



# CHURCHDOWN PARTON MANOR SCHOOLS' FEDERATION HOME SCHOOL COMMUNICATION POLICY

<b>Date of policy</b>	<b>Autumn 2021</b>
<b>Review date</b>	<b>Autumn 2024</b>
<b>Staff responsible</b>	<b>Headteacher</b>

## **Equalities Statement**

Churchdown Parton Manor Schools' Federation provides an education for all, acknowledges the society in which we live, and is enriched by the ethnic, cultural and religious diversity of its citizens. The school strives to ensure that the culture and ethos of the school are such that, whatever the heritage, origins, faith, age, gender, sexuality and ability of members of the school community, everyone has the right to equal chances, is equally valued and treats one another with respect so that all pupils and staff are encouraged and supported in achieving their full potential. We provide pupils with the opportunity to experience, understand and celebrate diversity, actively tackle all instances of unlawful discrimination and strive for equality of opportunity and good relationships to permeate all aspects of school life, including:

- attainment, progress and assessment
- behaviour, discipline and exclusion
- admission and attendance
- curriculum
- personal development and pastoral care
- teaching and learning
- working with parents / carers and communities
- staff recruitment and professional development

## **Safeguarding Statement**

- The named person with responsibility for child protection in our school is the Head Teacher, who liaises with a named Governor. We will follow the procedures for child protection drawn up by the LA and the Governing Body.
- If any person suspects that a child in the school may be the victim of abuse, they should not try to investigate, but should immediately inform the Head Teacher about their concerns
- When investigating incidents or suspicions, the person responsible in the school for child protection works closely with social care, and with the Gloucestershire Safeguarding Children Board. We handle all such cases with sensitivity, and we attach paramount importance to the interests of the child.
- We require all adults who work in school to have their application vetted by the police, in order to check that there is no evidence of offences involving children or abuse. (DBS, Barred and Prohibition Checks).
- All the adults in our school share responsibility for keeping our children safe. We may, on occasion, report concerns which, on investigation, prove unfounded. It is better to be safe than sorry and we trust that parents and carers, while they will naturally be upset, will nevertheless accept that the school acted in the child's best interests.

## **Accessibility Statement**

We will strive to ensure that the ethos of the school is such that everyone is equally valued and treated with respect. Pupils will be provided with opportunities to experience, understand and value diversity.

All pupils should have access to an appropriate education that gives them the opportunity to achieve their personal potential, whatever their abilities and needs might be.

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### 1. Introduction and aims

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.

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

### 2. Roles and responsibilities

#### 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:

- Ensuring that all communication with parents is respectful and shows empathy and appreciation.
- Responding to communication from parents in line with this policy and the school's Acceptable Users and E-safety 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).

Staff will be available to respond to parent emails/ messages on their working days before 6pm. Emails/ messages received after 6pm or at the weekends will be responded to on the member of staff's next working day.

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 all communication with staff is respectful and shows empathy and appreciation.
- › Making every reasonable effort to address communications to the appropriate member of staff in the first instance.
- › Responding 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 Complaints Policy (section 3 Handling unreasonably persistent, harassing or abusive complainants) which is available on the school website.

Parents should not expect staff to respond to their communication after 6pm or on their non-working days (including weekends and holidays) although, as previously stated, staff may choose to do so to fit around their own personal commitments.

Messages about absence or any urgent messages should **always** go to the school office as teachers may not be able to check messages whilst they are teaching.

## **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 Class Dojo**

Class Dojo is our main and preferred channel of communication with parents. Every parent is asked to sign up to this App. It has a school story for whole school information and events and a class story for information and events pertinent to each class. It also has the facility for private messages between a parent and staff member.

We use Class Dojo to keep parents informed about the following things:

- › School events
- › Short-notice changes to the school day including emergency school closures (eg snow days)
- › School surveys or consultations
- › Class activities or teacher requests/ reminders
- › Newsletters

### **3.2 School website**

Our school website includes a full school calendar of events for the term ahead as well as term dates.

Other information which is available on the school website includes:

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

### **3.3 Phone calls**

Parents may receive a phone call from school if there has been an incident which needs discussing with the parent as a matter of urgency, if there has been a medical emergency/ accident or if there is a matter which the teacher would prefer to discuss without the child being present.

### **3.4 Report**

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
- › A report on Key Stage (KS) 1 and KS2 SATs tests; Phonics screening results (Year 1/ 2); Early Years Foundation Stage (EYFS) baseline; Times Tables check (Year 4)

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

### **3.5 Meetings**

We hold a parents' evening in the Autumn and Spring term and an informal drop-in evening in the Summer term. During these meetings, parents can talk with teachers about their child's achievement and progress, 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.

## **4. How parents and carers can communicate with the school**

### **4.1 Email or Class Dojo message**

Parents can email/ message the appropriate member of staff about non-urgent issues.

We aim to acknowledge all emails/ messages within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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

### **4.2 Phone calls**

Parents can also phone the school office to arrange to speak to a specific member of staff about a non-urgent matter.

If it is not possible to speak to the staff member immediately (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 2 days of your request.

If the issue is urgent, parents should call the school office and it will be dealt with appropriately.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office who will pass on a message to an appropriate person.

### **4.3 Meetings**

If parents would like to schedule a meeting with a member of staff, they should email or Dojo message the appropriate staff member or call the school office to book an appointment.

While teachers are usually available at the beginning or end of the school day for a brief conversation, if parents need to speak to them at length, we recommend they book appointments. This may be to discuss:

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

### **5. Who to contact**

For most questions or concerns, your child's class teacher will be the first point of contact. If they are not able to answer your question or address the issue, they will direct you to the correct person.

**Remember:** check the website or Class Dojo first, much of the information you need is posted there.

### **6. Inclusion**

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

We currently make whole-school announcements and communications on Class Dojo in English however it does have a translate facility.

Parents who need help communicating with the school can request the following support through the school office who will endeavor to support this.

### **7. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every 3 years.

### **8. Links with other policies**

The policy should be read alongside our policies on:

- Acceptable Users and E-safety policy
- Complaints

➤ Home-school agreement

➤ Child Protection and Safeguarding

These policies are available on the school website.