

## Communication Policy

Policy approved: October 2023

To be reviewed: October 2024

### 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* and the biblical teaching of;

*“Love the Lord your God with all your heart, and with all your soul, and with all your mind and with all your strength; and love your neighbour as yourself” (Mark 12.30,31).*

#### Vision

Open Hearts, Open Minds, Open Doors

#### Values

|                |               |   |
|----------------|---------------|---|
| Respect        | Luke 10:25-37 | The Good Samaritan                      |
| Responsibility | Luke 15:11-32 | The Prodigal Son                        |
| Compassion     | Luke 19, 1-10 | Zacchaeus the tax collector             |
| Perseverance   | Luke 5:17-26  | A man is helped by friends to see Jesus |

#### Aims

Our principle aim - For all to know that they are welcome

To show kindness and forgiveness

To listen to one another

To seek enjoyment in our work

To show patience with one another

To show love towards one another

To show courage in our work

To keep the children at the heart of our decisions

To embrace innovation and change

To trust one another

To inspire one another

To celebrate the dignity and worth of each individual

To begin each new day positively

To reach out to one another

To have confidence

To encourage one another

To support and challenge one another

To believe in one another

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### **1. Overview and Introduction**

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, is 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, 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 vision, values and aims 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 vision, values and aims. We have a dedicated team of staff who work tirelessly to provide the children with the very best educational experience they can, and we believe that they deserve to be treated with respect and compassion.

## 2. Contacting the School

### **Email**

For general enquiries, please use the [admin@leckhampton.gloucs.sch.uk](mailto:admin@leckhampton.gloucs.sch.uk) email address. 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.

### **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 that 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 to ensure the safety of children at all times;

- 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.

### **How do I speak with my child's class teacher?**

For general notices to teachers, parents must put this in writing. For example, changes to pick up arrangements. 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.

For concerns relating to their child's learning or wellbeing, parents should contact the class teacher via the class email account. Parents should not use the class account for general messages. The class emails are set up in the following way – name of class@leckhampton.gloucs.sch.uk

E.g.

[ashclass@leckhampton.gloucs.sch.uk](mailto:ashclass@leckhampton.gloucs.sch.uk)

[mapleclass@leckhampton.gloucs.sch.uk](mailto:mapleclass@leckhampton.gloucs.sch.uk)

Teachers endeavour 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.

## **Who should I speak to if I have a concern about my child's wellbeing or learning?**

The day-to-day care, education and safety of your child is generally 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 Middle Leaders – leaders who are responsible for the wellbeing, teaching and learning within your child's phase. Our Middle leaders are;

Miss Flook – Years 5 and 6

Mr Slade – Years 3 and 4

Miss Thomas – Years 1 and 2

Miss Heath – Early Years Foundation Stage (Reception Classes)

Assistant Headteacher – Mrs Taylor

Deputy Headteacher – Miss Bird

Headteacher – Miss Porter

As always, parents are welcome to approach any member of the team with a query, who will in turn guide the parent to the person they should speak to.

## **Who should I speak to if I need to inform the school of an urgent matter?**

If you urgently need to see someone, for example if there is a serious family emergency, please phone ahead and the office staff will do their best to arrange for a senior member of staff to see you. If you are unable to call ahead, we will ensure that there is a member of the team available for parents to speak to on arrival.

## **Safeguarding and Child Protection**

If parents or carers wish to share a safeguarding or child protection concern with the school, they should speak with our Designated Safeguarding Lead (Miss Porter) or a Deputy Designated Safeguarding Lead (Miss Bird or Mrs Taylor) in the first instance. They may also wish to contact the Gloucestershire Safeguarding Children's Executive using the number below.

*Children's Helpdesk* Mon-Fri 01452 426565

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.

## **I am worried that my child may have a special education need or disability. Who should I speak to?**

We have a clear, staged process so that all stakeholders understand what happens if a teacher or parent raises a concern about a child's presentation or progress they are making in class. By using this staged approach, we aim to ensure that no concerns "slip through the net" and everyone has a shared language about where we are and what might happen next. The stages are set out below.

## **SEND Identification Process**

### **Stage 1**

A teacher or parent is concerned about a child's presentation in class and/or the progress they are making generally or in a specific area of the curriculum. Teachers may raise a concern as a result of a scheduled meeting with the Special Educational Needs and Disabilities Coordinator (SENDCO). In our school the SENDCO is our Inclusion Lead – Mrs Pinless. Parents should speak with the class teacher initially to discuss their concerns.

