



# St. Martin's School

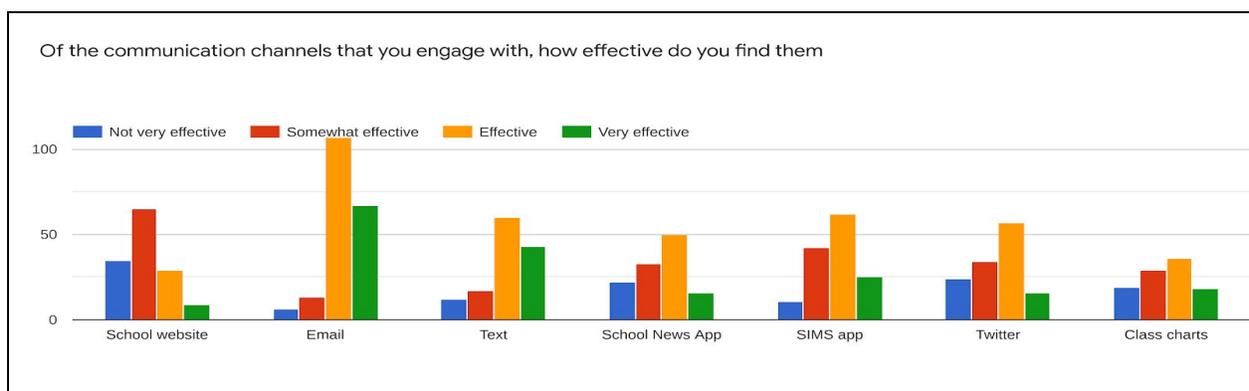
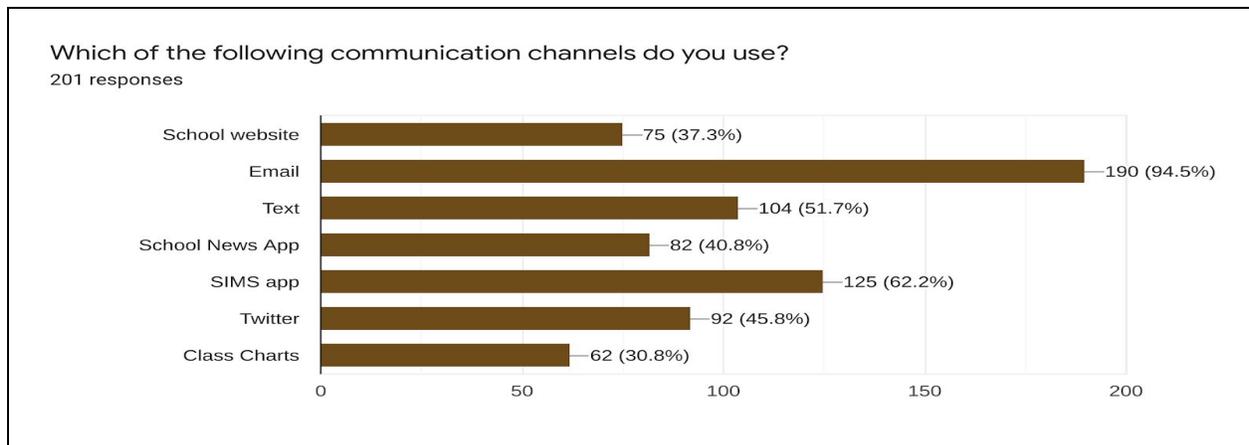
## Parent / Carer Communication Review

### September / October 2020

Thank you to the parents and carers who were able to provide feedback to us and offer your opinions and experiences regarding our home to school communication systems. As you know, school is a very busy place with many members within our community. We want to ensure we are communicating with you as effectively as we possibly can at all times. Your input is invaluable to us in order for us to fully understand our systems from all perspectives.

Please find a summary of the recent survey, responses to common questions along with actions that we will now implement.

## Summary of findings



	School Website	Email	Text	School News App	SIMS app	Twitter	Class charts
Effective and Very Effective	38	174	103	66	87	73	54
Responses	138	193	132	121	140	131	102
Percentage	28%	90%	78%	55%	62%	56%	53%

### Comments relating to areas of strength in our communication systems

- Lots of communication channels which were great when my child was transitioning. Eg. Links to presentations by different departments. Also liked the radio shows!
- Both whole school and year group information shared. Opportunities for parent feedback. Advance notice of procedures.
- School generally communicates effectively. Important info should be sent via a few methods to ensure parents are reading them.
- Good clear information / instructions. You are proactive ensuring you generally share news quickly before there are rumours and hearsay.
- Emails sent out very useful and appreciate the level of communication about all aspects of school and local community issues

### Frequently made comments for us to consider

**“The school uses many forms of communication”**

We appreciate that we do make use of many apps and which, at times, cause confusion for parents for many reasons. All methods of communication are reviewed and trialled before implementation and reviewed periodically, once embedded as part of our school’s procedures. Each method of communication serves a separate purpose as outlined below.

