



## **Communication Policy**

### **School Vision, Values and Aims**

Our school vision, values, aims and motto are rooted in the Church of England's Vision for Education; *Deeply Christian, Serving the Common Good.*

**“An outstanding, values driven school, preparing children for modern Britain and a changing world.”**

At Leckhampton Church of England Primary School, the children are at the heart of all we do and we believe that every child deserves the opportunity to be happy, feel valued and experience success. Our school actively celebrates the dignity and worth of each individual. Everyone is welcome into our school family and we aim to support all children in developing a love of lifelong learning, supported by our four Christian values.

**Respect   Compassion   Responsibility   Perseverance**

These values are supported by our school aims;

- Develop values for life, enabling all pupils to respect themselves and others.
- Develop children's' understanding of what it means to be part of a community and how they can make a difference.
- Provide outstanding teaching and learning experiences which develop compassionate, confident and resilient learners.
- Provide a curriculum which is inspiring, creative and progressive.
- Equip our children with the skills needed to become curious, independent, lifelong learners.
- Provide an indoor and outdoor environment which stimulates curiosity and confidence.
- Positively establish strong links with schools and communities in other countries.
- Strengthen our engagement with the local Church and Diocese and other faith groups.
- Promote sustainability and ecological awareness.
- Provide professional development and training opportunities for staff and governors.
- Drive forward positive changes and support one another along the journey.
- Manage our financial and environmental resources responsibly; providing a safe, stimulating, eco-friendly and sustainable environment with the highest level of staffing and continued professional development.

**Policy approved September 2019**

**To be reviewed September 2022**



## **Overview**

Leckhampton C of E Primary School aims to be an inclusive and welcoming school where every member of the school family feels involved in its activities, are aware of what the school does and the reasons why.

The aim of this policy is to ensure that all communication from the school is accurate, honest, timely and relevant. We also recognise that the way in which we communicate reinforces the school's vision, motto, values and aims, which reinforce the emotional connection the school has with its community.

## **Introduction**

It is very important to us that we work closely in partnership with parents/carers and families, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

We ask all staff to ensure that they listen to parents concerns and worries and frame all conversations with our school motto and school values in mind. We place great value on the views and feedback of parents and where there are concerns we want to work in partnership to find a long term solution and to offer support where necessary, treating families with the respect and compassion they deserve.

We also ask that parents/carers communicate their worries, concerns and queries in a way which also supports our school motto and values. We have a dedicated team of staff who work tirelessly to provide the children with the very best educational experience they can and deserve to be treated with respect and compassion.

## **Contacting the School**

A note to the class teacher is by far the best way to get a message to them promptly and should be used for the majority of everyday communication.

Teachers want to respond to parent/carers queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time which includes evenings, weekends and holidays. Teachers will always aim to respond to parents within 48 hours (2 working days) of receiving a message. This may be an acknowledgement in the first instance, should the matter require a more detailed discussion at a mutually agreed, later date.

## Telephone

Please use the main reception number (01242 524062) to leave a message should you need to speak with a member of staff. A member of our office team will relay messages to teachers as soon as possible. **Please note that the school office operates between 8.30am and 4.00pm Monday to Friday.**

If a call is urgent, please inform the member of staff taking your call, who will do their best to find a senior member of staff to speak to you as soon as possible.

Please note lessons will never be interrupted for teachers to take calls.

## Changes to pick and drop off arrangement for pupils

If you need to inform the school of a change in pick up arrangements for your child, parents/carers must adhere to the following guidelines;

- Please inform the class teacher of any changes to pick up, by letter in the first instance.
- If parents/carers need to make a sudden change to pick up arrangements during the school day, they must phone the school office directly and speak to a member of staff.
- Please do not email with changes to arrangements as we cannot guarantee that the email will be picked up in a timely fashion. Our members of staff have multiple roles and are routinely required to work away from their desks.

## Email

Please use the [admin@leckhampton.gloucs.sch.uk](mailto:admin@leckhampton.gloucs.sch.uk) email address if you need to contact staff directly.

Members of staff are not in a position to check emails consistently throughout the day and the school does not expect school email to be checked during a member of staff's personal/family time.

We aim to respond to you as soon as possible and within 48 hours should the email require a response. Part-time staff may take longer to reply due to their working week.

## Meetings

The day-to-day care, education and safety of your child is managed by the person who is placed closest to them.

In the first instance, please approach the following members of staff who are responsible for your child in the following order:

The Class teacher – this person knows your child best and has first-hand experience of working with them on a day to day basis.

The Key Stage Middle Leader who is responsible for the teaching and learning within your child's Key Stage. Our Middle leaders are;

Miss Sullivan – Years 3 – 6

Mr Richards – Years 1 – 2

Mrs Ross – Reception

Assistant Headteacher – Mrs Curtis or Mrs Taylor

Headteacher – Miss Porter

Meetings should always be pre-arranged with members of staff as this gives dedicated time to hear concerns and worries. Where parents need to share a minor worry or concern with the class teacher, they are welcome to request an opportunity to briefly speak with the class teacher between 8.30 and 8.35am. Please note that it is not always possible to see the teacher in person, however a message can always be relayed to them should this be the case.

If you urgently need to see someone, for example if there is a serious family emergency or a child protection issue, please phone ahead and the office staff will do their best to find a senior member of staff to see you. If you are unable to call ahead, we will always do our best to find a member of the senior team for parents to speak to on arrival.

