

# St John's C of E VA First School



**Together, we will give our children the  
'ROOTS TO GROW' and the 'WINGS TO FLY.'**

## Communication

### How we will communicate with you:

#### Urgent communications

If your child is unwell or there is another urgent matter concerning your child, we will ring the contacts on your child's pupil record in order. Please make sure that we always have an up to date number that will be available throughout the day.

#### ParentMail

ParentMail is our main communication and online payment system. We use this service to send out whole school, year group and individual communications, to notify you about any school closures and to take online payments.

Download the free ParentMail app now, so you can see all your school communications, payments and bookings in one place.

#### Newsletters

The St John's Journal is published once per month and is sent out to parents through ParentMail as well as being available 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 through ParentMail as and when required. All individual letters will also be published on the school website.

#### Website

Copies of the Journal, curriculum newsletters, letters and diary dates are published on the website. You can also find our term dates, curriculum overview, school policies and other information.

#### Closed Facebook Page

If you haven't joined already, please request to join our closed Facebook group for current families. We share regular updates on school life and welcome posts from families. Follow the link below to request to join the group. Don't forget to answer all the joining questions and tick the box to indicate you agree to the group rules. <https://www.facebook.com/groups/stjohnsfirstschool/>

## **Open Facebook Page**

We have an 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. <https://www.facebook.com/StJohnsFirstSchoolFrome>

## **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**

This is our online learning platform that we also use to communicate with families around their child's learning. Teachers will post items regularly to your child's account, and you can also use it to tell us about things your child has done at home. Log in details will be sent out in September and you can download the Seesaw app to receive notifications.

## **How we ask you to communicate with us:**

### **Urgent communications**

Please call the School Office on 01373 462251 or email us at [office@stjohnsfrome.co.uk](mailto:office@stjohnsfrome.co.uk) . The telephone lines are staffed from 8.00am to 4.30pm and the email is checked between 8.00am and 5.30pm.

### **Routine communications**

- For general queries, comments, concerns – [office@stjohnsfrome.co.uk](mailto:office@stjohnsfrome.co.uk)
- For lunch, wrap around care and finance matters – [finance@stjohnsfrome.co.uk](mailto:finance@stjohnsfrome.co.uk)
- To contact your child's teacher
  - Year R – [reception@stjohnsfrome.co.uk](mailto:reception@stjohnsfrome.co.uk)
  - Year 1 – [year1@stjohnsfrome.co.uk](mailto:year1@stjohnsfrome.co.uk)
  - Year 2 – [year2@stjohnsfrome.co.uk](mailto:year2@stjohnsfrome.co.uk)
  - Year 3 – [year3@stjohnsfrome.co.uk](mailto:year3@stjohnsfrome.co.uk)
  - Year 4 – [year4@stjohnsfrome.co.uk](mailto:year4@stjohnsfrome.co.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.

### **Raising a concern**

If you have a concern that you do not wish to raise with your child's teacher, please contact the Headteacher via the main school inbox [office@stjohnsfrome.co.uk](mailto:office@stjohnsfrome.co.uk) or call us on 01373 462251.