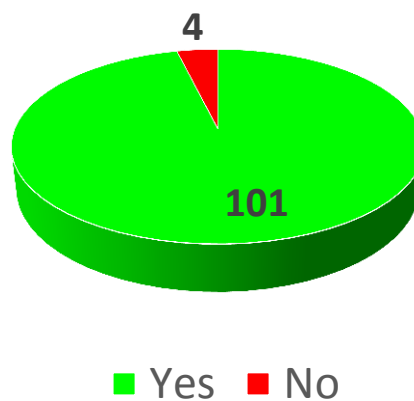
Communicating Electronically

1. How useful do you find the text to parents service ?



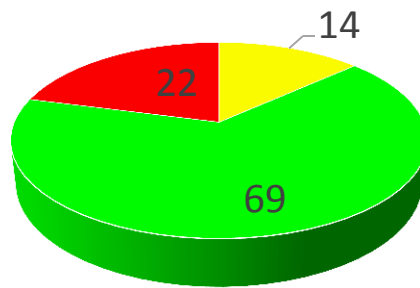
Action: We will continue to use this service as one of our forms of electronic communication.

2. Do you have access to the internet ?



Action: We will continue to provide paper copies of material to parents/carers as and when required.

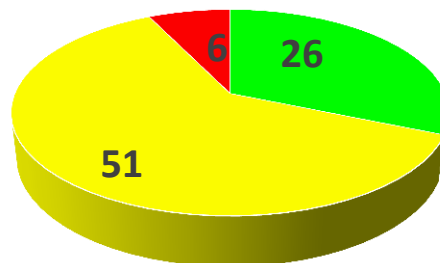
3. How often do you use the school website?



■ weekly ■ monthly ■ not at all

Action: We were surprised at the number of responses for ‘not at all’ and will endeavour to promote what can be accessed by parents here to support their child’s learning – particularly from their child’s class page. Additionally a lot of other information can be found on the website. We will look to adding things that have been requested e.g. an annual calendar of events.

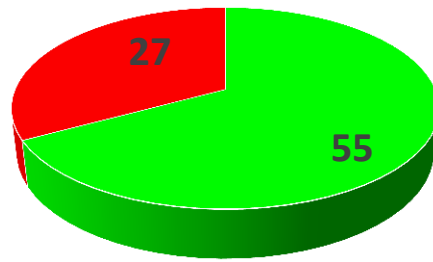
4. How easy do you find what you need on the school website?



■ easy ■ mostly easy ■ difficult

Action: We will review our website to see if ‘how to find information’ can be any clearer than it is currently. If you continue to find it difficult in the autumn please let us know.

5. Do you use the class pages of the website?



■ yes ■ no

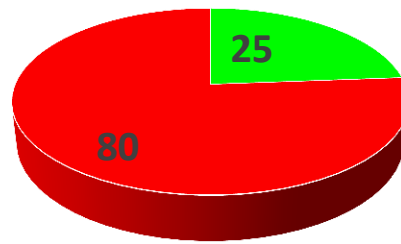
Action: We will endeavour to work with parents on the access and importance of the 'class page' which provides a variety of key information relevant to each child's class and how parents can help/support their child.

6. Would there be any further information that you would like to see on the school website? If so, what? 18 responses said 'yes' and ideas for further information were:

Term dates, blogging across the school, alerts e.g. medical, inset day reminders, useful reminders of events e.g. visits, list of after school activities planned for the next half term, letters that have been sent out, cost of dinner money for forthcoming term, more of what the children are doing in class, more curriculum information, expand calendar to include all events for coming year, parent termly meeting dates, more policies.

Action: We will endeavour to address these points where feasible. We have already uploaded an annual calendar for 2015 – 2016 and would welcome your feedback (term dates have always been there under the calendar tab). We will continue to text for inset day reminders and medical alerts. We will text regarding after school club opportunities to the relevant year groups.

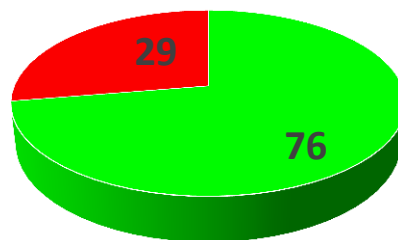
7. Have you ever used the school email address to communicate with school?



■ yes ■ no

Action: Whilst school email is checked daily this is not necessarily first thing in the morning so we would encourage you to telephone or call in, in person, if something needs dealing with urgently. Otherwise if it can wait 24 hours then please feel free to use our school email to communicate information e.g. special mentions for a child in the newsletter, a request to arrange a meeting with the class teacher.

8. Would you be willing to receive information via your email address?

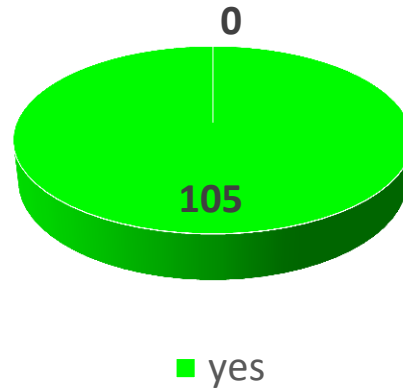


■ yes ■ no

Action: We will investigate the viability of email communication. However to make this viable the very large majority of the school would need to agree to this form of communication. We would of course protect individual email addresses.

