# St Anne's Infants' School

## Outcomes from parent consultation on communication

## October 2023

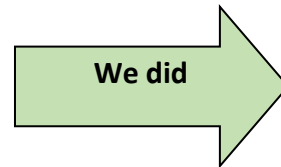59 responses received = 23% response rate

## Emails

83% of people were aware that they could contact their child's teacher directly by using a **class email address**; 61% use their child's class email address but <span style="color:green">98% think we should keep class emails as a method of communication.</span>

32% of people were aware that they could contact Mrs Sutherland and Mrs Fillingham directly and confidentially to seek support for their child/family or raise welfare concerns by using the **help email address**; 14% use the help email address but <span style="color:green">89% think we should keep it as a method of communication.</span>

**You said**

**We did**

| You said | We did |
|---|---|
| Reduce the number of emails by collating / prioritising information | *We are monitoring information that is being sent out and aiming to do this where possible.* |
| It is not always clear the emails are from St Anne's Infants | *We have checked with our platform provider if the 'sender' can appear in your inbox as St Anne's Infants' and if we can add a St Anne's Infants signature but neither is possible.* |
| | *We are currently researching home-school communication apps so that St Anne's specific communications are stored in one place but in the meantime, we are aiming to put 'SAI' in the subject header and include St Anne's Infants' School in the signature - please bear with us whilst we adopt new habits!* |

## Facebook group

76% of people are members of the St Anne's Infants closed Facebook group and 70% find it a useful method of communication with <span style="color:green">86% thinking we should keep the group.</span> There were a handful of suggestions for other apps but no significant consensus.

*We have decided to keep the school Facebook group in order to promote school, Friends and community events, and provide reminders but it will not be used to share links to learning or photos of the children in school.*

## School website

76% of people use the school website to find out information and 75% find it easy to navigate.

**You said**

**We did**

Update and streamline information to improve navigation
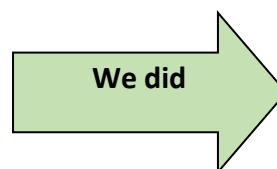
*We have started the process of updating section headers and streamlining information with the aim of completing this by the start of Term 3. We are also working on getting more up to date photos of the school.*
*The expectation for teachers is to update the year group pages with curriculum information and photos of the children's learning at least once per term.*

Use calendar on website for events

*The calendar has been populated for the rest of this term and term dates / INSET days have been added for the year. It will be updated at start of each term but key dates will continue to be shared in newsletters.*
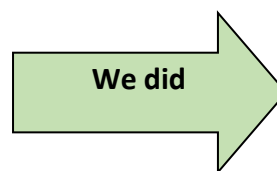
## Newsletter

98% of people read the bi-termly newsletter with 100% finding it useful. 77% are happy with how often the newsletter comes out, 14% would like more frequent newsletters and 9% would be happy with one per term.

*We have decided to keep sending newsletters out twice a term.*

**You said**

**We did**

Use a templated format such a Mailchimp so that a PDF doesn't have to be opened

*We are investigating this as part of our current research into home-school communication apps.*

Bullet important info / contents at the top

*Mrs Fillingham has actioned this*