



Warboys Community Primary School

Moving Forward Together
To Develop Confident, Independent Learners

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Dear Parents and Carers,

Following the latest Ofsted report, I was delighted with so many positive comments from parents and was quite overwhelmed by the increased support for the school.

Even though the majority of plans were already in place before the Ofsted inspectors came into school, the Leadership Team and Governors are now realigning the long term future plans for Warboys School to ensure the drive for excellence continues. We have already mapped out key development areas for the next three years but there are a few points in the Ofsted report that we need to investigate further to make sure the right changes are in place. One of these areas is 'Communication'.

It was somewhat disappointing to read that there are still a few parents who think the communication from school is not as good as it could or should be. It is for this reason that I now ask for your help and support to rectify this situation. This is a difficult task because the school was not able to see all of the parent comments sent in to Ofsted, so we do not actually know who these few parents were. Nor do we know if the specific communication issues are with particular areas of the school e.g. the School Office, the Headteacher, the Senior Leaders, the Inclusion Leader, Class Teachers or perceived disparity between responses from staff in Key Stage Two and Key Stage One who parents see every day.

In order for school staff to manage parent expectations, it is important to remind everyone of the communication procedures we already have in place to deal with any concerns:

- All key communication from parents/carers should go through the School Office.
- Where possible communication to school should be in writing [note form or email]
- Emails will be acknowledged with a holding email within 24 hours and parents will be contacted again within 48hrs.
- With the exception of reporting absences, telephone calls should be kept to an absolute minimum and should avoid busiest times [8:40 a.m. - 9:30 a.m. and 2:45 p.m. - 3:10 p.m.].
- Teachers are usually unavailable to take phone calls during the school day but may be available between 3:30 p.m. and 4:00 p.m. providing there is no staff meeting or school club.
- Any concerns should first be addressed to the class teacher, then team leaders. If you are not satisfied with the outcome from these members of staff the Deputy Headteacher is the next port of call before seeking an appointment with the Headteacher. [There will always be an exception to this but the office staff will help make that decision].

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continued:-

- Parents and teachers can use the children's reading log for any non-urgent notes to teachers or they could speak to a member of staff who is on duty in the KS2 playground from 8:30 a.m.
- On rare occasions a 'home school log' for daily records may be established for a short period of time.

General communications from staff will be sent home via the School Office. Where possible the school tries hard to give parents at least two weeks notice of forthcoming events.

Communications include:

- Weekly Newsletter [Wednesdays]
- Updates & reminders via Facebook
- Year group /team letters & information - Thursdays [hard copies on coloured coded paper]
- Newsletter [end of each term including key events & key dates]
- Team letters [at the beginning of every term]
- Written Progress Reports for children [December & July]

- Teacher face to face meeting :
 - September Meet and Greet,
 - October Parent Consultation
 - February Parent Consultation
 - IEP meetings for children with special educational needs
- Texts for special achievements
- Notes home regarding behaviour

Most letters are sent out by Parentmail but hard copies are available for parents if requested and for parents who have notified the office. All school letters are uploaded on to the school website for future reference.

It is important to reiterate that all teachers and teaching assistants are working with your children during the school day. Unlike some larger schools, we do not have 'non- contact' teachers out of class so the protocols above are in place to ensure teachers and teaching assistants are not taken away from the children they are working with.

To help us improve communications further I would like everyone to complete the 'communication questionnaire' using the link below, and I am particularly keen to hear from the few parents who had issues at the time of, or since, our inspection. Once the survey has been analysed feedback will be given in a follow up letter.

Thank you all for your support.

<https://www.surveymonkey.com/r/CommFeb>

Angela Boxall
Headteacher

