









# Yew Tree Primary School

## COMMUNICATIONS SUMMARY GUIDE

COMMUNICATION METHOD		PURPOSE/ OVERVIEW	YEW TREE GUIDELINES/ INFORMATION
Website		<p>Our school website is the main information point for parents/carers and the wider community.</p> <p>All information about our school will be posted to this site:  <a href="http://www.yewtreeprimary.co.uk">www.yewtreeprimary.co.uk</a></p>	<ul style="list-style-type: none"> <li>All information about our school will be shared via the website. If you spot something missing then get in touch.</li> <li>The website will be updated as frequently as possible but if there are inaccuracies then please let us know.</li> </ul>
Text Messaging		<p>Text messages are used very rarely, where we have mobile numbers, to:</p> <ul style="list-style-type: none"> <li>Notify you of information in an emergency or where other forms of communication (e.g. Dojo) have not been successful</li> </ul>	<ul style="list-style-type: none"> <li>Text messages are used rarely but are an emergency form of contact when other channels have been unsuccessful.</li> <li>We shall not use the text facility for reminders about school events as each text costs money.</li> </ul>
Email		<p>We shall email all letters (that don't require a reply) via our system as long as we have an email address registered for you.</p> <p>If a parent/carer wishes to email a member of staff at the school, initial contact can be made at  <a href="mailto:enquiries@yewtree.sandwell.sch.uk">enquiries@yewtree.sandwell.sch.uk</a></p>	<ul style="list-style-type: none"> <li>Emails are not monitored constantly. Therefore, any urgent messages should be passed on by contacting the school directly on <b>01922 626926</b>.</li> <li>Staff are not expected to respond 'out of hours' so please be patient if emailing in the evening.</li> <li>Please remember that teachers cannot reply immediately if teaching.</li> </ul>
Twitter (X)		<p>Our school Twitter (X) account will share highlights and celebrations from learning and activities at the school. It will also be used to help us engage in wider events, e.g. charity days, sporting events by linking with other organisations/individuals.</p>	<ul style="list-style-type: none"> <li>Twitter is an <u>open feed</u> but you will need an account view our posts. We use this to share information and celebrate our work within the wider community. This is not the way to send individual messages to staff.</li> <li>Please feel free to tag our school in tweets that may be of interest.</li> </ul>
Class Dojo		<p>Class Dojo is used to connect with parents/carers. Staff will share class/school specific notices and information (not information about learning as this is on our website).</p> <p>Parents/Carers can message staff via Dojo as long as it is in line with this guidance and does not breach the Code of Conduct (available on our website).</p>	<ul style="list-style-type: none"> <li>Comments on school posts are disabled. If you wish to make contact with the school, you should email or message directly.</li> <li>Staff are not expected to respond out of hours/during teaching time and communication from parents/carers in the evenings, at weekends or holidays is strongly discouraged unless urgent.</li> <li>Class Dojo (inc. direct messages) is not suitable for lengthy correspondence and parents/carers may be advised to email the school with concerns or queries.</li> </ul>
Newsletter		<p>Newsletters will be published <b>EVERY FRIDAY</b> and contain a summary of new, information and dates. This will be emailed home and posted to our website.</p>	<ul style="list-style-type: none"> <li>Newsletters will not be sent as a hard copy so please ensure your email address (for both parents/carers) is up-to-date or check our website.</li> </ul>

**NB: Yew Tree Primary School would encourage face to face communication between staff and parents/carers wherever possible. Where the communication methods listed above are used, it is important that messages are in line with the expectations of our Code of Conduct. Any issues arising, including that as a result of vexatious communication, could result in a warning and/or communications plan being put in place.**