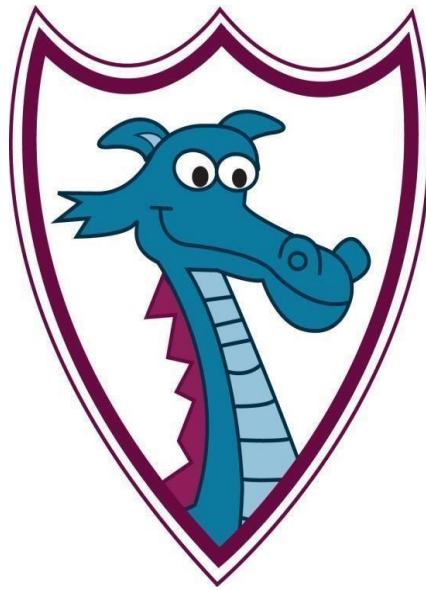


# CORSHAM PRIMARY SCHOOL

## Parent/Carer Communications Policy



Reviewed: May 2023

Policy Ratified by the LGC: May 2023

Next Review Date: May 2026

## **Parent and Carers Communication Policy**

At Corsham Primary School, we believe that effective communication between school and the home is essential. Children achieve more when schools and Parents/Carers collaborate together. Parents/Carers can support their child more if they know what the school is trying to achieve and how they can help.

At Corsham Primary School, we aim to have clear and effective communications with Parents, Carers and the Wider Community. Effective communication enables us to share our vision and values through keeping Parents and Carers well informed about school life. This reinforces the importance of the role that parents and carers play in supporting the school to educate their children.

Therefore, it is requested that it is the responsibility of the Parent/Carer to inform the school of any change of circumstance or contact details to ensure all communication channels run smoothly.

### **Principles**

- Communicating with Stakeholders, particularly Parents/Carers, is a core part of what we do and not an afterthought
- We will always try to share as much information as possible about any issue
- If we cannot share information, we will explain why
- We will endeavour to work as transparently as possible by offering clear explanations for major decisions
- We will communicate in a timely fashion and try to avoid Parents and Carers receiving information about the school from other sources first
- We will communicate in a voice which is courteous, jargon free and conveys warmth
- Where information relating to the school is available in the public domain, we will direct people to it
- We acknowledge that some information is of a confidential nature and will always respect that confidentiality
- We will do our best to communicate with all school communities
- Parents/Carers are welcome to communicate with the school in a variety of ways

## **Strategies**

We communicate with Parents and Carers through a range of different strategies. Some of our communications are the result of a statutory requirement, while others reflect what we believe is important to our school:

### **Communication with Staff**

Class teachers are always available for a 'quick word' at the start or end of the day. However, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as talking at length in the playground before or after school is difficult for the teacher and the children. You can of course, write to or email the teacher via the School Office if you find that easier. Staff keep notes of these interactions using the online platform 'Safeguard'.

A member of the Leadership Team aims to be in the playground or school entrance at the end of the day. Many parental queries and concerns can be dealt with at this time. It is also possible to make appointments through the school office or again write or email directly. Leaders keep notes of these interactions as a record for reference using the online platform of 'Safeguard'.

### **Meetings**

There are a number of meetings throughout the academic year, which provide opportunities to discuss current developments in the school:

- New Foundation Stage Parents/Carers - We hold a meeting for new Parents/Carers each July, and a half hour meeting with Foundation Stage (EYFS) staff in September during school time
- Pre School/Child Care Setting Visits - The EYFS team make visits in the summer term to local nurseries and pre-schools to share information with, and to complete, on-entry records which contain information about the child
- Transition meetings – We hold internal transition meetings for Parents/Carers regarding their child's move to a new year group. Further meetings are held internally as pupils move through the school. Transition meetings are held with local secondary schools as Year 6 pupils prepare to transfer to Key Stage 3
- Year 6 and other Residential Trips – Where a major trip is taking place, such as the year 6 Residential Trip, the trip leaders will organise a meeting for Parents/Carers in advance to provide detailed information about all aspects of the trip
- Open Evenings/Day - current Parents/Carers are invited to review their child/ren's progress with their class teacher three times a year

## **Website**

The school website (<http://www.corshamprimary.co.uk>) is regularly updated with information about the school, including up to date policies and current news about what is happening in school. All letters sent home are also uploaded onto the website. School dates can be found on the back page of the monthly newsletter. Staff lists and responsibilities are also kept on the school website in the 'News and Events' section.

## **E-Mail Communication**

We send all letters home by email to Parents/Carers. Paper copies are sent home when there is a tear off slip to complete. Parents/Carers are asked to provide the school an email address on admission into the school.

