



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 Oxhey First 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 our research here at Oxhey has concluded that we have many pandemic initiated forms of communication which are no longer required. These forms of communication have been allowed to continue post pandemic alongside 'normal' forms of communication being reintroduced. This means the communication channels are too broad, messages can be missed and therefore communication is not consistent across the school. In some cases, important and urgent communications from parents are not seen as they are being sent via methods which are not checked frequently - for example, class teacher homework emails. These are not checked during the day as the class teacher is teaching. All homework emails have now been closed. Therefore, during the summer, the senior leaders and local advisory board have agreed the following channels of communication which will also ensure a consistent approach.

**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 drop – in sessions are straight after school until 4p.m. on the following days:

- **Nursery & Reception - Monday**
- **KS1 - Monday**
- **KS2 - Thursday**

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 for parents to share new achievements that their children make including their home learning. An open night and log in details will be arranged for parents new to our school or who are not yet using 'Evidence Me' early this term.

### **KS1 and KS2 Homework**

Children will have a homework book sent home. Homework grids will be added to the books half termly. Please send in all completed homework in the book (homework email addresses have now been closed).

### **Other forms of communication between home and school at the start and end of day:**

Staffing rotas ensure senior leaders and class-based staff are available at the beginning and end of every day around the school premises (doors to classrooms). Messages to ensure your child has a successful day, such as, who is collecting them, if they have felt unwell etc can be passed to the staff member on the classroom door. Please speak to a member of staff when you drop off your child if they have had an injury the previous evening or before school starts since this requires logging on an 'injury on arrival' form. This is in line with our safeguarding policy and prevents us from having to contact you during the day to seek clarification. If your child has an accident at school which required first aid then a medical slip will be handed over on collection at the end of the day from a member of staff.

### **Home-School Planners:**

Home-school planners are an effective way to comment on reading being completed at home, asking for help and direction. Staff may also write other messages, for example if your child has used their inhaler that day and therefore we ask that you check your child's planner daily.

Home-school planners are checked at least once a week by the staff so any important/urgent messages should be communicated on the door or via the office telephone to ensure they are not missed.

### **Arbor App Messaging- this will be monitored during normal working hours (8.30am-5.30pm):**

This app will replace all email /message platforms that we all currently use such as Teachers2Parents, emails to the office/homework emails/emails to other staff. The only exception to this will be that TIGER Club bookings (our before and after school club) will still be made via the existing TIGER club email address. We will also only now be sending out messages/letters/newsletters via this app. **Why? This will reduce the risk of something being missed and ensure we have a consistent approach.** 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. It will prepare you for the transition to our Biddulph Middle Schools who also use this app. Our research has shown that many messages coming into school request information that has already been sent out. Please can I urge you to check newsletters, website and other letters before contacting us. Please do not use this app 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. Please ring the school office with urgent messages. Guidance notes on how to send messages via the app can be accessed via this link:

<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 offering in-school and out-of-school events where practically possible. The school calendar can be found here (all dates will be added by the end of September): [Calendar – Oxhey First School | Biddulph | Staffordshire](#)

### **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 & Procedures – Oxhey First School | Biddulph | Staffordshire](#)
- **Information about school meals-** [School Lunch Information – Oxhey First School | Biddulph | Staffordshire](#)
- **Term dates-** [Term Dates – Oxhey First School | Biddulph | Staffordshire](#)
- **Safeguarding-** [Safeguarding – Oxhey First School | Biddulph | Staffordshire](#)
- **Information about what your child will learn-** [Curriculum – Oxhey First School | Biddulph | Staffordshire](#)

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.

### **TIGER CLUB BOOKINGS**

If you would like to use our TIGER club (before and after school club) please email [tigerclub.oxh@cflptrust.co.uk](mailto:tigerclub.oxh@cflptrust.co.uk). An Arbor notification will be sent fortnightly to advise you when the next 2 week booking slot is available.

### **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 in to Tiger Club due to an unexpected emergency etc. Please note this is not for non-urgent messages/questions e.g. those which can be passed on/asked via staff on the doors in the morning or afternoon.

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 September there will be no method to text back messages or responses via Teachers2Parents.

I hope the information above allows us to now build reliable and consistent lines of communication together. In order to gain your feedback, I will send out termly surveys 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 support us during this transition and together we can achieve the success we are aiming for.

Yours sincerely,  
Mrs L Jukes (Headteacher)