



Holt Road, Sheringham, Norfolk NR26 8ND

Tel 01263 822363

Web www.sheringhamhigh.org.uk Email: office@sheringhamhigh.org.uk

Head of School Dawn Hollidge

Communication Guide for Parents and Carers

Introduction

At Sheringham High School, we find that children who receive support from their parents/carers in meeting the school's expectations make faster progress and are likely to perform better in their GCSEs. We believe that communication between home and school is essential to maintain consistency and to resolve issues as soon as they arise. To make this easier, we have produced this guide, which includes a list of people to contact for specific questions or queries.

As we are sure you will appreciate, our staff are often too busy teaching or meeting with pupils, parents, or other agencies to provide immediate support throughout the school day. There are 50 lessons in our two-week timetable, each of which is an hour long. Teachers teach an average of 43 periods a fortnight. They also must plan these lessons, lead tutor periods, plan and mark homework, write reports, provide intervention and additional support for pupils. Many staff also organise extra-curricular clubs or revision sessions outside of the school timetable.

Timely communication is therefore a challenge, and it may take our staff some time to respond. If you require help with an urgent matter that, for example, involves a child's safety or is about transport from school on a particular day then please phone school. On other occasions, email communication has proven to be faster and more efficient.

We aim to:

Provide a full reply to concerns within 3 days (for non-safeguarding items). If there is a need to gather information from others or some kind of investigation needed into the parent / carer concern, then we will liaise with that parent / carer and inform them when we will contact them with a full response.

If parents have any communication concerns, they should contact Mrs Hollidge on the following email:

[**dhollidge@sheringhamhigh.org.uk**](mailto:dhollidge@sheringhamhigh.org.uk)

Our office email inbox is checked regularly throughout the school day and all email queries are directed to the relevant member of staff.

[**office@sheringhamhigh.org.uk**](mailto:office@sheringhamhigh.org.uk)

Our website provides a wide range of helpful information for our parents/carers and students. It also includes an electronic contact form, available here:

<https://www.sheringhamhigh.co.uk/contact/> which may prove to be easier than emailing us on certain devices.



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Our website: www.sheringhamhigh.co.uk

Essential Information

Arbor	We regularly use email to communicate important information and notices to parents/carers and students. Please use the Arbor App to ensure that your contact email address is always up to date. Emails from Arbor come from the following email address no-reply@mail.arbor-education.com Please save this as a trusted sender to avoid emails going into junk or spam
Parents evenings	We also use Arbor to organise parents' evening appointments. Communication is via Arbor to your email address.
	We will phone parents/carers when there is a need to communicate urgent messages. We will also send text messages to communicate urgent or essential information.

Optional Information

	We use Facebook to share information about school events, to celebrate student's work and achievements and to keep our community up to date with school activity. Please follow us on @Sheringham High School
	We use "X" (Formally Twitter) to share our students' work and to celebrate school achievements. It is also a helpful networking tool, that allows us to engage with national and local organisations, as well as parents/carers. Please follow us on @SheringhamHigh