



Brookfield Primary School
Family Communication Guide

At Brookfield, we know how important communication is, and the purpose of this guide is to inform parents and carers of how we aim to keep you updated about your child’s progress and wellbeing, as well as wider school and community news, events and opportunities.

Keep your contact details up to date

When your child joins the school, you’ll be asked to provide your contact details including phone number and email addresses. Please ensure that you inform the school office if your contact details change so that we can always reach you. You can notify us of any changes via an email to admin@brookfield.camden.sch.uk

How to contact us

Generally we would encourage you to email us in the first instance. However, if you need to speak to someone, please call the school office. If you would like to meet with a member of staff in person, please arrange this in advance via email. Here is how to contact us:

In an emergency	Call 020 7272 9627
To report an absence if your child is unwell (leaving relevant detail)	Call 020 7272 9627, and leave a message on the absence line. You can also email us admin@brookfield.camden.sch.uk
To discuss your child’s behaviour, wellbeing, or progress/ academic performance with their class teacher	Email your year group: blossom@brookfield.camden.sch.uk nursery@brookfield.camden.sch.uk year1@brookfield.camden.sch.uk Year2@brookfield.camden.sch.uk Year3@brookfield.camden.sch.uk Year4@brookfield.camden.sch.uk Year5@brookfield.camden.sch.uk Year6@brookfield.camden.sch.uk
To discuss any SEND questions	Please email our SENDCo, Laura l.smale@brookfield.camden.sch.uk
To discuss attendance and punctuality	Please email Faye f.winslade@brookfield.camden.sch.uk
If you have any Feedback	Email admin@brookfield.camden.sch.uk

I haven’t received a reply – what should I do?

We endeavour to respond to all queries as promptly as possible, however our teachers and staff are often busy and may not be able to reply straight away. If you have not had a response after 3 school days, please re send your email and copy in admin@brookfield.camden.sch.uk and the relevant phase leader



How we will communicate with you

Our website has everything you need to know on it. You can view things like:

- ✓ Key events page
- ✓ Term dates
- ✓ Weekly newsletter
- ✓ Class contact information
- ✓ Information about the school day e.g. pick up and drop off times
- ✓ Curriculum letters
- ✓ Statutory policies
- ✓ Booking after school club

Weekly Newsletter

We would really encourage all parents and carers to read our weekly newsletter – it is packed with useful information, dates, as well as updates from class teachers and wider community news. The newsletter link is circulated each Friday via email and text from the school, in your class Whatsapp group and is available on the website

Email & Text

Most of the time, we will email you with whole school, class or individual information. We will use text messaging to send timely reminders.

If your child becomes unwell at school

We will contact you straight away, using the contact details you've given us

School trips and outings

Each year as early as possible in the Autumn term we will send you an annual trips letter. This letter includes permission slip for all trips, details of the trips your child will be going on, and to request a contribution from each family towards our trips and workshops.

We often require parent/ carer helpers to accompany us on trips. Class teachers will ask for volunteers for each trip.