

Bickerton Holy Trinity Church of England Primary School



Communication Policy

Person responsible for policy:

Georgina Whitfield

Approved:

12 February 2024

Signed:

Claire Carman, Chair of Governors

To be reviewed:

February 2025



Our School Prayer

This is our school,
Let peace be here,
Let it be full of happiness.
Let love be here.
Love of one another,
Love of everyone,
Love of life itself,
And love of God.
Amen

Our Mission Statement

Respect for oneself and others is central to our mission of giving every child in our school the highest standard of education and care within a Christian community.

Vision Statement:

'Life in All its Fullness'

I have come so that you may have life-life in all it's fullness. (John 10:10)

At Bickerton we provide every child with a loving, caring environment, where each pupil feels safe, respected and valued. Encouraged by a supportive family ethos and Christian worship which teaches of God's, unconditional never-ending love, Bickerton pupils are determined, ambitious learners, each feeling nurtured as they strive to fulfil their potential, emotionally, socially and intellectually. Our Christian ethos and curriculum are interwoven so as to teach children empathy and compassion for others, alongside knowledge, thoughts, actions and attitudes for themselves, so that they are guided to make a positive impact in the world, both now and in the future.

Core Christian values:

Love and Kindness

Bravery and Courage

Teamwork

Friendship

Exploring and Learning/Wisdom

Honesty

AIMS

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

- Gives parents/carers, staff and other professionals the information they need to support children's education
- Helps the school improve, through feedback and consultation with parents/carers, staff and other professionals
- Builds trust between home and school, and with other professionals, which help 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/carers, staff and other professionals
- Setting clear standards and expectations for responding to communication from parents/carers and colleagues
- Helping parents/carers and professionals 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 section, we will use "parents" to refer to both parents and carers and professionals to include internal staff and external professionals.

ROLES AND RESPONSIBILITIES

Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents, staff and other professionals are effective, timely, respectful, and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Checking rotas at the start of the day and email communications at least once each working day

- Responding to communication from parents and other professionals 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 and other professionals get timely information (if they cannot address a query or send the information themselves)

In line with promoting staff wellbeing and helping our staff find a suitable work life balance, staff may work around other responsibilities and commitments and respond to communications outside working hours, but they are **not expected** to do so.

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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking communications from the school
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance

Any communication that is considered disrespectful, abusive, or threatening will be referred to the headteacher.

HOW WE COMMUNICATE WITH PARENTS AND CARERS

This section below explains 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.

School Spider – This sends an automated email to parents with

- Upcoming school events
- Scheduled school closures (for example training days)
- School surveys or consultations
- Class activities or teacher requests

- Changes in government guidance (for example, in relation to attendance)
- Messages regarding payments
- Short notices to the school day
- Emergency school closure (for instance, due to bad weather)

School Calendar

Our school website includes a full school calendar for the term and INSET days for the academic year.

Where possible, we try to give the parents at least 2 weeks notice of any special occasions. Any such event will be included in the school calendar.

Phone Calls

Staff members will return calls to parents who have asked to speak with them, where they are the appropriate point of contact.

Teachers will call parents to discuss their child if there is need for a conversation and information in private. Due to our unique location, private conversations at the end of the day can be difficult to arrange and so a phone call would be made to respect privacy and dignity of our families. This phone call will be made on the same day.

Letters

Letters will usually be published on school spider. Occasionally, a hard may be sent home. We send letters about trips and visits and school news.

Reports

Once a year, we provide a full written report to each child's parents which includes:

- Achievement in each part of the curriculum and how well they are progressing
- Attendance and punctuality information
- Next steps in learning

Reports are also produced for statutory annual EHCP review meetings.

Meetings

We hold a parents' evening per term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

Children with SEND will have an additional meeting every alternative half term to discuss their child's progress towards personalized targets. This meeting will be with the school SENDCO.

Open Afternoons

Every class will hold a minimum of 4 open afternoons during the duration of the year. This is an opportunity for parents and carers to come into class and to learn with their child. This is another opportunity to speak to the class teacher regarding curriculum or progress. The dates for open afternoons are published at the beginning of the year to give notice to parents.

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

Please check the website in the first instance if you are looking for this kind of information.

HOW CAN PARENTS COMMUNICATE WITH THE SCHOOL

Speaking to a Member of Staff

There is always a member of SLT at the playground gate from 08.30am. Parents can speak to a member of SLT at the gate who can assist with most queries or can action for another member of staff to make contact.

Class teachers are available at collection every evening and are available to speak to parents/carers at this time.

Email

If on occasions, parents/carers are unable to catch a member of staff in person to raise a non-urgent matter, they can email the school contact account contact@bickerton.cheshire.sch.uk and the appropriate member of staff will be alerted. We aim to acknowledge all emails within three working days and respond in full (by arranging a meeting or phone call if appropriate) within 5 working days. An automated message will confirm this acknowledgement time frame.

If a parent has an urgent query or concern, they should call the school on 01829 720240.

Absence from school should be communicated by informing a member of SLT, emailing or calling the school office. Please see our attendance policy.

Confirmation of school bus use should be communicated via email by Monday morning using bus@bickerton.cheshire.sch.uk. Parents should confirm the days that their children will be using the service that week. Any unexpected changes to the information received on a Monday morning should be communicated via a phone call to the school office on 01829 720240.

Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should speak to a member of SLT during drop off to assist in arranging this or if this is not possible, email the contact account at contact@bickerton.cheshire.sch.uk. We aim for the relevant member of staff to make contact within 5 working days.

If the issue is urgent, parents should call the school office on 01829 720240. Urgent issues might include:

- A change in collection arrangements
- Family emergencies
- Safeguarding or welfare issues

Meetings

If parents would like to schedule a meeting with a member of staff, they should speak to a member of SLT during drop off. If this is not possible, the parent should email the contact

account contact@bickerton.cheshire.sch.uk or call the school to arrange this. We try to schedule all meetings within 10 working days of the request.

INCLUSION

It is important to us that everyone in our community can communicate easily with the school. We currently make whole-school announcements and communications (such as email and alerts) available in English. Parents who need help communicating with the school can request announcements and communications to be translated into additional languages and can discuss their accessibility to our communication in confidence with the headteacher.

INTERNAL COMMUNICATION

We have a range of methods for communicating internally within our school staff team.

These methods include:

- Notice boards
- Meetings (most of which are noted, some of which are followed with email summary)
- Email

The choice of communication method will be determined by the circumstances, taking into consideration who needs to be included, the level of urgency and importance and retention requirements.

MONITORING AND REVIEW

The headteacher and governors monitor the effectiveness of this policy and will review the policy every year.

LINKS WITH OTHER POLICIES

This policy should be read alongside our policies on:

- ICT and acceptable use
- Staff code of conduct
- Complaints

COMPLAINTS

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