For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands. Where there are complex needs or where the concerns relate to Special Educational Needs or Disabilities, a longer period of time may be required to gather information prior to the meeting. A time frame will always be shared with parents.

## **Contacting Families**

There are various ways in which we communicate with parents. Hopefully the information below will assist parents in understanding the purpose of each form of communication.

### **Face to face meetings**

Where possible, our preferred means of communicating with an individual parent is through a face to face meeting. This enables both the school and the parent to discuss matters in a considered and thoughtful manner and is more likely to lead to a positive outcome for all. Where a teacher needs to speak to a parent regarding a matter which has occurred during the school day, the child will be the last member of the class to be dismissed and the teacher will sensitively ask the parent to speak with them if they are available to do so at the end of the day. Hopefully this will ensure that parents feel less conscious about being asked to speak to their child's class teacher. We want to avoid parents feeling that they are being asked to take "the walk of shame" as parents describe it and we are determined to ensure that this doesn't happen!

## **Email**

Our preferred method of contacting you in relation to school information is via email. This is a quick and efficient way of communicating whole school and class based information to a wide audience. On a small number of occasions, where a response is required by parents or a paper copy is more appropriate, a hard copy of a letter will be sent home.

## **Text Messaging Service**

Text messages are used for reminders and more urgent messages such as the cancellation of an extra-curricular after school club.

## **School Website**

The School Website is a means of sharing information on policies and practices with parents. It also celebrates achievements and events which take place and allows for parents to see dates ahead through the School calendar. Letters and bulletins can also be found there under the “Parents” section.

## **School Bulletins**

Bulletins enable the school to share updates and news in one place. Bulletins are usually sent out every two to three weeks depending on content.

## **Parents Evenings**

All parents are invited to Parents Evenings twice yearly. The meetings give parents and class teachers the opportunity to talk through each child’s progress, and time to look at work completed by the child during the term. Parents are allocated a 10-minute time slot; if more time is necessary, staff will be happy to arrange another meeting.

## **Annual Report**

Each year, parents receive an annual report outlining their child’s attainment and progress across the curriculum as well as comments on behaviour and general school achievements.

## **Curriculum information**

The school outlines the curriculum for each year group across each subject area for the year ahead and this is available on our school website ([www.leckhampton.gloucs.sch.uk/aboutourschool/curriculum](http://www.leckhampton.gloucs.sch.uk/aboutourschool/curriculum) ) This comprehensive document provides parents with a clear view of key skills, knowledge and vocabulary which will be covered across the year.

## **Information evenings**

Each year the school runs a number of information evenings which we hope parents find useful. Subjects such as secondary transfer, reception welcome evening and curriculum related subjects assist the school in sharing key information.

## **Open Classrooms**

This has been a very successful addition to the school calendar and parents tell us how much they enjoy being able to visit their child's classroom. Open Classrooms is designed to provide families with an opportunity to share a piece of work which is important to the child. Please could we ask that parents do not use this as a time to raise concerns with teachers as this can be difficult for teachers to manage in such a public forum.

## **Parent working parties and feedback groups.**

From time to time, the school seeks to engage with parents on a variety of key issues relating to policy and practice. These meetings are organised in relation to the school's priorities. In addition to this a member of the senior team runs a monthly meeting which identifies a key area for discussion and parents are invited to share their views and ideas within this meeting. In turn we hope that this will lead to improvements across school and that parents are able to contribute to the school as a whole.

## **Social Media**

We use Twitter to promote student achievements, subject information and generic educational information (@leckhamptonsch). Please note that we do not accept or respond to messages left via this platform. This forum is designed to provide an overview of school life in its widest sense.

We understand that WhatsApp and other social media platforms are a really useful way for parents to communicate with each other about school matters. Where there is a concern or a problem, we would always ask that the parent contacts the school in the first instance so that we are able to work together quickly to resolve the problem. We would also ask that parents refrain from making personal comments about members of staff and pupils as this could cause great upset and offence if individuals become aware.

## **No Response**

If you have not received a response from the school within three working days please contact the school by phone or by emailing [admin@leckhampton.gloucs.sch.uk](mailto:admin@leckhampton.gloucs.sch.uk) and we will chase up your enquiry. Communication with parents is important to us, and we will continue to monitor this policy and our approach to improve the process further.

## **Safeguarding and Child Protection**

If parents or carers wish to share a safeguarding or child protection concern with the school, they should speak with one of our designated safeguarding leads (Miss Porter, Mrs Taylor or Mrs Curtis) in the first instance. They may also wish to contact the Gloucestershire Safeguarding Childrens' Executive using the numbers below;

<b>Gloucestershire MASH Team</b>	<b>Mon-Fri</b>	<b>01452 426565</b>
<b>Emergency Duty Team (5pm – 8am)</b>		<b>01452 614190</b>

Should parents/carers believe that a child is at immediate risk of serious harm, they should contact the police immediately.

Please refer to our Child Protection and Safeguarding Policy for more information.

### **Complaints**

The school will always do its utmost to resolve parents' worries or concerns. Should parents feel they have exhausted all lines of communication and a concern remains unresolved, parents should speak with the Headteacher as a matter of urgency.

Following speaking to the Headteacher, should the concern remain unresolved and parents remain dissatisfied with the school's actions to date, they are asked to refer to the schools Complaints Policy.

All members of staff, volunteers and members of the Governing Body have a right to expect that their school is a safe place in which to work. Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. Where such behaviour does occur, action will be taken to deal with the person or persons concerned.