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## Hingham Primary School



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Dear Parents and Carers

Each year we evaluate our processes focus on particular areas for improvement and development. One of the areas that we have highlighted this year has been around **communication**. Two of the strands of work we are looking at are:

### Ensuring children can communicate effectively

We have joined Voice 21. This is an organisation that supports schools in developing children's oracy skills. We connect with schools and experts across the country and have access to a wide range of resources to support this development. As we progress, we will share more. Miss Khanam and Miss Gooch are our Oracy Champions.

### Communication between home and school

Our growing school is a strong and healthy community with, in general, good communication as evidenced by our recent Parents' and Carers' survey in which we scored 8.84 to the statement "*Hingham Primary School communicates well*". However, there are some occasions when clarity is needed around what to expect. Due to the demands of the teaching day, school staff are very busy and are unlikely to be able to check emails or follow up phone calls during that face-to face time. We ask you always to email first and we will aim to respond to you in 3 working days. The attached flow diagram will assist in making clear how to contact and what to expect in terms of a response.

When your child is unwell, **please call in and leave a message (or email) daily**. As part of our safeguarding procedures, we have to have daily contact.

I have also attached our Communication, Concern and Complaints information for your reference.

Positive, polite and thoughtful communication means that we – families and school – are able to work towards the best outcomes for the children in our school. Further updates about our communication strategy will be shared when we have reflected fully on the results of the survey.

Yours sincerely

Vickie Newrick  
Headteacher