

# Laburnum Primary School

## Communications Policy



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### 1. The Laburnum School Mission

This policy is set within the context of our school mission: **CARE: Challenge, Achieve, Respect, Effort**

At Laburnum, we challenge all learners to work hard and achieve as individuals across a broad and engaging curriculum, where learning is at the heart of all we do. Our children are nurtured to show respect for themselves, others and the wider community by developing positive relationships built on our school values.

### 2. Introduction and aims

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

- Gives parents and carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents and 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 parents and carers
- Setting clear standards for responding to communication from parents and carers
- Helping parents and carers reach the member of school 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

### 3. Roles and responsibilities

#### 3.1 Head Teacher & Deputy Head Teacher

The Head Teacher and Deputy Head Teacher are responsible for:

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

### 3.2 Staff

All staff are responsible for:

- 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 **will not** routinely respond to communications outside of school hours (8am to 6pm) or their working hours (if they work part-time), or during school holidays.

### 3.3 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
  - Parents should always contact their child's class teacher in the first instance regarding any issue.
  - Parents should not initially contact other school staff regarding any issues as the class is always the responsibility of the class teacher(s).
  - Unresolved issues should be addressed using the school complaints procedure.
  - Parents should not send urgent messages directly to teachers during the school day as these may not be read until all pupils have gone home.
  - Parents should contact the school office to report a pupil absence or to share urgent messages during teaching hours.
  - Parents will not usually need to contact the Head Teacher and Deputy Head Teacher directly regarding their child, however may contact them to clarify an aspect of school policy or procedure.
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Disrespectful, abusive, or threatening communication is unacceptable and will be referred to the Head Teacher.

## 4. 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 all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### 4.1 ParentMail

#### E-mails (including Newsletters)

We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations

- Class activities or teacher requests
- Updates to guidance, protocols and policies
- Payments, including booking of breakfast/after school club and other events
- Consent forms
- Letters about trips and visits
- Paper copies of letters will not usually be sent and **during the Covid-19 pandemic, all communication will be electronic.**

### **Text messages**

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### **4.2 Edaware**

Edaware is the electronic system we use for logging meetings, concerns and first aid treatment. The Edaware system generates an email notification when a child is treated for first aid in school. This notification is sent to parents via the email address: [firstaid@laburnumprimary.co.uk](mailto:firstaid@laburnumprimary.co.uk). If you wish to follow up a first aid notification, please contact the school office on [office@laburnumprimary.co.uk](mailto:office@laburnumprimary.co.uk) / 01767681690 as the first aid email address is not monitored.

### **4.3 School calendar**

Our school website includes a full school calendar of annual events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

### **4.4 Phone calls**

Phone calls will usually only be made to parents when a child is unwell and needs to be collected by a parent, to clarify information or to explain a specific situation to a parent. Phone calls may also be used instead of meetings where this is appropriate (**especially during the current Covid-19 pandemic**).

### **4.5 Reading Records and Homework Books**

Reading Records and Homework Books are provided to complete tasks and create record of home learning, however are not for home/school communication. Parents and carers should use Class Dojo for this.

### **4.6 Class Dojo**

Class Dojo supports home/school communication between teachers and the whole class / individual parents/carers. Class Dojo works especially well where the Class Dojo APP is installed as there are instant alerts for messages, photo sharing and House Points. The following expectations apply:

- Class Teachers will share whole class/group updates on Class Dojo 2-3 times a week.
- Individual successes will be shared by staff as appropriate.
- Individual 'Dojos' will be awarded in line with our school values and values awards will be issued as a result of accumulated Dojos.
- Class Dojo quiet hours (when staff do not receive notification of messages), will be set between 6pm and 8am and staff will not be expected to respond during this time.

## 4.7 Reports

Parents receive reports from the school about their child's learning, including:

- A short termly progress summary report.
- An end-of-year report covering their behaviour and attitudes, personal development and achievement in each part of the curriculum, how well they are progressing, and their attendance.
- A summary of the outcomes in statutory assessments:
  - EYSF (Reception),
  - Phonics Screening (Y1),
  - KS1 SATs (Y2),
  - Times Table Check (Y4)
  - KS2 SATs (Y6) results.

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below). **Due to COVID-19 these are likely to be virtual.**

## 4.8 Meetings

We hold parent/teacher consultation meetings in the Autumn and Spring Terms. In the Summer Term, there is an opportunity for parents to arrange a meeting to discuss their child's report with the Class Teacher. 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 parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs and disabilities (SEND), or who have other additional needs, will also be asked to attend a termly review meeting and further meetings to address these additional needs as necessary.

Parents of pupils identified as eligible for the Pupil Premium funding will be asked to attend an additional termly target setting and review meeting.

## 4.9 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

## 5. How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

### 5.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

## 5.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please send a message directly to your child's Class Teacher using Class Dojo or email the school office if your message is for a different member of staff. The relevant member of staff will contact you within 2 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 3 days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- A suspected or confirmed case of COVID-19 in the family home, or because you have been contacted by track and trace

For more general enquiries, please call the school office.

## 5.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 2 working days of the request.

While teachers are briefly available at the beginning or end of the school day if you need to speak to them urgently, 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

Due to COVID-19, meetings will all be virtual/phone calls for the foreseeable future and may be more challenging to organise.

## 6. Inclusion

It is important to us that everyone in our community can communicate easily with the school. We can make additional arrangements if necessary. Please contact the school office to discuss these.

## 7. Monitoring and review

The Head Teacher monitors the implementation of this policy and will review the policy annually

## 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:

- Send a Class Dojo message to your child's Class Teacher **or** Email or call the school office on [office@laburnumprimary.co.uk](mailto:office@laburnumprimary.co.uk) / 01767 680691, who will forward your request on to the relevant member of staff.

**Remember:** check our website first, much of the information you need is posted there. We try to respond to all emails within 2 working days. Office hours are 8am until 4pm.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's Class Teacher
My child's wellbeing/pastoral support	Your child's Class Teacher
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, e-mail or call the school office: <a href="mailto:office@laburnumprimary.co.uk">office@laburnumprimary.co.uk</a> / 01767 680691 If you want to request approval for term-time absence, contact the school office and complete an absence request form. This will be forwarded to the Head Teacher
Special educational needs	Your child's Class Teacher <b>or</b> the school SENDCo: <a href="mailto:SEND@laburnumprimary.co.uk">SEND@laburnumprimary.co.uk</a>
Before and after-school clubs	The school office: <a href="mailto:office@laburnumprimary.co.uk">office@laburnumprimary.co.uk</a> / 01767 680691
The Friends of Laburnum School (PTA)	<a href="mailto:fls@laburnumprimary.co.uk">fls@laburnumprimary.co.uk</a>
The Governing Body	<a href="mailto:p.duncombe@laburnumprimary.co.uk">p.duncombe@laburnumprimary.co.uk</a> (Chairperson) or <a href="mailto:v.phillips@laburnumprimary.co.uk">v.phillips@laburnumprimary.co.uk</a> (Clerk)
Catering/school meals	Contact through your School Grid Account

### Complaints

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