



LONG CLOSE SCHOOL

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7 November 2016

Dear Parents and Guardians,

COMMUNICATIONS FROM LONG CLOSE SCHOOL – YEARS 1-11

I hope that your children have settled in well for the new academic year at Long Close. I would like to offer a very warm welcome to those who have joined the Long Close family for the first time this year and also to those who have returned for another year. I hope this year is a very successful one for you and your children.

Whether you are new to Long Close or not, I thought it would be useful to clarify what forms of communication we use at the School and where you can find relevant pieces of information.

School Comms (email or text)

This is our favoured form of communication with parents because it is instant, reliable and used by everyone! Wherever possible, we do try to ensure that you only receive communications that are relevant to you in order to minimise the number of emails coming from us. Please note that important information is communicated in this way so please do check your emails regularly. If for any reason you have not been receiving emails via School Comms, please let me know and I will look into it for you. Event cancellations at short notice only will be sent by text message – other communications will be sent by email.

Website

Some of you may have noticed that we have a new website! If you have not had the chance to look at it yet please do visit it at www.longcloseschool.co.uk. As well as a general section on School Life, which includes some useful information such as the events calendar and after school care/holiday club details, there is a Parents section on the top, red menu bar. This includes lots of other useful information about uniform, menus, school policies, newsletters and so on.

The eagle eyed amongst you will also have noticed the Parent Portal, which is password protected. At the moment, we plan to use this as an online store for all group letters that have been sent home just in case you cannot find one on email. It will also hold all team lists for matches and a list of email addresses for the main teaching staff at Long Close.

The username for this section is **lcsparents** and the password is **Pegasus1941** (both are case sensitive).

We also have the ability to put an important message on the homepage of the website and we will use this if we have to close the School due to bad weather. Please check the website if you think there is a chance that the School may have to close due to hazardous or wintry conditions.

Newsletter

We aim to provide an overall picture of what has been happening across the school in our weekly newsletter. This usually includes an important section on school notices as well as updates from the Sports

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and Music departments and the PTA. Please do take time to read it over the weekend if you can. It is sent out via School Comms on a Friday afternoon and a copy is also saved on the website.

Facebook

We use Facebook to give a more day to day feel about what is happening at the School. We also try to include reminders about upcoming events and information about relevant activities in the local area. You don't have to have a Facebook account to view our Facebook page – just go to www.facebook.com/longcloseschool. If you are on Facebook, please like our page and/or like, comment and share our posts and events. We do check the account very regularly and we see it as a very useful engagement tool for our Long Close community.

Day to day queries

As many of you know, we have an open door policy at Long Close School and we welcome the opportunity to address any concerns or questions you may have about your child's experience here. In the first instance, please speak to your child's form teacher or the School Office. For the Prep School, please also feel free to write comments in your child's homework diary, which is sent home on a daily basis in their school bag. Your Head of School may also be able to help (Mrs Sarah Harris for Early Years; Ms Sarah Field for Years 1-6 and Mr David McCarthy for Years 7-11). If you would like to arrange a meeting with the Headmaster, Mr Brendan Pavey, please call the School Office on the main number and speak to Miss Welsh.

Voice of the Parent

This online survey takes place twice a year and it is something we take very seriously. It gives you the opportunity to let us know what we are getting right and, more importantly, to highlight any areas for improvement. The first 'Pulse' survey usually takes place in October/November (this year's will start on Tuesday 8 November) and the more in depth survey takes place in April/May. We appreciate that these surveys take time out of your busy schedule but we read every single response and take action where we can. Please do take part if you can.

Parent Engagement Group

We plan to have one Parent Engagement Group (PEG) session per term as in previous years. These are planned sessions where we focus on how we can improve a certain aspect of the School such as marketing, additional services or the induction process. By involving parents, we are able to get invaluable feedback from a customer's point of view so we can validate our assumptions or change our approach. Details of the first PEG for this academic year will be coming out shortly.

If you have any questions about any of this or if you have any suggestions on how we can improve our communications, please do not hesitate to contact me at Sophie.watts@longcloseschool.co.uk.

Yours sincerely

Sophie Watts

Mrs Sophie Watts
Marketing Manager
Long Close School