



## Communication Questionnaire November 2019



**(Number of responses: 63)**

Question	Website	School Newsletter	Parentmail	
<b>Where do you look first for information about school events?</b>	12%	32%	56%	
Response: We are glad that the varied forms of communication that we have invested in are all being used when we share important details with you.				
Question	Weekly	Occasionally	Never	
<b>How often do you read the School Newsletter?</b>	92%	8%	0%	
Response: We are thrilled that children's contributions to the weekly newsletter are read and valued. As a team we prioritise getting weekly information to you and hopefully giving you an insight into how varied and interesting each week is in school.				
Question	Daily	Weekly	Occasionally	Never
<b>How often do you check the School Website?</b>	8%	21%	54%	17%
Response: The office and class teachers update the website on a regular basis. The class and curriculum pages contain some beautiful photographs of your children and have useful links to support what your child is learning in school.				
Question	Email		Text	
<b>If school is sending home information about an event or trip, what would you check first?</b>	38%		62%	
Response: Because the school pays for text messages, we send more emails than texts, but we appreciate that they are for some, your preferred method of receiving information.				
Question	Letter	Phone call	Email	Text
<b>If your child bumps their head, how would you prefer us to pass on this information?</b>	19%	23%	11%	47%
Response: Due to your feedback we will trial informing you of head bumps via text. Please be reassured that we would ring you if we had further concerns about your child's injury.				
Question	Website	Email	Text	
<b>If school needs to close suddenly, what would you check?</b>	5%	12%	82%	
Response: We are pleased that the texts we send are effective in getting information to you quickly.				
Question	Yes	No	Don't know	
<b>Do you find the +Pay online payment system easy to use?</b>	87%	8%	5%	
Response: This new system is much more time effective for school, so we are delighted that it is convenient for you.				
Question	Yes	No		
<b>If hot snacks cost the same each day, would you support a system of ordering and paying for a half term block?</b>	82%	18%		
Response: After Christmas we will trial this new approach and hopefully it will be a time saver for school and home.				

### Summary of comments received:

- Communication from school is very good
- School does a brilliant job in communicating news, alerts and contacting parents when needed - the School Newsletter is a Godsend
- Link to school calendar is good
- Would be helpful if a reminder could be sent the day before for planned non-uniform day, special days etc
- Weekly newsletters are too frequent
- Phone calls about incidents involving my child would be preferable