



# Batheaston CEVC Primary School

## Communication Policy

Author/Batheaston Staff responsible: Sarah Clarke - Governor

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Signed by: Emma Carmel

Position: Chair of Governors

Other signatures required: none

Position:

Comments:



# **Batheaston CEVC Primary School**

## **Communication Policy**

### **Introduction**

Batheaston Primary School has many methods of internal and external communication to take into account all stakeholders.

Effective communication between School and home is essential in order for staff to execute its aims and objectives. The School realises the risks associated with ineffective communication and believes it has put in place a number of different communication methods as well as the 'open door' policy, which correlates with the Schools ethos.

### **Aim**

The aim of this policy is to ensure clear, effective and timely communication between the School, its pupils, their parents/ guardians/ carers, and other members of the wider community.

### **Objectives**

All communication at Batheaston Primary School should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be professional, honest, jargon free and easily understood.
- Be actioned in an appropriate timescale, using the appropriate method.
- Be in line with the relevant School Plans and Policies.

### **Linked policies**

Complaints Policy

Child Protection(Safeguarding) Policy

Use of Social Media Policy

Online Safety Policy

Anti Bullying Charter

Equalities Policy

All the above policies are available on the school website, [batheastonprimary.co.uk](http://batheastonprimary.co.uk)

# 1. Communication between the School and Parents/Carers

The School holds contact details for all pupils and their parents/guardians/carers. They are contacted on an annual basis to ensure that these are kept up to date. Any changes to the contact information provided should be communicated to the School via email (where possible) at the earliest opportunity.

## a) Face-to-Face

### ‘Open Door’ Policy

The School has an ‘open door’ policy where the Head Teacher is available at the school gate in the mornings for informal discussions. That said, the Head Teacher may not always be available due to prior engagements. If you would like to meet the Headteacher, please call into Reception to make an appointment.

### Appointments

Parents are able to make an appointment with their child’s teacher to discuss anything of concern. Meetings can be arranged with the teacher direct (please wait until after school to make an appointment). Alternatively, please ask at Reception.

### Parent evenings

Parents meet their teacher twice during the academic year for parent meetings. Appointments are scheduled to last for 10 minutes on specific dates between 3.30 – 7.00pm. When children have particular education needs, or if they are making less than expected progress, parents will be invited to meet with their child’s teacher more regularly for example to share Pen Portraits, which would be a 20minute meeting in November.

### Curriculum meetings

Meetings are held by class teachers as and when appropriate to explain to parents/guardians/carers various areas of the curriculum such as Maths and English.

### SEN annual reviews/individual education plans

Annual review meetings are conducted for children with Statements or Educational Health Care Plans in which staff and parents have an extended period of time (usually about an hour and a half) to focus on the pupil’s progress and plan for future needs. Parents receive a written report after the meeting, which highlights progress in all curriculum areas as well as social and personal development. Other professionals involved in your child’s learning, eg Speech Therapist, will also be invited to the annual review meeting.

Children with Statements or Educational Health Care Plans, have an updated **Individual Education Plan (IEP)** at least every six months. Parents receive a copy for discussion at each parent consultation. Each IEP offers practical advice to parents on how they can work with school staff to support their child in achieving targets to assist the child’s progress.

## b) Online

### Email

We ask parents to email the main School address [Batheaston\\_pri@bathnes.gov.uk](mailto:Batheaston_pri@bathnes.gov.uk). Emails will be treated with full confidentiality and directed to the appropriate Staff member. The School will respond to emails within **5 working days** during term time (this allows for sicknesses and any necessary investigations). If there is a specific reason why a response will take longer than 5 days, an acknowledgement/explanation email will be sent. Occasionally, emails are diverted to the Communications Policy 2018

school spam inbox so we encourage parents to call into Reception if time is going by without a response. Our intention is to respond as swiftly as possible. Please do not email the teachers direct about school related issues.

## **ParentPay**

ParentPay is the most effective method for the School to communicate with all parents/guardians/carers or specific classes. It is used to communicate news, events, trips and general welfare issues. This is also the means to make payments for School meals, trips and other activities. ParentPay also has a text communication capability, which can be used to inform Parents of immediate/urgent issues such as a club cancellation, delayed trip notification or School closure. We urge the parents of all children at Batheaston Primary to ensure they are registered with ParentPay, providing their email addresses and mobile phone numbers, by logging on to: [www.parentpay.com](http://www.parentpay.com). The school office is able to provide you with a Username and Password on request, which can be used to activate an account (this can then be changed to something more memorable.)

## **School website**

The School website (<http://www.batheastonprimary.co.uk>) contains a range of information to give parents/guardians and carers, and the wider public, a full picture of our school. Updates are made throughout the year to provide news, topic webs, events, policies and term dates and other useful information as well as maintaining the Twitter feed.

## **Social networking sites**

While Staff seek to establish an open and friendly relationship with parents, they will also ensure that relationships are professional. Parents and staff should always be addressed in the appropriate manner and Staff should not communicate with pupils (including ex pupils) via social networking sites or accept them as “friends”. Any attempt to do so will be reported to the HeadTeacher on the next school day.