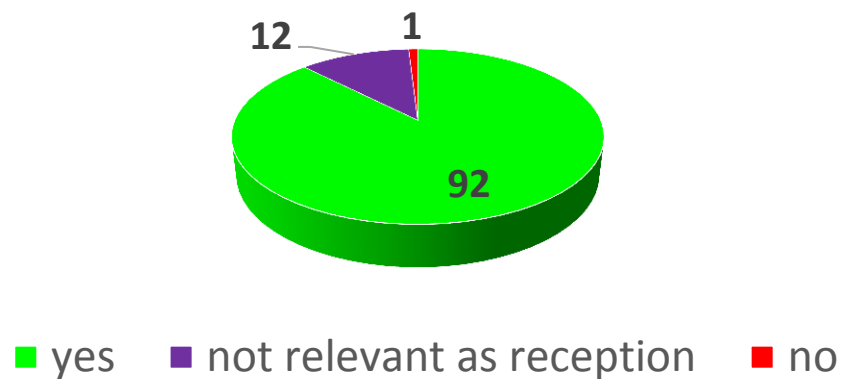
Written Communication

1. Do you find our monthly newsletter useful?



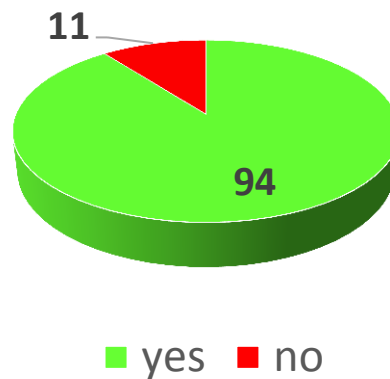
Action: We will continue with this document.

2. Do you find your child's annual report useful in understanding what your child has achieved?



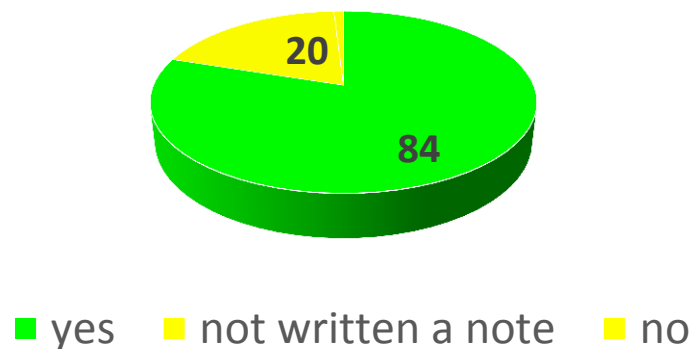
Action: We were very pleased with this result – only one 'no' which was anonymous.

3. Did you know that if you don't understand something on the annual written report, that you can make an appointment with the class teacher?



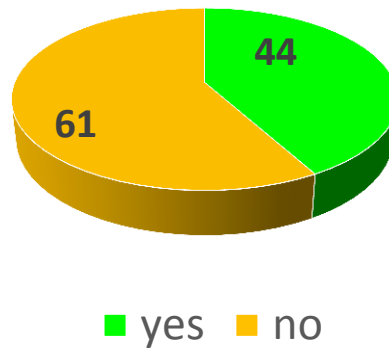
Action: The 15 responses that were negative included first time parents with children in reception who have not yet received an annual report so we are confident that parents know that they can make an appointment to discuss the report.

4. If you are writing a note/letter to the class teacher that requires a response, are you generally happy with the timescale in which this is dealt with?



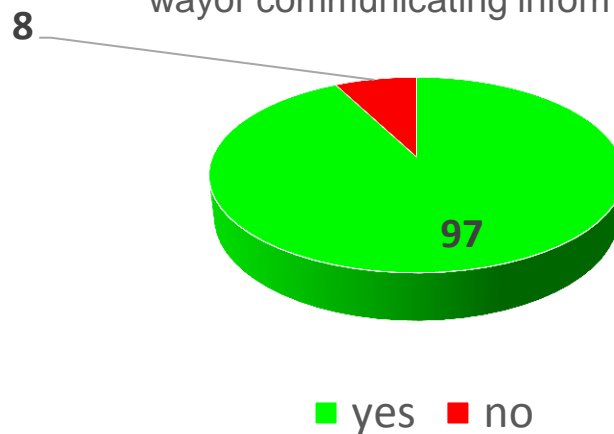
Action: We had 1 negative response which was anonymous. We will always make every effort to respond to queries within the same working day. However, if something is urgent we request that the envelope is marked as such and /or that you leave a message with office staff to this effect.

