

# St Saviour's C of E Academy

## Communication Policy

### Summer 2020

#### Introduction

The purpose of this document is to set out expectations for how school and home can successfully communicate and to ensure the best partnership of support for each child's learning.

On-going research continues to demonstrate the vitally important role parents play in the education of their child.

"Parents, Carers and families are by far the most important influences in a child's life. Their support can play a vital role at all stages of education. Parents who take on a supportive role in their child's learning make a difference in improving achievement and behaviour. Schools can benefit from developing positive partnerships with parents [and] engaging with parents to give them the chance to understand the role that they play in their child's learning and development and foster parental involvement.

*("Why Get Parents Involved?" [www.educationscotland.gov.uk](http://www.educationscotland.gov.uk))*

"Parental involvement in children's education from an early age has a significant effect on educational achievement, and continues to do so into adolescence and adulthood. Effective home-school partnerships are essential to ensure that each child gets the most out of their school and the education system"

*("The Impact of Parental Involvement on Children's Education" Dept. for Children, Schools and Families)*

Throughout this document the word "parent" is used extensively but Carers of Looked After Children should regard the terms "parent" and "carer" as being synonymous.

#### Why partnership and good communication is important

At St Saviour's C of E Academy we believe that:

- ✓ Every child is entitled to the best learning opportunity and we are committed to working in partnership with parents to deliver this.
- ✓ The child is the most important consideration in any conversation.
- ✓ A three-way process of communication between the child, home and school is essential for all children to thrive and flourish.
- ✓ All communication should be open, honest, accessible, timely, respectful and appropriate.
- ✓ Communication is about more than information exchange: it is about the development of positive relationships.
- ✓ Communication involves active listening by both the school and parents so that both parties have a clear understanding and expectation of what the school is aiming to achieve. Parents can and should work with the school to achieve this and thus be able to help their own children more.
- ✓ Activities inviting parents into school are a good way for us to build relationships with parents and to develop a welcoming 'family atmosphere' within school.
- ✓ However, these activities are not a statutory obligation of the school and parents are not obliged to attend.

#### Methods of Communication

- ✓ We have an 'Open Door' policy and actively seek to engage with parents.
- ✓ We continually seek to refine how we liaise with parents in order to meet our aim of providing all the information they need to be active partners in their child's learning

journey.

- ✓ they need to be active partners in their child's learning journey.
- ✓ We recognise that everyone has their own preferred method of communication as well as availability and we aim to accommodate this wherever possible, but hope that what we have set out in this document will put parents in contact with the person best placed to help them as soon as possible.
- ✓ We are committed to being a 'listening' school and always welcome parents who want to meet with our staff. However, we do recommend that an appointment is made if a parent has a particular issue they wish to discuss. This will ensure the member of staff they want to see is prepared and able to focus on the conversation.
- ✓ Appointments can be made in a number of ways: sending a note in with the child, writing a note in the child's home school diary or telephoning or e-mailing the office to leave a message.
- ✓ All children have a reading diary and children. This is an additional layer of communication where parents and teacher can communicate directly via short notes as regularly as needed. It is expected that this is brought to school and taken home every day to better facilitate this.

Generally speaking, we recommend that concerns are discussed with the child's class teacher in the first instance, as this will be the person who will know the child and their family best. If this doesn't provide the information needed or if parents feel that the issue hasn't been resolved, then they should contact the member of staff identified in **Appendix 2 – Our Communication Process**.

### **Social Media**

It would be appreciated if parents didn't take grievances to, and/or make adverse comments about the school on, the various social media outlets that exist as this can create unnecessary upset and escalate a situation that might otherwise be easily and quickly resolved by having a conversation direct with the school. The school reserves the right to take whatever action deemed reasonably necessary to protect itself against unwarranted adverse social media comment.

### **Staff Availability**

Staff will always try to meet with parents as soon as their timetable allows. Please bear in mind that teaching commitments have to be met and also there are other circumstances that lead to staff not being available at school at the time that is requested. All teaching staff have Preparation, Planning and Assessment (PPA) time as part of their working week and there are times they may be absent for training or liaison with other schools or agencies to ensure we are continually delivering best practice for all children in school.

Members of the Senior Leadership Team also attend meetings off- site for various reasons and so may not be available at the time requested on the usual 'open door' basis. Should the person who is needed be unavailable, arrangements will be made for someone to deputise or for the meeting to be rearranged for the earliest opportunity in discussion with parents.

### **Regular Meetings and Correspondence**

Throughout the course of the school year, we provide information relating to children's learning, achievement and activities as well as offering opportunities for parents to come into school for formal and informal meetings. We have set out a detailed schedule of meetings and correspondence, so that everyone knows when these occur and what to expect. This is attached as **Appendix 3**.

