

How we will communicate with you

ParentMail

Most of our electronic communication is done via ParentMail. We use this service to send out group communications. This might be to the whole school or to individual year groups, for example to inform you of a school event or with information about a school trip for a specific year group.

Newsletters

From January 2022 these will be published on the first Friday of each month and the last day of each term. These will continue to be a looking forward to the exciting learning ahead of us and a celebration of the children's achievements in school. They will continue to be published on the school website.

Individual letters

These will be about specific information you need to have or details of specific events. These will not always be whole school letters; they will often be just for a single year group. They will be written and emailed to you as and when required. All individual letters will also be published on the school website.

Website

Mrs Conway and Mrs Alexander have been working hard on our school website, and this will be updated every week with any letters that have been sent out. Diary dates are also published here. Our curriculum overview is available under the key information tab, and from next term we will also be publishing each year group's curriculum newsletter. Teachers are working hard to produce further short statements about each subject, and these will be published as they become available. Governors and the Senior Leadership Team are also working hard on bringing all of our policies up to date and they too will be published as soon as they have been ratified.

Closed Facebook Page

We will continue to use our closed Facebook page to keep in touch with you, especially during holidays and school closures. Of course we continue to welcome your contributions to school life via this platform too.

Open Facebook Page

We have a new open Facebook page, which we aim to use to share the fantastic things children are doing in St John's with the wider Frome community. Please visit this page and 'like' it so that it becomes more visible on Facebook.

Curriculum Information Sessions for Parents

These are held at the start of each long term either face to face in the school hall or via Zoom/TEAMS. Our aim is to include our families in the learning that the children will be accessing over the coming weeks and allow them to ask questions on the best way to support their children. The slides used in the presentations will be made available via Seesaw for families to refer back to.

Seesaw

Our online learning platform remains in place so that we can provide access to work for any child that needs to work remotely. This is also a platform that is used to communicate with families when

classes are studying particular topics. For example, in Year 1 when they study toys as part of their history curriculum, families have been encouraged to send photographs of the toys that the children, parents and grandparents enjoyed playing with to start a discussion about the changes over the years. Seesaw is also the place to share any wonderful learning moments you have captured at home. As we move through the next year, we will be looking at ways to develop how we use this resource to further support teaching and learning and as a window into classroom life.

Tapestry

This platform is used by our Early Years Foundation Stage colleagues to capture and record a child's learning journey through their Reception year. Families are able to contribute content and comments to help provide a rounded view of their child/ren.

The Early Years staff will use the Memo and Activities areas within Tapestry to send out information and activities to support learning at home if your child is isolating.

Accidents and other urgent communications

If something happens during the school day that we need to let you know about (e.g. medical incident, your child is feeling unwell, they have had a toileting accident), we will ring you, depending on the nature of the issue. Please make sure that a primary contact is always able to answer the phone during the school day, in case of emergency. If a primary contact is not available, please let us know an alternative contact.

Head Bumps – if your child bumps their head during the course of the day but is fine to carry on at school, an email will be sent to notify you.

Toilet Accidents – if your child has a toileting accident in school, we will support them to clean themselves and provide any spare clothes we have; from now on, we will email you with a notification. If the child is unable to clean themselves or requires clothing that we do not have in school, we will telephone you to ask for your support.

How we ask you to communicate with us

Urgent communications

Please call the School Office on 01373 462251 or email us at stjohnsfrome@educ.somerset.gov.uk. The telephone lines are staffed from 8.00am to 4.30pm and the email is checked between 8.00am and 6.00pm.

Routine communications

- For general queries, wraparound care bookings, comments, concerns – stjohnsfrome@educ.somerset.gov.uk
- For lunch and finance matters – paymentsstjohns@educ.somerset.gov.uk
- To contact your child's teacher
 - Year R – yearreceptionstjohns@educ.somerset.gov.uk
 - Year 1 – year1stjohns@educ.somerset.gov.uk
 - Year 2 – year2stjohns@educ.somerset.gov.uk
 - Year 3 – year3stjohns@educ.somerset.gov.uk
 - Year 4 – year4stjohns@educ.somerset.gov.uk

We aim to respond to email queries by the end of the following working day. However, there may be some occasions where this is not possible but it is our intention to acknowledge the query while we gather the information requested.

Attendance

We have a dedicated absence line for you to notify us if your child will not be in school. Ring the usual school number then follow the instructions. If you know in advance that your child will need to be out of school (e.g. for a medical appointment), please notify us by email to stjohnsfrome@educ.somerset.gov.uk.

If we haven't heard from you by the time the registers close, we will call to find out where your child is.

Events out of school

If something has happened outside school that you need to let us know about (e.g. an injury or important family event), please call if it is on the day, or email the School office if it is in advance.

If your child has sustained an injury where we may need to adapt things in school (e.g. they are on crutches or have a cast on their arm), we will need to carry out a risk assessment before they return to school.