



Belonging, Believing; Together Succeeding

Policy: **Communication Policy**

Date Reviewed by Education Committee:

27/11/24

Date Ratified by Full Governing Body:

04/12/2024

Next Review Date: (every 2 years)

November 2026

1. Introduction

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

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

It is the responsibility of the headteacher to ensure that this policy is available on the school website.

At Barrington Primary School we aim to:

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

2. Roles and responsibilities

Headteacher

The headteacher is responsible for:

- ensuring that communication systems are in place and working effectively;
- providing support and training for staff to equip them to implement this policy effectively;
- regularly consulting with stakeholders to evaluate the effectiveness of communication systems and practice;
- reviewing this policy every two years and making changes to systems and practice.

Admin staff

Admin staff are responsible for:

- using the agreed systems of communication as set out in this policy;
- responding to parental communication within their working hours;
- responding to parental communication within two working days;
- 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.

Teaching staff

Teaching staff are responsible for:

- using the agreed systems of communication as set out in this policy;
- 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);
- responding to parent/carer requests within two working days (taking into account part-time contracts and school holidays).

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.

Parents

Parents are responsible for:

- 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;
- ensuring that communication with the school is respectful at all times;
- making every reasonable effort to address communications to the appropriate member of staff;
- responding to communications from the school within reasonable deadlines, wherever possible;
- not expecting staff to respond to their communication outside of core school hours or during school holidays;
- keeping usernames and passwords secure and supervising children while they access school communication or remote learning.

3. How the school communicates with parents/carers

Email

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.

Emails are used to communicate about the following activities:

- upcoming school events
- class-specific trips, visits or activities
- invitations to events
- weekly newsletter
- other, as required

Phone call

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.

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

Phone calls to parents will only be made within the hours of 8:30 a.m. to 5:00 p.m. unless contact cannot be made within this time.

Newsletters

A weekly newsletter is sent by email to parents.

The newsletter includes the following:

- information about upcoming events
- key calendar dates
- information from FOBS

Letters

Paper letters are kept to a minimum to reduce waste and our environmental impact.

Paper copies of letters will be sent home if permission slips are attached that need responses and signatures from parents.

Website

The school website is used to share the following information with parents/carers:

- calendar dates
- curriculum information
- important policies
- contact information
- school prospectus
- uniform requirements

4. How parents/carers can communicate with the school

Email

Email is the preferred method of communication for non-urgent issues that do not need same-day action.

Parents are provided with the email address of their child's class teacher at the beginning of the academic year. They can also email the school office at office@barrington.cambs.sch.uk if the appropriate. 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.

Outside of School Hours

Staff are not expected to respond to emails in the evenings, weekends or school holidays. During the school holidays 'out of office' messages will be set up on the 'office@' and 'head@' email addresses, providing any necessary information for parents, including term dates. A safeguarding email address

(safeguarding@barrington.cambs.sch.uk) will be available for any urgent safeguarding matters and will be monitored by the Designated Safeguarding Leads during all holidays.

Phone call

Phone calls should be made to the school office on 01223 712273 during school hours of 8:30 a.m. to 4:00 p.m. 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.

Face-to-face

Face-to-face meetings with the class teacher, headteacher or a senior leader, can be requested by a parent. This should be done by phoning or emailing the school office or directly with the class teacher.

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.

Parents/carers may request translation/interpretation services as well as resources to meet any other communication needs. ~~if required.~~

Reviewing the policy

The implementation of this policy will be monitored by the headteacher in consultation with representatives from:

- parents/carers
- teaching staff
- admin staff
- headteacher and senior leaders
- governors

This policy will be reviewed by the headteacher every two years.

The policy will be approved by the governing board.