

CLARENDON ROAD PRIMARY SCHOOL



COMMUNICATION POLICY

Approved by:		Date:
Last reviewed on:	<i>January 2024</i>	
Next review due by:	<i>January 2026</i>	

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives staff and parents/carers the information they need to support their child's education
- Helps the school improve through feedback and consultation with staff, 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 policy is to promote clear and open communication by:

- Explaining how the school communicates with staff and parents/carers
- Setting clear standards for responding to communication from staff and parents/carers
- Helping staff and parents/carers reach the member of 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.

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with staff and parents are effective, timely and appropriate
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Following the guidance in this policy
- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- 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 **are not expected to** respond to communications outside of school hours or their working hours (if they work part-time) or during school holidays unless informing the head teacher of absence/sickness.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct.

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 these information sources regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 School Website, Facebook, ParentApp and weekly newsletter.

We use our school website for:

- School policies and procedures
- Staffing information
- Yearly holiday schedules
- Statutory information sharing
- Curriculum overviews.

We use Facebook to:

- Celebrate learning
- Share events happening in school
- Promote our school.

We use ParentApp to keep parents informed about:

- School events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Trips and visits
- Consent forms that need to be completed
- Attendance first response
- Meeting requests
- Important events and announcements
- Information about Sunshine Club.

Our weekly newsletter:

- Shares some of the information from within ParentApp
- Celebrates the week
- Shares key reminders and messages
- Lists upcoming dates.

When looking for information about school, we recommend checking ParentApp, the newsletter then the website before contacting the school. Most key information is contained within these areas.

3.2 Text messages/emails

We will text/email parents about:

- Payments
- Short-notice changes to the school day

- Emergency school closures (for instance, due to bad weather)
- Child absences
- Lack of contact with school where it becomes a concern
- To share documents discussed or requested during meetings.

3.3 Phone calls

Phone calls are made when staff need to speak to parents. This could be if a child is ill or injured, to arrange a meeting, follow up on some behaviour or celebrate the child.

3.4 Letters

All letters are shared through ParentApp. These may be to:

- Share information from the local authority
- Respond to holiday requests.

3.5 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
- Progress reports at autumn and spring Parents' Evenings
- A report on KS1 and KS2 SATs tests

3.6 Meetings

We hold 2 Parents' Evenings during the academic year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, their child's wellbeing or any other area of concern.

The school may also contact parents to arrange meetings between these set dates.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to support these additional needs.

3.7 Parent Voice

We host Parent Workshops on a range of themes e.g. reading, phonics, maths and writing at least annually. These provide opportunities for parents to give feedback to school. We also host Working Parties on areas of development e.g. homework, attendance, transition.

Each year we ask parents to complete at least one Parent Survey and to respond to their child's report.

4. How parents and carers can communicate with the school

Please use the list in Appendix 1 to identify the most appropriate person or way to contact school about a query or issue.

4.1 Phone calls

If you need to speak to a specific member of staff about an urgent matter, please contact the school office and the relevant member of staff will contact you as soon as possible (maximum time frame: three working days).

School can be contacted by phone on 0161 921 1170 or often, with more complex matters, email can help: clarendonroad.primaryschool@salford.gov.uk.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

4.2 Email

For non-urgent matters, then please email the school office clarendonroad.primaryschool@salford.gov.uk and staff will contact you as soon as possible (maximum time frame: one working week).

4.3 Meetings

If you would like to schedule a meeting with a member of staff please call or email school to book an appointment.

We try to schedule within 1 working week of the request.

Teachers are usually on site from 8.15am – 3.30pm and often available at the beginning or end of the school day for a brief discussion. We recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment or their wellbeing

School staff are not expected to respond to messages sent on Facebook.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Our school website can be translated by using the browser function that allows you to do this. This also works with ParentApp.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Translators for key meetings
- All communication to be via email or ParentApp if they find conversations difficult.

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. How we communicate with pupils

6.1 Assemblies

Key messages are shared with pupils in assemblies. Assemblies are usually held twice a week on Mondays and Fridays.

6.2 Class teachers

Teachers share information with pupils on a daily basis.

6.3 Pupil voice

We obtain feedback from pupils at least once a year. This can be through Pupil Voice discussions, the different School Councils we have in place or through online surveys completed at home with parents.

How we communicate with staff

6.1 Email

Staff can contact other staff using the school email system at any time for non-urgent matters. Staff are expected to respond when not teaching or supervising children. Newsletters are shared with staff weekly via email. Staff are expected to check email regularly so they do not miss anything.

6.2 Staff Meetings

Staff meetings are mainly used for CPD but are an opportunity for staff to ask questions/queries in A.O.B.

6.3 Briefings

Weekly briefings are held on Thursday mornings to discuss the week ahead, share key messages and outline any cover. Additional briefings may be called by SLT if there are whole school events coming up or lots of queries raised about an event. Staff are invited to attend but their attendance is not compulsory. Key messages can be sent to the Headteacher by Wednesday lunchtime to be shared in the weekly briefing.

6.4 Reporting a staff absence

All staff should follow the procedures within the Staff Handbook for sickness absence, special leave or TOIL.

7. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 2 years. The policy will be approved by the governing board.

7.1 Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff Handbook
- Complaints Policy
- Safeguarding Policy

Appendix 1: School Contact List

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email clarendonroad.primaryschool@salford.gov.uk or call the school office on 0161 921 1170
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website and ParentApp first, much of the information you need is posted there.

We try to respond to all emails within one working week.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher > Phase Lead > Assistant Headteacher > Mr Lowry (Deputy Headteacher) > Mrs Gallagher (Headteacher)
My child's wellbeing/pastoral support/behaviour	Your child's teacher > Phase Lead > Assistant Headteacher > Mr Lowry (Deputy Headteacher) > Mrs Gallagher (Headteacher)
Safeguarding/welfare	Mrs Hicks (Learning Mentor) > Mr Lowry (Deputy Headteacher) > Mrs Gallagher (Headteacher)
Payments	Mrs Oakes
Uniform/lost and found	Your child's teacher
Attendance and absence requests	To report illness, use the Absence Reporting form on ParentApp. To report a medical appointment, use the Leave of Absence Request on ParentApp. To request a term time absence for other reasons, please use the Leave of Absence Request on ParentApp.
Bullying and behaviour	Your child's teacher > Phase Lead > Assistant Headteacher > Mr Lowry (Deputy Headteacher) > Mrs Gallagher (Headteacher)
School events/the school calendar	School office

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Special educational needs	Mrs Clarke (Inclusion Lead)
Sunshine Club/extra-curricular clubs	School office
The governing board	Mrs Gallagher (Headteacher)
Catering/meals	School office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which is available on our website.