



LINSLADE LOWER SCHOOL

Communications Policy

Governor Approval: Nov 2023
Review Cycle: Triennial

Policy review chronology:

November 2023	Policy approved	
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1. Introduction

a. Purpose

We believe that effective communication between the school and parents/carers is important because:

- i. it gives parents the information they need to support their child's education;
- ii. it enables school staff to understand and support each pupil and meet their educational and pastoral needs;
- iii. it fosters good relationships between all elements of the school community which supports the wellbeing of pupils, staff and parents/carers.

b. Audience

This policy was written after consultation with representatives from various stakeholder groups and should be read and adhered to by the following:

- i. parents/carers
- ii. teaching staff
- iii. admin staff
- iv. Headteacher
- v. governors

It is the responsibility of the Headteacher to ensure that this policy is available on the school website www.linsladelower.co.uk

c. Aims

At Linslade Lower School, we aim to:

- i. ensure that parents/carers and staff have the information they need to fulfil their roles and enable each pupil to thrive;
- ii. ensure that all stakeholders know the methods of communication that are to be used in different circumstances;
- iii. ensure that communication between the school and parents/carers is respectful and that school staff communicate professionally;
- iv. ensure that staff wellbeing is protected by sustaining positive relationships with parents/carers and reducing unnecessary workload caused by ineffective communication;
- v. ensure that our school values are lived out through our home-school communication.

2. Roles and responsibilities

a. Headteacher

The Headteacher is responsible for:

- i. ensuring that communication systems are in place and working effectively;
- ii. providing support and training for staff to equip them to implement this policy effectively;

- iii. regularly consulting with stakeholders to evaluate the effectiveness of communication systems and practice;
- iv. reviewing this policy every three years and making changes to systems and practice.

b. Admin staff

Admin staff are responsible for:

- i. using the agreed systems of communication as set out in this policy;
- ii. responding to parental communication within their working hours;
- iii. responding to parental communication within one working day;
- iv. making reasonable adjustments to the usual methods of communication in order to meet the needs of individual families/carers, as set out in the inclusion section of this policy.

c. Teaching staff

Teaching staff are responsible for:

- i. using the agreed systems of communication as set out in this policy;
- ii. liaising with other members of staff to ensure that parents get the information they need (if they cannot address a query or send the information themselves);
- iii. responding to parental communication during core school hours (8.30am until 4.30pm) or their working hours (if part-time), in line with this policy;
- iv. responding to parent/carers requests within two working days, wherever possible.

NB Teaching staff may choose to communicate/respond outside of core school hours, in order to manage their own working hours and wellbeing. However, they should never be asked or expected to do so.

d. Parents

Parents are responsible for:

- i. ensuring that they are able to receive and check communications through the methods set out in this policy and contacting the school if they are unable to do this;
- ii. ensuring that communication with the school is respectful at all times;
- iii. making every reasonable effort to address communications to the appropriate member of staff;
- iv. responding to communications from the school within reasonable deadlines, wherever possible;
- v. not expecting staff to respond to their communication outside of core school hours 8.30am until 4.30pm) or during school holidays;
- vi. keeping usernames and passwords secure and supervising children while they access school communication or remote learning (see Acceptable Use of Internet Policy).

3. How the school communicates with parents/carers

a. Email

- i. Emails are sent to the email addresses of all parents/carers who are recorded on the pupil record as having parental responsibility. Please contact the school office if you need to make changes to this record.
- ii. Emails are used to communicate about the following activities:
 - upcoming school events
 - class-specific trips, visits or activities
 - invitations to events
 - weekly newsletter

b. Phone call

- i. The school may use the phone numbers of parents/carers who are recorded on the pupil record as having parental responsibility. Parents are responsible for contacting the school office if these phone numbers change.
- ii. Phone calls are made to parents/carers in the following situations:
 - in the case of illness or accidental injury
 - to share positive behaviour or achievements
 - to discuss concerns about pupil behaviour or progress
- iii. Phone calls to parents will only be made within the hours of [8:30am to 4:30pm] unless contact cannot be made within this time.

