



HJS COMMUNICATIONS

Academic Year 2023-2024

HOW WE COMMUNICATE WITH PARENTS AND PUPILS

HJS UPDATE

We send out the HJS Update by email every Friday afternoon. This contains important information that we need all parents to know. We expect all parents to read at least the first section of the Update as it often contains essential information for the week ahead.

As you scroll down the Update, you will find some news of recent school events, and a list of upcoming dates for your diary. Below that, you will find notices from HENSA, our parents' association, and finally the Community Noticeboard, where we publicise events or resources that we think will be of value to our families.

At the start of the school year, we add the email addresses of all new parents to the distribution list. If your family joins the school later in the year, you can subscribe to the HJS Update by clicking the link on the [HJS Updates](#) page on the website.

When your child leaves the school, you can "unsubscribe" using the link provided at the bottom of each HJS Update. We do not automatically remove anyone from the mailing list.

EMAIL

In the interests of using as little paper as possible, we send out letters to parents by email. If there is something we need you to know, it will arrive in your inbox. We will not bombard you with marketing or other irrelevant emails. Please make sure that messages from office@henleazejuniorschool.co.uk are not diverted into your junk mail folder.

If you need to contact someone at school, we ask you to send an email to office@henleazejuniorschool.co.uk. This inbox is checked regularly throughout every day by our administrative team. They will either respond directly or acknowledge receipt and forward your email to the most relevant member of staff.

We will do our best to respond in a reasonable timescale to email correspondence. We ask parents to be mindful of the workload of our teaching, learning support and administrative staff. When working directly with children, staff are not in a position to read or respond to emails.

TEXT MESSAGES AND THE SCHOOL COMMS APP

If we are unable to contact you by email we may send you text messages. However, text messages are costly, so we do not use them for routine communications. We encourage parents to download the School Comms App on their mobile devices. This ensures that they are able to receive messages directly, at no cost to the school or the parent.

TELEPHONE

It is essential that we have on record up-to-date phone numbers for anyone with parental responsibility, including home landline, mobile phone and work numbers. It is also very helpful to have an additional emergency contact number. Should your child become ill or sustain an injury, you will appreciate that we need to get hold of you as quickly as possible.

If you need to contact us, our phone number is 0117 377 2444. You will be given the option to report your child's absence, or hold to be transferred to a member of the administrative team. The office is staffed from 8:00am to 4:30pm. Outside of those hours, please leave a message and we will return your call as soon as possible. Please be aware that the school office can be a very busy place, and our administrative team may not be able to answer the phone when you call. If you do not get through, you may find it more effective to follow up with an email, or leave a voicemail message.

MICROSOFT TEAMS

When they join the school, every child is given a Microsoft Teams account. Their teachers post regular messages for them, including reminders about homework or events happening in school. Children can respond to class discussions, and can use Teams to submit homework.

We expect children to check their account regularly and to share the messages with their parents/carers.

The Teams account is not to be used by parents for their own conversations with members of the school staff. We ask parents to observe the guidance above for using email or telephone to contact teachers or other members of staff.

TWITTER

We have a Twitter account, @HJSBristol. We don't post a lot, but if there is an event happening that day, or if we have some important news to report we may tweet it, in addition to email and text. For the benefit of those that do not use Twitter, these messages feed through to the home page on the school website.

WEBSITE

Our website, www.henleazejuniorschool.co.uk, is packed with information about the school. We try to keep it up to date. General information about the school is found in [About Us](#). More specific information and resources for members of the school community is found in [My School](#).

Each year group has a Hub in My School, and the [Work Space](#) has links to lots of resources that can be used at home to assist children with their learning.

In the [News](#) section, you can find links to all of the HJS Updates that have been sent out, as well as links to the [Photo Album](#) where we post pictures and video of significant school events. You will also find lots of videos of our activities on our [HJSTV](#) channel on Vimeo, which is also accessible from the News section.