



**The Fellowship of All Saints Kirkby  
Overblow and North Rigton CE Schools**

# **School Communication Policy**

**History of document: To be reviewed annually and re-approved by the Local Governing Board every three years, or sooner if deemed necessary.**

Version	Author	Date written	Approved	Note of Revisions
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## 1. Contents

1. INTRODUCTION .....	3
2. ROLES AND RESPONSIBILITIES .....	3
2.1. Headteacher.....	3
2.2. Staff .....	3
2.3. Parents .....	3
3. HOW WE COMMUNICATE WITH PARENTS AND CARERS .....	4
3.1. Email.....	4
3.2. Text message.....	4
3.3. School calendar .....	4
3.4. Phone calls .....	4
3.5. Letters .....	5
3.6. Homework books/school planners .....	<b>Error! Bookmark not defined.</b>
3.7. Reports.....	5
3.8. Meetings .....	5
3.9. School website .....	5
3.10. Home school apps (i.e. Teams) .....	6
4. HOW PARENTS AND CARERS COMMUNICATE WITH THE SCHOOL .....	6
4.1. Email.....	6
4.2. Phone calls .....	6
4.3. Meetings .....	7
4.4. Home school apps (i.e. Teams) .....	7
5. Inclusion .....	7
6. ASSOCIATED POLICIES.....	7
APPENDIX 1 – Who to Contact.....	8

## 1. INTRODUCTION

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

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

## 2. ROLES AND RESPONSIBILITIES

### 2.1. Headteacher

The headteacher is responsible for:

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

### 2.2. 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 aim to respond to communication during core school hours (8.50am-3.30pm), or their working hours (if they work part-time). 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 outside of these hours, but they are not expected to do so.

### 2.3. 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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should not expect staff to respond to their communication outside of core school hours (8.50am-3.30pm), or during school holidays.

### 3. 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.

#### 3.1. Email

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

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

#### 3.2. Text message

We will text parents about:

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

#### 3.3. School calendar

Our school website includes a full school calendar for the term.

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.

#### 3.4. Phone calls

We may phone parents about:

- Incidents and accidents
- Illness in school

- Concerns for a child

### 3.5. Letters

We avoid paper communication where-ever possible

### 3.6. Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on Key Stage (KS) 1 and KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.7. Meetings

We hold 2 parents' evening(s) per year. 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.

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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

### 3.8. 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.

### 3.9. Home school apps (i.e. Tapestry)

We use the Tapestry system to record, track and share children's learning during their time at school. This system, called an 'online learning journal' enables staff to take photographs, videos and make written observations of school activities. Parents/carers then have access to this information (using email address and a secure password to log in) so they can celebrate this learning at home too. Parents/carers can also add their own photos and comments to the journal. Tapestry is hosted in the UK on dedicated, secure servers. These servers conform to very high safety standards and are proactively managed by a central security team.

The safeguarding of our children is very important to us. Everything that is added to Tapestry is added to our school account and can only be viewed by the school staff that use the system, and parents/carers, using their own log in details. Parents only have access to their own child's journal and this cannot be seen by other parents. However, children in the class will sometimes be photographed with others as they work together. For this reason, we obtain permission for children to appear in photographs within other children's Learning Journals and request the photos and videos are not shared.

## 4. HOW PARENTS AND CARERS COMMUNICATE WITH THE SCHOOL

Parents should 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.

### 4.1. 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 3 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

### 4.2. Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will contact them within 2 working days.

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

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Accidents or illness

For more general enquiries, please call the school office.

#### 4.3. Meetings

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

We try to schedule all meetings within 10 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

#### 4.4. Home school apps (i.e. Tapestry)

Parents should use the Tapestry app to share their child's learning at home and any non-urgent questions or messages for their child's teacher.

### 5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

### 6. ASSOCIATED POLICIES

- ICT and Acceptable use
- Code of conduct
- Parent Code of Conduct
- Complaints

APPENDIX 1 – Who to Contact

I have a question about	Who you need to talk to
My child's learning/class activities/lessons/homework	<p>Class teacher.</p> <p>Urgent queries contact the school office</p> <p>All Saints – <a href="mailto:admin@allsaints.ycway.uk">admin@allsaints.ycway.uk</a> 01423 872491</p> <p>North Rigton – <a href="mailto:admin@northrigton.ycway.uk">admin@northrigton.ycway.uk</a> 01423 734540</p> <p>Non-urgent queries use Tapestry or email the school office</p>
My child's wellbeing/pastoral support	As above
Payments	School office
School trips	<p>School office</p> <p>*School trip letters can be found on the website <a href="https://asnrfellowship.ycst.co.uk/events/">https://asnrfellowship.ycst.co.uk/events/</a> (click on 'show more' under the trip title)</p>
Attendance and absence requests	School office
Bullying and behaviour	<p>Class teacher in the first instance via the school office.</p> <p>Unresolved issues should be referred to the base leader/headteacher via the school office</p>
School events	<p>School office</p> <p>*School event letters can be found on the website <a href="https://asnrfellowship.ycst.co.uk/events/">https://asnrfellowship.ycst.co.uk/events/</a> (click on 'show more' under the event title)</p>
Special educational needs	SENCO via the school office
Before and after school clubs	Redkite - 07517895881 or email <a href="mailto:rigtonredkiteclub@hotmail.com">rigtonredkiteclub@hotmail.com</a>
The PTA	<p>Friends of North Rigton - email <a href="mailto:nrps.pta@northrigton.ycway.uk">nrps.pta@northrigton.ycway.uk</a></p> <p>Friends of All Saints – via the school office</p>
The governing board	Chair of Governors via the school office



Catering/meals	School kitchen via the school office
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