

Communication Policy

Parish Primary School

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PARISH
CE Primary School
Part of the Aquinas Trust

Building Learning, Friendships and Faith.

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Communication Policy

Key Objectives:

All communications at Parish CE Primary School should:

- Keep staff, pupils, parents/carers and other stakeholders well informed.
- Be respectful, honest, ethical and professional and expect similar behaviours in return.
- Be clear about the balance of rights and responsibilities between the school and parents/carers.
- Use jargon-free English and be easily understood by all.
- Provide timely, appropriate, and accessible information.
- Use the method of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies.
- Be compatible with our core values and School Improvement Plan.

Communication with /carers and other important stakeholders

Effective communications enable us to share our school aims and values as well as keeping parents/carers well informed about school life. This reinforces the vital role that parents/carers play in supporting the school and their child/ren. Whilst staff will always seek to establish open and friendly relationships with parents/carers, it is essential that relationships are professional and parents/carers are addressed in a formal manner in all written communication, whatever the form. Parish CE Primary School aims to make our written communication as accessible and inclusive as possible; we will ensure that all of our parents/carers can access a form of communication, making alternative arrangements where necessary (e.g. EAL, SEN, IT access or literacy issues).

Communication Procedures

The school office can be contacted between 8.30am and 4.30pm on school weekdays.

The breakfast and afterschool club administrator can be contacted between 7.30am-8.45am and 3.30pm-5.45pm.

Postal Address	Telephone	Email
Parish CE Primary School London Lane Bromley Kent BR1 4HF	0208 460 7336	admin@parish.bromley.sch.uk

The school will undertake to ensure that:

- Parents/carers and children have clear lines of communication.
- The curriculum is clearly communicated to parents.
- Parents/carers are informed of forthcoming events within appropriate timelines.
- All communications will be treated as confidential within the school context.
- Appropriate information is communicated to relevant parties

Parents/Carers will undertake to:

- Read all communications issued by the school.
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner. *(see appendix 1 for who the best person to speak to is)*
- Act on the communication.
- Not discuss school issues on social media.

Methods of Communication

Playground message taker

At least two members of staff will be on the playground each morning to take messages for teachers or the office. They will be by the entrance gates at either end of the mansion.

Email

We ask parents/carers to use the email address admin@parishbromley.sch.uk. For the purposes of administration we require all emails to go to a central email address. However, all emails will be treated with full confidentiality and where necessary the responses will be made by the member of staff addressed. Please note all emails should specify the member of staff to whom the query is addressed. We will acknowledge emails within 24hrs and provide a full response to emails within 5 working days (during term time and school working hours).

Website

School information e.g. policies, dates, uniform suppliers, topic overviews, after-school clubs, booking forms, etc. are all on our school website. Full details of our curriculum, including the topics we teach in each year group, are also displayed on the website. Parents/carers are expected to use the website to access information they may need.

Twitter

We use Twitter for instant communication about what is going on in school. We use this for information about trips e.g. ETA if a journey is delayed and for sharing information about the curriculum and special events.

Text Messages

Text messages are sent out when quick reminders are needed or events change (often due to the weather).

Letter

Letters can be handed into, or posted to, the school office. As with emails, all letters will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently. We will respond to letters within 5 working days (during term time and school working hours).

Telephone

This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to the school. We ask parents/carers to phone the school on 0208 460 7336. If the call requires a response from a member of staff, we aim to do this within 2 working days.

Appointments

Parents/carers can visit the school to ask questions, to gain support or to have the opportunity to talk about their child/home issues with either the child's class teacher or the Senior Leadership Team. Parents/carers are asked to phone the school office on 0208 460 7336 to make an appointment giving a brief outline of what they wish to discuss. This allows the school time to organise cover to make staff available to speak to the parents/carers. We will aim to make appointments within 5 working days and are willing to meet either before (from 8.00am-8.45am), during (9.30am-3.00pm) or after school (3.45pm-4.30 pm). These timings avoid key times when the majority of staff need to be with their classes or are leading worship. If parents/carers are unable to keep an appointment, they should give adequate notice i.e. ring the school if it is on the same day.

For brief conversations most teachers and a member of the Senior Leadership Team are on the playground at the end of the school day and parents are encouraged to take this opportunity to also communicate. Parents/carers are asked however not to discuss confidential information about their child on the playground or if they meet them outside school as this does not allow for a confidential discussion.

Parent Consultation Meetings

In the autumn and spring term, parents/carers are invited to make an appointment to discuss their child's progress with the class teacher. Appointments are made using Parentmail (Parent's Evening Manager) an online booking system. If parents/carers are unable to access this, appointments can be booked via the school office. Appointments outside the consultation times will only be arranged in very exceptional circumstances.

In the summer term, parents/carers are invited to attend an open afternoon to spend time looking at their child's work with their child and to celebrate their achievements. Should parents/carers wish to speak to the class teacher during these sessions they may do so from 3.45 - 4.30pm.

Dates for these meetings are shared with parents/carers via the school date list.