There will be occasions when there are social contacts between parents/ex pupils and staff, where for example, the parent and teacher are part of the same social circle or are related. These contacts however, will be easily recognised and should be openly acknowledged with the Head Teacher where there may be implications for the adult and their position within the school setting.

We ask that parents and carers do not ask staff members to be ‘friends’ on social media sites

## **c) Other**

### **Letter**

Letters can be handed into the School office (via the Post Box in Reception), or posted. 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 (this allows for sicknesses and any necessary investigations)

### **Telephone**

Telephone communication is appropriate where enquiries are deemed as urgent, such as communicating particular information about the child to the school. For example, we ask that parents let us know as early in the morning as possible if a child is going to be absent. The School Number is 01225 858555. If you are calling to report an absence, a message can be left on the answerphone.

## **Home reading books(PACT folders)**

Reading books are given to each child to record two way reading progress and will be kept in the School PACT folders. Parents are encouraged to check these every day and write down their comments, observations or concerns to share with their child's teacher. Teaching Assistants generally manage the changing or books although parent helpers sometimes assist with this process.

Older junior aged children are given a Reading Log in September. Parents are asked to sign when the child has read and these logs are checked every week by the teacher. Please refer to our Homework Policy for more detailed information.

## **The A frame**

The A Frame is located in the School Playground, which is used to promote events and provide information.

## **Written reports**

A short 'settling in' report will be given to parents during the November Parents' Meeting. This report will also include the personal targets for the child (reading, writing and maths) plus suggestions of how parents can help at home.

In February, at the half way point of the academic year, a 'Progress Slip' will be sent home to parents. This will give parents the information that the child is on track to achieve her/his targets. If the teacher is concerned, parents will be invited in for a meeting. If the parents are concerned, we encourage them to make an appointment at this midyear point.

An in-depth report is provided in the Summer for each child providing feedback on all areas of the curriculum and the child's progress. Written reports are used as a basis for the parents evening, whereby two way feedback is provided and encouraged.

## **Newsletters and bulletins**

Each term newsletters/bulletins are written by the Head Teacher and distributed via Parent/Pay to provide an overview of the Terms news as well as providing an overview of important matters or dates.

## 2. Communication within the School

### Induction pack

All new members of staff are given a detailed induction pack which includes the Staff Code of Conduct, Safeguarding Policy, Whistleblowing Policy etc. Staff sign to say that they have read the documents and have a follow up meeting with a senior member of staff. All staff are involved in regular training for safeguarding as per the statutory requirement. In addition, further training is sought and there are regular updates either by email or during staff meetings.

Volunteers are also asked to sign when they have read an Induction Pack (which contains a reduced number of policies).

### Staff Room Whiteboard

There is a timetable in the staff room of the week's activities, and a whiteboard for the days messages so that the staff are kept informed.

### Staff Meetings

All systems and procedures are regularly reviewed at a programme of staff meetings. The majority of staff meetings focus on CPD (Continuous Professional Development) to help support staff to build on the practice already in place at school.

### Pigeon Holes

Written communication is delivered to pigeon holes in the staffroom or by hand.

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### Planning Folders

A planning file is kept by each teacher containing long, medium and short term plans. These plans are also emailed to the key stage Assistant Head to be reviewed and monitored.

### Email

Staff are also Parent Pay registered and lots of additional information sharing is communicated by email. We recognize that not all staff email addresses are secure so staff are mindful about what is included. For example, staff do not include individual children's names in emails.

### Governors Meetings

Governor meetings are held five times a year and more frequently where required. Separate Committee meetings are held in accordance with the Governing Body, such as School Improvement or Finance.

## 3. Communications with other schools

Towards the end of Year 6, transition meetings are held with staff from the children's new secondary schools. The class teacher passes on information about each child, including a view of the whole child, their expected national test results (where this is appropriate), their strengths and weaknesses, their interests and responsibilities. There is also electronic transfer of further information about the child, organised by the Government.

The School visits and builds a rapport with local feeder Pre-Schools, to include Jack and Jill Playgroup, prior to new pupils joining in Reception (Apple) Class.

## 4. Bath Hub Schools

Batheaston Primary School is one of the schools involved in the Bath Hub which will be the group of schools to join the Bath and Well Multi Academy Trust in 2018. These local schools work together to support the Continuous Professional Development of staff. Any confidential communications will only be Communications Policy 2018

sent to secure email addresses and rarely include a child's name. An example of when a child's name will be sent via a secure email address is when a school requests Child Protection records from the previous school.

## **5. Communication with the Community**

Members of the local community are invited to school functions such as the Summer Fair, Harvest Festival and Christmas services in the St Johns Church, as well as having access to information provided through the School Website.

The School regularly meets, every term, to discuss Collective Worship with the Church. Issues discussed include determining the programme and timetabling of events to include, but not restricted to, Harvest Festival, Remembrance Sunday and Christmas Nativities. The School also advertises Church initiatives such as 'Messy Church' and the 'Go Bananas' Holiday Club.

There is an open communication, via email frequently throughout the Year to ensure the ongoing inclusive relationship between the School and the Church.

There will be a named Link person with St John's, Batheaston.

**Date when policy was last reviewed: n/a**

**Date when next review is due: tbc**