- **School website** - our main communication platform, used to centrally store, share and stream line all public documents and information for our school community to access at any time.
- **Twitter** - the main use of twitter is to tweet a notification to our followers to let them know when we update our school website. From time to time, we will also post general reminders and relevant information from external accounts.
- **School news app** - this is a free app that sends notifications to your smart device when we update the news section of our school website. The app also has a selection of important areas from our school website available to view for ease of access.
- **Email and text** - these forms of communication are used to send quick and direct messages to specific parents or to notify all parents of urgent updates. Our preferred method is to use email rather than text as this allows us to send attachments and include longer messages too.

- **SIMS app** - teachers and school staff use SIMS (School Information Management System) to record pupil attendance and achievements. This app will give you access to your child's attendance information and interim report data.
  - **Class charts** - this is a new app that we have recently started using to record positive and negative behaviour points for each learner. Parents and carers can learn more about their child's behaviour in school by viewing teacher information inputted.
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- **School Action** - Share the purpose that different methods of communication serve by creating an infographic and sharing with parents via email
  - **School Action** - Provide direct email addresses to staff members responsible for each method of communication for any password or log in queries on the infographic
  - **School Action** - Publish more information about class charts and parent SIMS app on the school website and via email
  - **School Action** - Ensure all learners have downloaded class charts to their devices

### “Comments and replies via Twitter not answered”

For us, twitter is a one way communication tool only. Parents and carers should email or telephone us if you wish to get in touch. Please note that we currently only have one twitter account - @StMartinsInfo.

Some staff members have set up personal professional accounts for professional learning reasons, but these are not officially affiliated with the school. We discourage our wider school community from contacting staff directly via these accounts.

- **School Action** - Re-clarify the purpose of twitter as a push communication
- **School Action** - Comments to be turned off on all tweets
- **School Action** - Contact information available in our Twitter biography

### “Finding information on the school website is sometimes difficult”

We fully understand there is a lot of information on our school website to cater to all parents, carers and learners across all year groups. We have recently simplified our website by reducing the number of sections we have, however we have made further changes following feedback. We understand that it is sometimes difficult to categorise information into one section as it often relates to more than one category.

If you have any specific feedback regarding our website content, please email [reception@stmartins.caerphilly.sch.uk](mailto:reception@stmartins.caerphilly.sch.uk) and we will take all comments on board and if possible, refine our website further.

The organisation of our sections currently were

- **Our school**
- **COVID-19**
- **News**
- **Parents**
- **Learners**
- **Sixth Form Centre**
- **Contact us**
- **Hire facilities**

The website now has the following structure

- **Our School**
  - Staff
  - Governors
  - Contact Us
- **Why St Martin's School**
  - Prospectus
  - Year 6 Open Evening,
  - Transition
  - Admissions
- **School Life**
  - Coronavirus Related News
  - Latest News
  - Headteacher's News
  - Newsletters, Term Dates
  - Home School Communication
  - Attendance
  - Wellbeing
  - Safeguarding
  - School Shop
  - School Uniform
  - Galleries
- **Sixth Form Centre**
  - Why St. Martin's Sixth Form
  - Sixth Form Open Evening
  - Applying for Sixth Form
  - Education Maintenance Allowance (EMA)
  - University Information
  - Alumni
- **Teaching and Learning**
  - Curriculum
  - Distance Learning
  - Using Google for Education

- Hwb
  - GCSE Pod
  - Enterprising Learners
  - Careers Wales
  - **Information & Documents**
    - Aims and Objectives
    - Performance
    - Inspection Reports
    - National Categorisation
    - Policies & Documents
    - Grant Plans
    - Data Protection
    - Examination Information
    - Free School Meals
    - Letters
  - **Hire Facilities**
- **School Action** - Review website with the aim to simply further and to make more user friendly
- **School Action** - Publish a copy of our site map to show how each page of our website is categorised (as above).

### “Sometimes my emails are missed”

We are happy for parents and carers to email members of our teaching staff directly. All school email addresses end with @stmartins.caerphilly.sch.uk. Teaching staff are available to email between the hours of 8.20am and 2.30pm but please be mindful that teachers often teach 5 lessons a day and then run after school extra curricular clubs or have meetings. They will do their best to reply at their earliest convenience. We also regularly check our spam folders to check emails are not missed (please can we ask that you do too). If you believe we may have missed an email from you, please contact school reception.

- **School action** - Staff to implement out of office replies to ensure emails have been delivered and that emails will be responded to at the earliest convenience
- **School action** - Email addresses to be published on our website