## **Other Communication Options**

We try hard to provide all the information needed to help parents be active partners in their child's personal learning journey. We know that open and effective communication between home and school helps children to learn, thrive and achieve their potential.

We value all thoughts and ideas as to how things might work better and will try to accommodate them wherever we feel this will positively affect all children.

Information published by the school can be found on the school's website. The website is updated regularly and contains a wealth of information for each class and the whole school; including calendar events. The website should be used as the first point of contact for dates.

A contact sheet is issued annually for parents to check and update where necessary. If any parent feels they are not receiving communication, it is vital they let the school office know as soon as possible.

We send reminders and short information notices using text and e-mail. This enables information to be communicated quickly to selected groups. The receipt of information on a timely basis is sometimes vitally important and again, it is the responsibility of parents to ensure their contact details are up to date.

Paper copies of letters are sent out directly to parents. These are given out in class and the children asked to put them in their book bags and deliver them straight to their parents. We ask all families to check their child's book bag daily.

## **General Governing Body Communication Protocols**

Parental Support: The Governing Body of St Saviour's CE VC Primary School is very clear in its understanding of the value of parental support in all aspects of children's school life. In turn, all school employees are directed to engage positively with parents and strive to foster positive relationships that assist children to learn, thrive, flourish and achieve their full potential. We want parents to be active partners in their child's learning.

Partnership: The school is committed to the concept of partnership in supporting all children. We have set out here the commitment the school makes to sharing information and how the school can be contacted for any matter that needs to be discussed. If there is any concern that a member of staff has not met the commitments set out in this policy, this needs to be brought to the attention of the Headteacher or Chair of Governors immediately.

Complaints: A copy of the School's Complaints Policy can be found on the school's website at [www.stsaviour.academy](http://www.stsaviour.academy)

Contacting the Governing Body: We wish to make clear that we are eager to hear of any questions, concerns, suggestions or complaints from any school stakeholder. Parents, children or staff can leave a message at the school office for the Chair of Governors or a particular other named governor to contact them.

School Staff: we greatly value the professionalism and dedication of all our staff and expect them to be treated with respect at all times, remembering that their first concern is the safeguarding and education of the children. To reaffirm; we believe communication is a two-way process that involves active listening by all parties.

Inappropriate Behaviour: The Governing Body will not under any circumstances tolerate violence, aggressive or threatening behavior and/or verbal, physical or emotional abuse against any member of the school community. We reserve the right to remove right of access to the school from any person who does not behave in an appropriate manner. Such incidents will be dealt with formally, through official channels. All members of the school community have a right to expect that the school is a safe place in which to work and learn.

### **Appendix 1: School Contact Details**

St Saviour's C of E Academy  
Congleton Road  
Talke  
Stoke on Trent  
Staffordshire  
ST71LW  
Telephone: 01782 433300

### **Appendix 2: Communication Process**

We have set out below the staff who we believe will be best placed to respond to various types of enquiry:

#### **Type of query & member of staff to contact:**

For any issue relating specifically to **your child** (learning, behaviour, equipment, timetables etc.) you should initially speak to your child's class teacher. A face to face meeting is probably best for this type of issue.

If you feel that any issue, as described above, has not been resolved or you need more advice following these discussions, please contact the following people as appropriate:

Stage 1 Mrs. T Morris – Vice Principal  
Stage 2 Miss L Davis - Principal

#### Issues relating to **other children in your child's class:**

Stage 1 Class Teacher  
Stage 2 Assistant Principal

Other serious concerns or complaints – Miss Davis, Principal

Formal Complaints (as per Complaints Policy)

Chair of Governors – Marina Weller

Curriculum and/or whole school pupil enquiries – Vice Principal

Further information about Special Educational Needs – Miss Stephenson SENCo, via the school office

Child Protection/Safeguarding issues – Miss Davis or Mrs Morris, Miss Stephenson,

Letters, Admin, Attendance, School Dinners, Clubs, Payments, Finance etc. – School Office

## **Appendix 3: Schedule of Regular Meetings and Correspondence**

Throughout the course of the school year, the following meetings will be held and information will be provided to all parents.

### **Beginning of the year**

In September your child's class teacher will provide you with lots of information including:

- ✓ Curriculum and homework information
- ✓ How you can help your child at home with their learning
- ✓ Expectations of your new child's year group.

### **Termly Information**

School Newsletters are a means for parents to be kept inform of developments and events within school. These are sent out as paper copies or via email. Make sure the school office has your email address so you can receive this automatically via email.

