



Tuesday 26<sup>th</sup> February 2019

Dear Parents,

I would like to thank you for spending time completing our Communication Questionnaire during February's Parent's Evenings. It is always a valuable tool to deploy in order to obtain feedback with regards to our provision and it enables us to address certain issues and concerns. As you can see from the table below, the picture is, on the whole, positive and it is encouraging to know that we are meeting the significant majority of parent's needs. I have included a snap shot of some of the comments on here for you all to see.

		All of the time	Most of the time	Sometimes	Never
<b>1</b>	The school is meeting my requirements in terms of communication.	83%	16%	1%	-
	<i>"The school has always been willing to talk to us about issues." "I am extremely happy with the communication and find the staff very approachable." "School communication is of a very high standard." "All activities and events are communicated well in advance." "The school's communication is excellent, particularly the regular use of Twitter and the new emails."</i>				
<b>2</b>	I find that the text message service is useful.	89%	7%	4%	-
	<i>"Please can the text messages go to both parents." "It would be useful to have more than one phone number on this service." "Yes, lots of communication but we would like text messages going to more than one parent."</i>				
<b>3</b>	I find that the school newsletter is useful and gives me a current picture of what is happening in school as well as forth-coming diary dates.	89%	11%	-	-
	<i>"Always very informative."</i>				
<b>4</b>	I prefer to receive letters now through email. (If the answer is negative, you do realise that you can always ask the office staff to return your preferences back to a paper copy)	72%	14%	6%	8%
	<i>"Much better with emails as I can go back to information as I need it." "I much prefer emails as it saves me from hunting through the house for previous newsletters."</i>				
<b>5</b>	The school promotes safety concerns, including online safety well, including educating parents on such matters.	89%	8%	3%	-
<b>6</b>	I find that the school Twitter account is up to date, frequent and inclusive of all year groups, providing lots of information about the learning and opportunities provided by the school.	89%	7%	4%	-
	<i>"Thank you for the fantastic updates on Twitter" "Love seeing what they are doing as my child does not always tell me." "I would personally like to see more!" "More inclusivity in sport so that more children get this chance."</i>				
<b>7</b>	Parents evenings provide me with a clear picture of my child's progress.	95%	3%	3%	-
<b>8</b>	The school listens to and responds to my concerns.	88%	10%	2%	-

Where certain anomalies in data appear, such as in question 4, it is important to note that as a result, we will always look to address such issues. As a result of this particular question, we have been trying to speak to parents who would still prefer the newsletter in a paper form. This has been easy in some instances although we do have 2 or 3 whom we are not able to identify.



*"Happy children. inspired learners"*

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As we originally stated, if you would prefer to not receive the newsletter and other forms of correspondence via email, do please pop in to the school office and voice your preference. It is also worth noting that all newsletters are also printed and placed in the foyer, outside of the main school office for those of you who prefer to pick it up at your own convenience.

With regards to some of the comments which parents have made, unfortunately, as I have mentioned previously, our Text messaging service does not currently allow for more than one number per family. However, we are currently looking in to using the JTHS and JTFS system of Schoolzine which many parents with older children will be familiar with. This system allows for a far more unified system of communication and is actually an app which can be installed on all phones. However, the biggest barrier with pursuing this method currently is that we are signed in to a contract with our text messaging provider for another year and also the significant increase in cost should we use the Schoolzine resource. I can assure you however that we have already begun to talk to other MAT schools about investigating this resource further as this may hopefully reduce the initial cost.

I would like to take this opportunity to thank you for your ongoing support and positive comments. Whilst I am aware that I have not addressed each point raised during this process, as a school, inclusive of the Governing Body, we will ensure that we consider such points raised.

Thank you once again for taking time to complete such a questionnaire.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Cruise', written in a cursive style.

Mr R. Cruise

Head Teacher