

Junior Department  
High Street  
Penistone  
Sheffield  
S36 6BS  
Tel (01226) 762496 option 1  
Email: office@penistonestjohns.org  
Website: www.penistonestjohns.co.uk



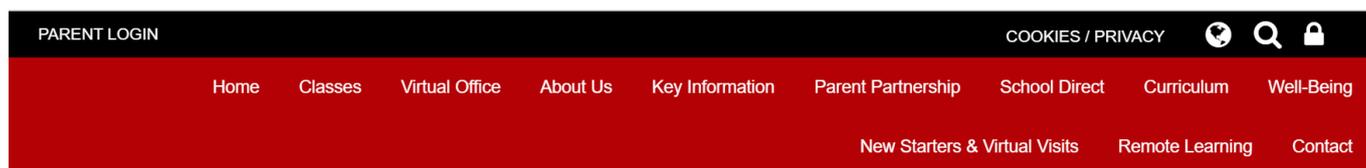
Infant Department  
Chapelfield Lane  
Penistone  
Sheffield  
S36 6FS  
Tel (01226) 762496 option 2  
Email: office@penistonestjohns.org  
Website: www.penistonestjohns.co.uk

## How we communicate with parents

Following enquiries about the ways in which we communicate, please find information below that we hope you find useful.

We provide you with information about your child in a variety of ways. The key ways we do this are:

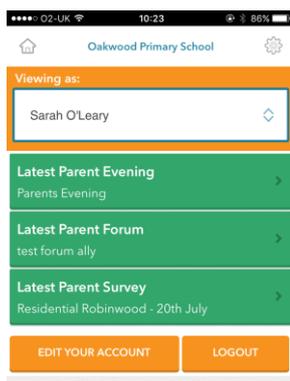
**School Spider e-mails:** This is an app you can download for free on your phone. We use it for standard communication of letters and documents with parents. We really like the fact that it is paperless and that we know you are always getting messages, even if your child is away from school. We also like the fact that on your phone you can run our letters through translation programs, if English is not your first language. We ask all parents to provide us with emails and phone numbers and to download the app. As a parents you can use your login details to either login to the app or login through the school website.



**If you have forgotten your password or do not have an account, then you can choose to either reset your password or create an account from the login screen.**

### Using the app

When you download the app, select our school, "Penistone St John's" using the dropdown bar. Select Parent Login and enter your username and password.



If you have more than one child at the school, click on the child's name and it will show all your other children in school so you can switch accounts.

You can watch this YouTube tutorial on the app for more information  
<https://youtu.be/jPmH-CEhLcg>

**Please ensure once you have logged in you have notifications turned on, you should then be notified through the app when an e-mail has been sent out.**

By logging onto the app you can books parents' evenings and read any e-mailed letters.

**Text Messages:** When we send out a letter, we will follow up with a text, or we may text you a quick message if a letter is not needed. The company we use for sending text messages is called Eduspot. We **DO NOT** recommend that you download the Teachers 2 Parents (Eduspot) app, as we only send out SMS texts through it, and some families have had difficulties when receiving text messages through this app. All texts go to the first number on the list, if delivery is unsuccessful then an attempt will be made to



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deliver to the second number. In the case of two households, please contact the office.

If you have already downloaded the app and registered with the Teachers2Parents App, you will no longer receive SMS messages from the school. Instead you will receive messages directly to the app via your phone data or Wi-Fi connection rather than a cell network, like other instant messaging services.

**However, it would seem much easier to not download this app, or to delete it if you have downloaded it and had trouble receiving messages in the past.**

**Website:** Just in case you miss a letter, we use our website as a repository of key information and a place to share the most recent letters. There is also lots of information on our website about key policies, school governance, school performance data and our curriculum.

**Seesaw:** This platform is used for setting weekly homework only.

**Dojo:** This is our online rewards system. Parents communicate through Dojo for Nursey only, otherwise, dojo is not to be used for messaging teachers.

**Informal Conversations:** We really value developing relationships with all our parents. A member of staff may stop you at the beginning or end of the day to pass on non-sensitive information or simply share some time with you. You may also wish to pass on a short message to staff in this way.

**Phone Calls:** If we are unable to catch you in a playground, or if a longer and more private conversation is needed, then we may contact you by phone.

It is very important that we have **up to date** phone numbers and e-mail addresses for you. In an emergency, we will need to get in touch. If you see the school calling, please do answer.

### **How do you contact school?**

**The office:** You may choose to call into the office to leave a message for the class teacher. If you are unable to do this, you may contact the office by phone, for example if you wanted to report your child's absence or if you were at work and wanted a call back from the class teacher. Please be mindful that the teacher will need to wait until their break or lunch-time to ring you back as they will be teaching the class.

**e-mails:** For communication requiring a longer or more formal response, you may choose to send an e-mail. If you need to send an e-mail then please e-mail the office address: [office@penistonestjohns.org](mailto:office@penistonestjohns.org) **Please be reminded or advised that direct e-mailing of teachers should no longer take place, as this was a temporary measure during lockdown. Any e-mails received to personal accounts will no longer receive a response.**

All e-mails sent to the office for the attention of a class teacher are passed on during the working day, and also monitored by the Senior Leadership Team to ensure you have received a response.



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The mailbox and phone line are not manned during the weekends, so please be patient if you message on a Friday night.

### **Some of the other ways we keep you informed:**

**Meetings:** In a variety of situations we may ask you to attend a meeting with school staff. We will always contact you to discuss your availability and be as flexible as possible in arranging meetings. However, especially if external agency workers are involved, our ability to be flexible may be limited. We ask parents to be flexible themselves and to please attend school meetings, on time.

**Parent Evenings:** Twice a year we will invite you either over zoom, or into school for a meeting with your child's teacher to discuss their progress across the curriculum.

**Stay and Read:** Three times a year, we will invite you into school to read with your child and other pupils in the class. This is a great opportunity to be part of your child's learning in a regular way and to help us promote a strong culture of reading.

**Performances and celebrations:** As a church school, you will be invited to attend a range of performances throughout your child's time at St John's. These performances may take place in school, in the local community or in the local church.

**End of Year Report:** At the end of each academic year we will provide you with a written summary of your child's learning and achievements.

**Parents and Friends:** Our PTA run a parents' and friends Facebook page. This page is for parents to get involved with fundraising activities and support the school at key events. It is also an opportunity to advertise used uniform to pass on to other families.

**Twitter :** We run a twitter account. We use it to celebrate our successes and give you an ongoing insight into life at Penistone St John's. Follow us to stay on top of all the amazing things your child is getting up to.

**Parent Survey:** We run an annual parent survey during the summer and welcome your views and feedback.

In brief – Download the school spider app for letters and parents' evening

Your choice, but probably don't install the Eduspot app

Look at website for any letters which have been sent out (or for other reminders and information)

Use Parents and Friends Facebook page to volunteer for fundraising events advertise second hand school Uniform

For longer correspondence, e-mail via the office address [office@penistonestjohns.org](mailto:office@penistonestjohns.org) please do not email staff directly

