



Wednesday 29th September 2021

Parent Information

Dear Parents/Carers,

We are currently reviewing our methods of communication between school and home. There are lots of ways that messages pass from school to home and vice versa and it can sometimes be confusing to know which method to use.

To try and clear up any confusion, here is some guidance on where to go if you need information from the school:

I am unsure about the information I have regarding an event or something that concerns my child's day.

Our school website has a vast amount of information from school lunches to year group specific messages. It is a great place to find relevant information and can be navigated via laptop and tablet. Letters and messages are also uploaded to our school news app where you can re-read any messages you may have been sent. If you feel the website does not contain the information you require please see the next section.

I have a question for my child's class teacher.

For minor queries, you can often catch your child's teacher at the end of the day in the playground. Be aware that they will be focused on making sure their class all get collected safely, so this is not a good time for more in-depth conversations.

Each year group has a specific email for parents to ask questions. This may relate to timetables, trips, clothing, your child's learning or any issues you may have regarding your child's behaviour and friendships.

Each year group can be emailed and the teachers will be able to respond via that email. Our teachers are often busy with meetings after school so it may take a day or two before they get a chance to review all the emails.

We are not using Class Dojo as an avenue for communication; any messages sent there are unlikely to be seen by your child's teacher.

To email your child's teachers, simply type: **year** followed by your child's year group, then @westhampstead.camden.sch.uk

For example: year1@westhampstead.camden.sch.uk

year2@westhampstead.camden.sch.uk



I have a question about a wider school matter (activity clubs, lunches, music lessons, complaints etc).

As a first port of call, make sure you have checked the information on the school website (westhampstead.camden.sch.uk). The answers to many common questions can be found there.

Email queries that do not relate to a specific class or year group can be sent to our school admin email (admin@westhampstead.camden.sch.uk). This might include questions about music lessons, after school activities, school lunches or a concern you may have about the school. Any email sent to admin will be forwarded internally to the appropriate person.

Please be mindful that school staff are extremely busy and emails can take time to be forwarded to the appropriate person. This means it may take a few days before we are able to respond. For anything that requires a more urgent response, please contact the office team in person or on the phone (020 7435 8646).

In most cases, the website, school news app and class emails is a much more efficient way of finding the information you require.

What is class dojo and do I have to pay for it?

Class Dojo is a web-based reward system which we are trialling across the school. We hope that it will support us in consistently rewarding the children's good choices.

Parents can download the app and add their child's profile, so they can see what their children are being rewarded for in school. Teachers can also send photos of children's work via Class Dojo so parents can access learning from school. This is something that we will be developing over the course of the year and we ask you to be patient; each year group is still learning how to use Class Dojo. Class Dojo is free, although there is an upgrade that parents can pay for. **Please do not pay for the upgrade, as the aspects of Class Dojo we are using do not require it.** If you are asked whether you would like to pay for the upgraded version, you can simply click the 'x' in the corner to cancel.

How do I find out about upcoming parent events?

I emailed out a list of the important upcoming events for the year. These can be found on the school website under news and events – News – Parent event dates 2021-22.

I hope this will help to keep communication at West Hampstead more consistent as the year develops.

Thank you for your continued support,

Aran Huseyin

West Hampstead Assistant Head Teacher