5. Have you ever referred back to the School Brochure for information once your child started school?



Action: It seems to be a useful document to many. The updated annual School Brochure can be found on our school website under key information.

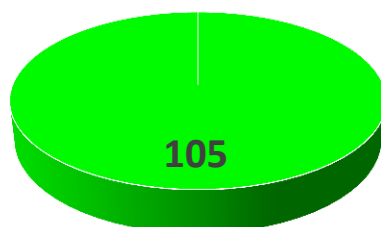
6. Do you feel letters are an effective way of communicating information?



Action: We will continue to use all forms of communicating information. Of the 8 'no' responses the written comment tended to be that the child forgot to take the letter home. We have introduced a text to back up club letters (as first come, first served) and we plan to trial putting a copy of letters onto the website in the autumn term to see how sustainable this is.

Communicating face to face/person to person

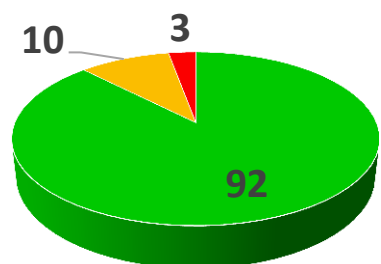
1. Do you find staff in the office approachable and feel your queries are dealt with?



■ yes ■ no

Action: The office staff were delighted with this response, thank you.

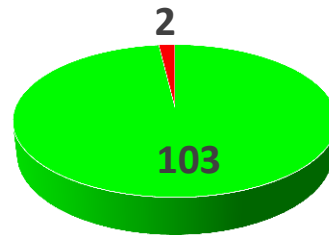
2. Do you feel that you know how to contact the class teacher if you needed to meet?



■ yes ■ sometimes ■ no

Action: We perhaps need to communicate more effectively the availability of teaching staff. They are generally available before school on a Tue/Thurs and Fri 8.10 – 8.35am and after school on a Mon/Tue/Wed and Fri from 3.30pm. Appointments can be made via office staff so please speak to, or telephone, if you cannot 'catch' the teacher. Alternatively email us on info@pottery.derbyshire.sch.uk (email is picked up each day but not necessarily at the start of the school day).

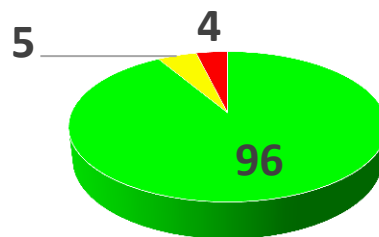
3. Do you manage to attend parent's evening?



■ yes ■ no

Action: We had 97% of parents attend the two parent evenings over this year. Of the 2 'no' above one wasn't anonymous and we managed to sort out the difficulty.

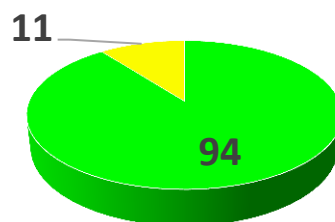
4. Do you manage to sign in for parent's evening either in person or via a family member/friend?



■ yes ■ sometimes ■ no

Action: Following this consultation, in May, we offered a telephone booking service for those unable to sign in. However, we can only then offer the vacant slots.

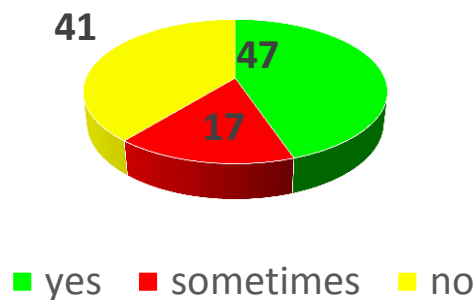
5. Do you find parent's evening useful in finding out how your child is progressing?



■ yes ■ mostly

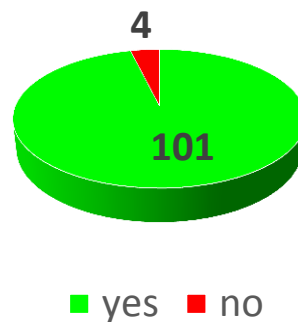
Action: We were pleased not to have had anyone who said no! However 10% of you said 'mostly.' We would welcome any suggestions as to how we can improve upon reporting progress. Please speak to the senior management team or drop your ideas in written form to the school office.

6. Do you manage to attend the termly meetings in the hall with your child's class teacher?



Action: Approximately 50% of those responding were unable to attend due to work commitments. The suggestions from those working shifts/part time was that we alter the day of the week each term enabling more parents to attend. We have done this for next academic year. Please refer on our website to the 2015 – 2016 calendar; the dates for all 3 meetings next year are already there. Alternatively grandparents can attend on behalf of a parent.

7. Do you feel that you know how to make an appointment with the head teacher?



Action: Mrs Hutton can be contacted by phone or the school email address to make an appointment. Alternatively if you drop children off in the morning, or collect on an evening, she may be available to see you at that time so please call into the office.

If you would like to discuss any of the above please contact a member of the school office staff who will make an appointment for you with the relevant personnel.