



Information Sharing

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1. Introduction and aims

At Pear Tree 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 strategy 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

Underpinning this communication strategy is 'The Education Staff Wellbeing Charter' DfE November 2021

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 strategy
- Regularly reviewing this strategy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this strategy and the school's ICT and internet acceptable use strategy
- 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 **aim** to respond to communication during core school hours 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 always respectful
- 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 and ensuring that a robust emergency contact list is shared with school upon admission; two sets of contact details, including the address, telephone number and email address, so that they can be contacted in the event of an emergency.

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 or during school holidays.

2.4 Governors

Governors are responsible for:

- Ensuring that parents are kept well informed of the work of the Local Governing Body.

Parents/carers should be advised that directly contacting individual school governors or the local authority is not a short cut to having an issue or concern resolved. The governors' and local authority's role is strategic, and any complaints received by them will be directed back to the school to be resolved through the school's Complaints Procedure.

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 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 messages

We will text parents about:

- Payments

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Emergency contact if not contactable via phone

3.3 School calendar

Our school website includes a full school calendar for the term.

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

As a school, Pear Tree encourages staff to call parents regularly to discuss pupils' performance (both positive and negative).

If a pupil is seriously ill or injured, the school will attempt to contact the pupil's parents/carers via telephone.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Consultations
- EHCP paperwork

3.6 Homework books/school planners

Each child has a home school diary that encourages regular communication, at least once per week, with regard to day to day activities.

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
- Termly progress reports

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 a 'parental progress session' in the Spring term, in addition to your child's EHCP review. 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.

3.9 School website

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



- School times and term dates
- Important events and announcements – including updates about the new build and transition dates
- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting the school.

3.10 Home-school communications app

Class Dojo: ClassDojo connects teachers with students and parents to build amazing classroom communities. Logins are shared with parents at the start of term.

Seesaw: Seesaw creates a powerful learning loop between students, teachers, and families, it allows all to gain a window into their student's learning and engage in home-to-school connections. Students explore a variety of powerful and intuitive multimodal tools (like draw+record, collage, video, and more!) to show what they know in the way that works best for them

Welcome Packs, individually generated QR codes and joining instructions are shared with parents at the start of September. Please contact your child's class teacher if you cannot access your QR code.

4. How parents and carers can 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 1 working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 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 3 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 5 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 10 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

5. 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 (such as email alerts and newsletters) available in the following languages:

English

If any information is required in a different format (braille, large print, alternative language etc) it can be provided on request to 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. Monitoring and review

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

7. Links with other policies

The strategy should be read alongside our policies on:

ICT and internet acceptable use

Parent code of conduct

Staff code of conduct

Complaints

Home-school agreement

Staff wellbeing