Workshops, Information Meetings and Open Days

The school runs a programme of workshops and information meetings throughout the school year aimed at providing parents/carers with:

- Curriculum guidance.
- Ways to support their child in specific subject areas.
- Details of statutory assessment arrangements.
- Starting or transferring school.

The school also has two open days each year for parents/carers of children already at Parish, to spend time in class with their child. The days also include talks from senior leaders about whole school

priorities.

Dates for the workshops, information meetings and open days are shared with parents/carers via the brochure, which is sent out at the start of each academic year.

Written Reports

In the summer term, parents/carers receive a report with details of their child's attainment and progress in the core subjects and their attitude to learning. The report also gives feedback on all areas of the curriculum.

Date List and School Newsletter

A calendar of school events will be produced at the start of each academic year. Reminders of key dates are subsequently communicated via the school newsletter, email, Twitter and on the website.

The school newsletter is sent to parents/carers bi-weekly via email. It contains details of school events and activities and issues that affect the whole school community. The newsletter is also posted on the school website.

Additional Letters

We will often send out special newsletters such as Green Parish throughout the school year. Sometimes it is necessary to inform certain groups of parents about specific events/issues and in these cases letters will be sent to the relevant classes/year groups.

Parent Forum

The Parent Forum is the place where parents/carers, staff and an AAC representative meet to discuss issues that are important to parents/carers in their children's education. The Parent Forum is for everyone, and anyone can attend a meeting. However, to make sure that all classes are represented at meetings, we ask class reps to attend.

The Parent Forum does not have the power to make decisions unless the school has specifically asked for a decision to be made. However, the staff and AAC want to hear the views of parents so that they can make sure that those views feed into the decisions made by the school.

The Parent Forum meets six times a year, with two meetings each term. Dates of meetings are advertised via the school date sheet.

AAC Members

All information relating to our AAC members can be found on the school website. The chair of the AAC should be contacted via the school (email: admin@parish.bromley.sch.uk or written communications left at the school office, which will be forwarded to the Chair of the AAC).

Communication with the Community

Members of the local community are invited to school functions such as special assemblies, Family Worship, Harvest, Christmas Carol Services, Thanksgiving Service and Christmas and Summer Fairs, school productions, sports events.

Guest speakers from local churches and businesses, community organisations and charities come into school to speak to the children.

Communication with Other Schools

The school regularly communicates with staff and children of other primary schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster groups and by means of sports fixtures and other inter-school events.

Add in Aquinas info

Communication with Outside Agencies

Close contacts are maintained with support agencies add in specifics

Appendix 1

I have a query about my child's learning...

1. Speak to your child's teacher - they may ask you to speak to the Inclusion Manager.
2. If you still have a query speak to the Assistant Head Teacher for the phase.
3. If you still have a query speak to the Deputy Head or Head Teacher.

I have a query about SATS and assessment...

1. Speak to your child's teacher.
2. If you still have a query speak to the Assistant Head Teacher responsible for Assessment, Achievement and Progress.
3. If you still have a query speak to the Deputy Head or Head Teacher

I have a query about my child's behaviour...

1. Speak to your child's teacher - they may ask you to speak to the Inclusion Manager or the Family Worker.
2. If you still have a query speak to the Assistant Head Teacher for the phase.
3. If you still have a query speak to the Deputy Head or Head Teacher.

I have a query about an incident that happened in class/on the playground...

1. Speak to your child's teacher.
2. If you still have a query speak to the Assistant Head Teacher for the phase.
3. If you still have a query speak to the Deputy Head or Head Teacher.

I have a query about a particular subject area...

1. Speak to your child's teacher/or the subject leader.
2. If you still have a query speak to the Curriculum Manager.
3. If you still have a query speak to the Deputy Head or Head Teacher.

I have a query about the day-to-day school organisation...

1. Email or pop into the school office.

I have a concern about a particular member of staff...

1. Arrange to speak to the Head Teacher.
2. In their absence arrange to speak to the Deputy Head Teacher.

I have a concern about health and safety...

1. Arrange to speak to a member of the senior leadership team or the school business manager.

I have a concern about Safeguarding...

1. Arrange to speak to the Designated Safeguard Lead i.e. the Head Teacher.
2. In their absence arrange to speak to the Deputy Designated Safeguard Leads who are the Deputy Head and the Inclusion Manager.

I need advice about a family matter...

1. Arrange to speak to the Family Worker.

Most staff members are available to speak to at the end of the day. It may be that they cannot speak to you immediately but they will arrange a mutually convenient time to speak to you. Alternatively if you email or phone the school office they will arrange for a member of staff to contact you to see/speak to you.

As a result of the Trust's statutory responsibility, the Trust will receive personal data, some of which will be sensitive personal data. The Trust processes personal data in accordance with the data protection principles embodied in the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (DPA). The Trust complies with the requirements of the data protection legislation as detailed in the Trust data protection Policy.

All staff are aware of the principles of data protection and will not process personal data unless necessary. The Trust safeguards the personal data it collects through the operation of the Trust's data protection policy and processes and the IT policy. In addition, the Trust and the relevant academy has taken steps to ensure that all its contracts that process data have the GDPR compliant provisions