

Richard Taylor Church of England Primary School Communication Policy P110c

Our Christian faith and values are the living heart of a community where everyone's contribution is respected. Our school is a place where all know that they are safe and loved as children of God.

History of document: To be reviewed annually and re-approved by the Local Governing Board every three years, or sooner if deemed necessary.

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1. Contents

1. INTRODUCTION	4
2. ROLES AND RESPONSIBILITIES	4
2.1. Headteacher.....	4
2.2. Staff	4
2.3. Parents	5
3. HOW WE COMMUNICATE WITH PARENTS AND CARERS	5
3.1. Email.....	5
3.2. Text message.....	5
3.3. School calendar.....	5
3.4. Phone calls	6
3.5. Letters	6
3.6. Homework books/school planners	6
3.7. Reports.....	6
3.8. Meetings	6
3.9. School website	6
3.10. Home school apps (i.e. Teams)	7
4. HOW PARENTS AND CARERS COMMUNICATE WITH THE SCHOOL.....	7
4.1. Email.....	7
4.2. Phone calls	7
4.3. Meetings	7
4.4. Home school apps (i.e. Teams)	8
5. Inclusion	8
6. ASSOCIATED POLICIES.....	8
APPENDIX 1 – Who to Contact.....	9

1. INTRODUCTION

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

2. ROLES AND RESPONSIBILITIES

The school admin staff are responsible for managing online parental communication systems.

2.1. Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

2.2. Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Managing their online learning portal (seesaw) as a tool for communication with parents.

Staff will aim to respond to communication during core school hours (8am-5pm, or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

2.3. Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should not expect staff to respond to their communication outside of core school hours (8am-5pm), or during school holidays.

3. HOW WE COMMUNICATE WITH PARENTS AND CARERS

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1. Email

We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2. Text message

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Upcoming events

3.3. School calendar

Our school website includes a full school calendar for the school year. Newsletters provide termly updates. The Headteacher's Blog contains weekly updates.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.4. Phone calls

The school encourages staff to call parents to discuss pupils' performance (both positive and negative), in a proactive manner to ensure that home school communication supports pupil progress.

3.5. Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our monthly newsletter
- Our termly class Letters
- Our weekly headteachers blog
- Seesaw learning platform

3.6. Homework books/school planners

Staff will use seesaw to communicate with parents regarding homework activities. At upper KS2 children will have a homework book for children to record activities . All children have a reading record book.

3.7. Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Verbal termly progress reports (parents evenings)
- A report on Key Stage (KS) 1 and KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.8. Meetings

We hold one parents' evening per term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.9. School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information

- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

3.10. Home school apps (i.e. Teams)

The Administration Team will use Scholar Pack to send text and email messages home to Parents. Parents can also sign up to the Scholar Pack Parents App as another way to receive the same messages.

Teaching staff will use the seesaw app to communicate with parents on issues including homework and class activities.

4. HOW PARENTS AND CARERS COMMUNICATE WITH THE SCHOOL

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1. Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within five working days, and to respond in full (or arrange a meeting or phone call if appropriate) within two working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2. Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will contact them within five working days .

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within five days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3. Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within five working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

4.4. Home school apps (i.e. Teams)

Parents can send short messages, for example changes to contact details to the school using the Parents App on Scholar Pack.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. ASSOCIATED POLICIES

- ICT and Acceptable use
- Code of conduct
- Parent Code of Conduct
- Complaints

APPENDIX 1 – Who to Contact

I have a question about	Who you need to talk to
My child's learning/class activities/lessons/homework	Class Teacher
My child's wellbeing/pastoral support	Class Teacher or School Wellbeing Lead
Payments	School Office
School trips	Class Teacher & School Office
Uniform/ lost and found	Class Teacher or School Office
Attendance and absence requests	Headteacher & School Office
Bullying and behaviour	Class Teacher
School events	Class Teacher & School Office
Special educational needs	Class Teacher & SENCo
Before and after school clubs	Funclub or School Office
The PTA	Friends Organisation via e-mail
The governing board	Clerk to LGB
Catering/meals	School Office and Catering Manager.