

Communication Strategy – West Cliff Primary School

One of the challenges faced during lockdown is to have a clear communication chain so that staff and parents know what the expectations are – and so that no one misses vital information.

Please follow the strategy below and we should all be clearer! You can post messages/send mails whenever is convenient for you – but please see the last column for the response time from staff!

Parents		
Platform	Use	When to expect a response Monday - Friday
Seesaw/Tapestry	Please use this for any queries directed to your child's teacher – this could be regarding their work or a general question/ information about your child their teacher will need	Teachers are teaching during the school day but will check seesaw and tapestry where possible as will the support staff. Please only expect responses between 0800 and 1630 Staff may respond at other hours but are not expected to!
My Child at School App	Any messages for the office staff – this could be regarding money or absence etc Teachers do not access these messages!	Between 09.00 and 15.30
Facebook Messenger	Any general queries/issues for Mrs Zanelli to respond to COVID test results All teaching staff can see these and respond but we get so many at the moment we are sometimes missing them! You can also book fun club on here if you don't have the MCAS app	Between 0800 and 1700 Although Mrs Z will often pick these up as they arrive in the evenings Please only message at weekends if it is very important!
ceo@yeat.co.uk	This is the easiest e mail to get to Mrs Zanelli	0800 – 17-00 Although she may reply out of these hours too!
Admin.westcliff@yeat.co.uk	E mail for office staff	0900 – 15.30
Htaylor.westcliff@yeat.co.uk	E mail for Mrs Taylor regarding special needs	0830- 1600 (not Wednesdays)
01947602510	To talk to ladies in the office	0800 - 1600
07432054001 Text or call school mobile	Emergencies at weekends/evenings Usually will be Mrs Z	ASAP