### **Email**

We are working towards our main method of communication with parents being via e-mail. We use this service to send class letters, newsletters and information about trips and events, as well as to provide reminders and updates for parents. We encourage all parents to sign up for this service. It is vital that the school office is notified of any changes to e-mail addresses.

Parents who do not sign up to e-mail are expected to take responsibility for checking for communication by looking in their child's book bag for paper copies of letters etc.

### **Text Service**

Where a group of parents needs to be kept updated about a situation at short notice, for example a class who are delayed returning from a trip, we will send a text message as this is a quick and efficient way of providing updates.

### **Emergency Contact**

The phone will be used to contact parents in the case of an emergency. It is vitally important therefore, that emergency phone numbers are kept up to date and we ask that all parents take responsibility for informing the office of any change to home or mobile phone numbers.

We will also use the phone to contact parents in situations where a quick response is required, for example club cancellations or forgotten dinner money or kit.

### **First Aid**

Please see our first aid policy which is available on the school website for communication procedures relating to first aid.

## **Teacher and Parent Consultation Meetings**

These are important meetings where class teachers meet one to one with parents to discuss their child's progress, behavior and attitudes so that we can work together to help your child realize his or her full potential.

In the autumn term there is a parents' evening where one to one appointments are used to discuss how well children have settled in to the new school year, to share any individual information, to share expectations for the year.

In the spring term there is a parents evening held where appointments are used to discuss progress and set targets for the rest of the year.

In the summer term, after parents have received their child's end of yearschool Report, there is an opportunity for parents to arrange to meet with their child's teacher to discuss any questions or concerns arising from the report.

With regards to transition from one class to the next we allocate sessions in school for all children to spend time in their new class with their new teacher before the end of an academic year. Parents are informed of their child's new class via a letter from the Headteacher.

## **Annual Report to Parents**

Reports are sent out in the Summer Term for all year groups from Nursery to Year 6.

## **Statutory Test Reports**

Throughout their time at school, children are required by law to take a number of statutory tests which are set by government. The results of these tests will be sent out to parents.

- ✓ Y1 Phonics Screening
- ✓ KS1 SATs
- ✓ KS2 SATs

## **Curriculum Workshops, Information and Transition Meetings**

Throughout the year meetings are held to provide information about the various different methods used in school to teach your child and how you can support them with their learning. Dates and times for these workshops are sent home via pupil post and also published in advance on the calendar section of the school website. We encourage you to attend as many of these meetings as possible as the shared understanding between home and school of teaching methods does help children to learn. An overview of the sessions and any other details will be placed on the school website but any parents who cannot attend are always welcome to contact the school if they would like to find out more information.

## **Appendix 4 – Detailed Protocols for Home-School Communication**

### **Protocols for informal discussion with Class Teachers before and afterschool**

Teachers will usually be in their classrooms 10 minutes before the start of the school day and after school to safely welcome and send home all children. Please remember that staff are responsible for the safety of all children in their class at these times and will, therefore, not be able to have long conversations with individual parents.

If you wish to discuss something urgently with a Class Teacher, please arrange a time to meet or speak on the telephone. The office staff will be able to assist with this.

Alternatively, if the matter is not urgent, please ask or write to the Class Teacher to make an appointment with them.

### **Protocols for Meetings with Parents**

Meetings in addition to Parents' Consultation/Information Meetings are sometimes necessary in order for Home and School to share information about an individual child's needs.

- ✓ These will be arranged in advance at a mutually convenient time.
- ✓ Meetings will be held in an appropriate open or private area in the school.
- ✓ Staff may ask for a colleague to join the meeting in order to be able to give you the best advice possible or to record information.
- ✓ Electronic recording of meetings e.g. on mobile phones is not acceptable.
- ✓ A member of staff or a governor can take notes at meetings if necessary.
- ✓ Teachers and Senior Leaders will always try to help you as quickly as possible, but please be aware that they may need to ask another member of staff for information/advice before they get back to you with a response. This is to ensure that you and your child are supported in the best possible way.
- ✓ All meeting attendees are expected to speak courteously, listen to each other and have the opportunity to respond to questions and/or statements.
- ✓ If any meeting attendee becomes concerned about their safety during a meeting, it will be stopped immediately. Reasons for the meeting being stopped will be given verbally and, where necessary, the party behaving inappropriately will be escorted from school premises. The Local Authority and/or Police may be informed.
- ✓ Agreed actions will be confirmed verbally or in writing at the end of the meeting.
- ✓ Follow up communication will be issued in a timescale agreed at the meeting.

**Written** Summer 2020

**Principal** L Davis

**Review** Summer 2023

Signed



**Chair of Governors** M Weller

A handwritten signature in black ink, appearing to read 'M. Weller', written in a cursive style.

Signed