c. Newsletters

- i. A weekly newsletter is sent by email to parents. It is also published on the school website.
- ii. The newsletter includes the following:
 - news about learning and wider school events from the past week
 - calendar events for the coming week and term
 - feedback from events, surveys, governor or school improvements

d. Letters

- i. Paper letters are used only where necessary to reduce waste and our environmental impact.
- ii. Paper copies of letters will be sent home for the following reasons:
 - if permission slips are attached that need responses and signatures from parents

e. Website

- i. The school website is used to share the following information with parents/carers:
 - calendar dates (see below)
 - curriculum information
 - important policies
 - contact information

- school prospectus
- uniform requirements
- safeguarding information

f. Calendar

- The school calendar can be found on www.linsladelower.co.uk Where possible, events are added at least two weeks before the date they are due to take place.
- The school calendar is used to keep parents informed about:
 - upcoming events for the whole school, specific classes and groups/clubs (including trips, visitors, non-uniform days);
 - term dates and scheduled school closures (e.g. staff training days).

g. Progress and achievement reports

- Parents/carers receive reports about their child's learning, including the following:
 - end-of-year reports for all year groups, including achievements in each curriculum area, attitude, progress and attendance, will be sent in July
 - Phonic screening results will be reported to parents/carers as part of the end-of-year report
- Progress and achievement reports will be sent as a paper copy.

h. Parent-teacher meetings

- Parents' evenings are held once a term. Parents/carers are invited to attend a 10 minute meeting for an update on their child's progress and will also have an opportunity to ask questions.
- Parents' evenings should not be used to raise significant concerns by either parents/carers or teachers. These should be raised as soon as possible and within a separate conversation or meeting.
- Parents may request a meeting with their child's class teacher at any point in the school year, by speaking to the class teacher face-to-face or contacting the school office. This may be for an update on their child's progress or to discuss a particular concern regarding their child. The class teacher should offer a meeting time within a week, or sooner if the parent suggests that it is urgent.
- The school may request a meeting with parents/carers at any point in the school year to discuss an arising concern or to work together to support the child's progress or wellbeing.

i. Mobile app

- The school uses an App to send messages home. Please contact the school office for information on downloading the app, signing in, or problems accessing it.
- The App is used to share the following information:
 - upcoming school events
 - class-specific trips, visits or activities

- invitations to events
- lunch payments
- request for payments for school trips, visits, etc.

4. How parents/carers can communicate with the school

a. Email

- Email is the preferred method of communication for non-urgent issues that do not need same-day action.
- Parents should email the school office at office@linsladelower.beds.sch.uk. Admin staff will forward the email to the relevant staff member if they cannot deal with the issue.
- Parents should expect a response from a member of staff within two working days. If no response is received, parents may follow this up with a phone call.

b. Phone call

- Phone calls should be made to the school office on 01525 372085 during working hours 8:00am - 4:30pm.
- Parents should phone the school to report any issues requiring same-day action, including:
 - reporting their child's absence;
 - any concerns about the safety of their child or another child, relating to home or school;
 - urgent concerns about their child's wellbeing;
- If parents wish to speak to the Headteacher, admin staff will put the call through whenever possible. If the Headteacher is unavailable, admin staff will take a message and arrange for them to call back or meet face-to-face.
- If parents wish to speak to a class teacher, admin staff will take a message and arrange for the class teacher to call back or arrange a time for them to meet face-to-face.

c. Face-to-face

- The Headteacher will be available on the gate at the start of day and end of day to greet parents and children. They will be ready to listen to parents and answer their questions. If a matter needs a longer or more confidential conversation, they will suggest a meeting with the parent at a mutually convenient time.
- Face-to-face meetings with the class teacher, Headteacher or SENDco, can be requested by a parent. This should be done by phoning or emailing the school office.

5. Inclusion

- The school is committed to establishing effective communication with all parents/carers.
- The school will endeavour to make reasonable adjustments to its means of communication to ensure that parents/carers can access information and updates.

- c. Parents/carers may request translation/interpretation services if required.

6. Reviewing the policy

- a. This policy will be reviewed by the governors every three years.