Parent Communication Channels

At Haggonfields Primary School, we understand the benefit that effective communication can have on pupils' educational attainment and wellbeing. Below, you can find details of all the ways that we communicate with our parents/carers.

Safeguarding

If you have a safeguarding concern, this should be made to the Designated Safeguarding Leads (DSL) who are Mrs Boness and Mrs Thorpe who will coordinate a response. The Designated Safeguarding Lead, who is familiar with national and local guidance, will share concerns, where appropriate, with the relevant agencies. You can ask to speak to a DSL in person during school open times or via our main telephone number 01909 473992.

If your Safeguarding concern is out of school hours, then a referral can be made to the Multi Agency Safeguarding Hub via:

- online form: concerned about a child
- telephone: 0300 500 80 90 (0300 456 4546 out of hours)
- fax: 01623 483295
- email: mash.safeguarding@secure.nottscc.gov.uk

School Office

The School Office is our main method of communication during the school day/week. The opening times are 8am – 4pm.

Our school office can be contacted as follows:

- In person (at school drop off and pick up)
- Telephone call 01909 473992, also an option to leave a voice mail message
- Email office@hps.snmat.org.uk

We kindly ask parents to not come to the office in school hours unless it is a pre-arranged meeting, agreed pick up, or to drop something off that your child requires for their learning.

Arbor Parent App

Messages from the Arbor Parent App will be sent by the office and may include updates on upcoming events in school, and to notify parents of letters uploaded to the website. Parents can also message the office via the app and it is used to book parents' evening time slots. It is important that one parent of each child has the app activated. If you require access to the app, please contact the school office.

ClassDojo

ClassDojo is used for sharing of teaching and learning happening within school, as well as celebrating key events. These will be shared with the whole school story, class story or personalised individual messages.

- Parents/carers can message teachers regarding **teaching and learning,** however a response will only be given during the hours of 8am – 5pm Monday-Friday as the rest of the time, teachers are set on 'quiet time'.
- Parents/carers should be aware that teachers will not necessarily respond to messages straight away but will endeavour to do so within 24 hours during working days only. They may also not read the message that you have sent until the end of the day due to their teaching commitments.
- Parents/carers should be aware that an immediate response cannot be expected, as the main priority of staff is to teach, and a response will be given as soon as possible, during the working hours. If parents need to contact school urgently, they should contact the school office.
- Parents/carers should understand that the number of posts will not be consistent from week to week and will be dependent on events that are happening in school. The number and content of posts may also differ across year groups.
- Failure to follow the agreed ClassDojo communication guidelines may result in parents losing access to messaging privileges on the platform.

Haggonfields' Herald

We pride ourselves on keeping in touch with our whole school community weekly, through our newsletter that we send via link on the School App and post on our school website every Friday. Our newsletters highlight some of the learning that children throughout the school have been involved in. It is lovely to be able to share photographs of what your children and their peers are doing. The newsletters also flag up any important information and diary dates. We ask parents/carers to read the newsletter on a weekly basis, so they are informed of important information.

Website

Our school website holds a wealth of key information about life at Haggonfields. www.haggonfields.co.uk. Here you can find information on our staff team, term dates, governance, compliments and complaints procedures, policies and much more. It is a great first port of call for any queries, especially if you have not been able to talk to a member of staff or member of SLT in person.