### **Stage 2**

The class teacher builds a picture of the child's need. This may be through; observations, assessing work books, tracking pupil data, conversations with parents. The class teacher develops an understanding of - What needs to be improved? What is the specific barrier? Where are the gaps in learning?

### **Stage 3**

The Class teacher identifies specific scaffolds and aids or introduces an intervention with the aim of addressing the need. These strategies are used for 6 weeks.

Teachers record their findings on the dedicated Monitoring Form. The Monitoring Form is emailed to the SENDCO and a copy is saved in the Class MyPlan Folder for future reference. Teachers inform parents of the intervention taking place and feedback on the impact of the changes so far.

### **Stage 4**

A review takes place after 6 weeks. Teachers assess the following - Has the barrier been reduced or removed? Has the gap been reduced or removed?

### **Stage 5**

If NO, complete a Cause for Concern Form. The SENDCO will meet with the class teacher to plan a way forward. This plan might include –

Targeted interventions or strategies,  
Diagnostic assessments,  
Introduction of a MyPlan

If YES, continue to monitor progress.

**The Class Teacher will keep parents informed of developments at each stage of the SEND Identification Process.**

As always, parents are welcome to contact our SENDCO/Inclusion lead directly.

[spinless@leckhampton.gloucs.sch.uk](mailto:spinless@leckhampton.gloucs.sch.uk)

### **3. Communication about Learning**

**How do I know what my child will be learning about in the year and how they are getting on?**

#### **School Website**

The School Website is a means of sharing information on policies and practices with parents. It also 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, pupil achievements and news in one place. Bulletins are usually sent out fortnightly depending on content.

#### **Class Dojo**

By accessing Class Dojo from home, parents are able to see photographs and videos posted by their child’s teacher and to read updates from the teaching staff about day-to-day learning and special events. This is secure platform and parents must provide consent for pupils to appear on Class Dojo.

#### **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.

#### **Mid - Year Report**

Teachers will issue a mid-year report to parents in Term 3. This mid-year report outlines pupil’s effort and a brief comment on a pupil’s strengths and areas for development.

#### **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 Overview**

Each year group will publish a curriculum overview (3 times per year) for families which will outline key learning themes for the term ahead and any specific information which parents might find helpful such as planned assessments, school visits or key events.

#### **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. 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 the reception welcome evening and curriculum related subjects are covered and assist the school in sharing key information.

#### **Open Classrooms**

This is an informal event, where parents are invited 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.

#### **4. School Communication with 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.

##### **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.

##### **Parent Questionnaires**

At times the school will seek either general or more specific views of parents on a number of school related matters. This information is usually gathered by questionnaire and we use an online platform to gain parents' views.

##### **Parent Representative Group**

The Parent Representative Group is an important communication link between parents and the school. The aim of the group is to provide parents with an awareness of the wider school picture, how decisions are made and the reasoning behind them. The school also wants to share potential projects and ideas with the group to gain important feedback. It is hoped that through an improved understanding of how and why things are done, parents are encouraged to remain active and better informed partners and participants in the life of our school.

##### **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.

### **Class Dojo**

Leaders and Teachers do send reminders to families via Class Dojo but these would usually be reminders about things already stated in a bulletin, e-mail or text message.

## **5. Meetings**

### **How are meetings arranged in school?**

Meetings should always be pre-arranged with members of staff as this gives dedicated time to hear concerns and worries. Where parents feel they must share a worry or concern with the class teacher, they are welcome to visit the school office 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.

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.

## **6. Concerns and Complaints**

### **I have followed the school's process for raising a concern about my child's wellbeing or learning with the class teacher and middle leader and I am still worried– who should I speak to?**

Speak to a Senior Leader. Senior Leaders are the guardians of the school and whilst all members of our team are committed to providing the very best care and attention to our families, it may be necessary to involve the support and guidance of a Senior Leader. The Senior Leaders in our school are – Miss Porter, Miss Bird and Mrs Taylor.

### **I have contacted the School and haven't received a response – what should I do?**

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.

### **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 school's Complaints Policy.



## **What can school staff expect from members of our school community?**

All members of staff, the Governing Body and volunteers 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.