## **Monthly Newsletter**

Details of school events, reminders, requests for help and news are shared in our monthly newsletter. This comes out in a recognisable colour format and a link to the letter is emailed out to parents and carers; hard copies are available upon request. The newsletter is also published on the website.

## **Termly Curriculum Newsletter**

Details of Year Group learning objectives and opportunities are shared with parents and carers via the website. Each Year Group will produce this document highlighting special events and topics, how to help your child at home and other useful information, including Class Assembly dates. Wherever possible, we also invite parents/carers to take part in the educational visit that is linked to the learning.

## **General "Whole-School" Letters**

Information affecting Parents and Carers of the whole school are informed by letters sent home by email. Every effort is made to include all "Whole School" correspondence on the school website.

## **Staff Communication to Parents and Carers**

Copies of class letters sent home by email are available from the School Office and on the school website. Occasionally and where appropriate, a text will be sent to Parents/Carers using the *teachers2parents* texting service.

## **Seesaw**

Seesaw is an online forum that Class teachers in the Foundation Stage and Years 1 - 6 to use to inform Parents and Carers about their children's learning. Permission is sought and requested from Parents/Carers to use for regularly posting and updating learning information. This interaction is only seen between the child's Class teacher and their Parent or Carer. However, at times a group post may be uploaded and comments posted will be seen by all members of the group.

## **Parents Evenings and School Reports**

Parents and Carers are expected to show an interest in the school's teaching methods and in their child's progress by attending Parents' Evenings or Open Days and reading their child's reports. We encourage parents to contact the school at any time if any issues arise regarding their child's progress or wellbeing, but we also provide three formal opportunities to meet one-to-one with the class teacher during the academic year. Parents and Carers are able to look at their child's learning during these meetings.

Parents and Carers will be given information and advance notice about such events in the newsletter and on the website.

Reports are provided in November, February and towards the end of the Summer Term. The children will receive an End of Year written report and Parents/Carers can subsequently arrange to meet with teachers if there are any concerns. At Corsham Primary School, we ask the children to comment on their own progress, and Parents/Carers to make a similar comment using the annual report format. We also give Parents/Carers of children in Year 1, Year 2 and Year 6, the details of their performance in the national tests, and details of national comparative performance, where possible.

## **Home-School Agreement**

Our Home-School Agreement is a requirement of the School Standards and Framework Act 1998. It explains the school's vision and values, the school's responsibilities towards the children, the responsibilities of Parents/Carers, and what the school expects of the children. We ask Parents/Carers and children to sign this agreement when their child starts in our school.

## **Communication with Parents/Carers**

Pupils in Year 6 have a Home and School Planner which enables Parents/Carers to record comments and Class teachers to communicate achievements and developments in Reading. In year groups: 3, 4, 5 and 6 pupils are also invited to make and or respond to comments about their home and or school learning in their diaries or reading record.

## **Public Access Documents**

The school makes available, a range of documentation for Parents/Carers. We can make this available on request. It contains copies of all school curriculum policies, minutes of LGC meetings and copies of policies that the LGC are required to have in relation to charging and remissions, sex education, health and safety, curriculum, appraisals, admissions and action planning following inspection. It also contains a range of national and LA documentation. A copying charge may be levied where requests for printed materials are made.

## **Parent/Carer Communication with School**

We operate an 'open door' policy where Parent/Carer can speak to the Class teacher at the beginning and/or end of the school day. This could be to pass on a quick message or to arrange a longer meeting time to suit the topic of conversation. Other ways to communicate with the School/Class teacher:

- Pop into the School Office to ask to speak to a member of the SLT or Class teacher or arrange a time to meet
- Email the School Office with an email addressed to the recipient, which will be forwarded and followed up
- Telephone the School Office with your query or concern, which will be discussed with you and appropriately addressed on your behalf
- School Letters and/or other correspondence frequently mentions coming into school with any queries or concerns
- Frequent reminders are noted in the School Newsletter of the roles of the different members of the SLT and Leadership Team to help direct queries to the appropriate person
- Parent/Carers are invited to comment on the end of year school report and to return this back to school
- We do encourage Parent/Carers to inform and share information with the Class teacher and/or school regarding events that may have happened that could impact on the child's well-being and/or learning

## **Conclusion**

Good communication is vital to a home-school partnership. The raising of standards cannot be achieved without such a partnership.

## **Equal Opportunities**

When writing and reviewing this policy staff have completed an Equality and Diversity Impact Assessment in order to ensure it complies with equality obligations outlined in anti-discrimination legislation. We believe the policy positively reflects the aims and ambitions identified in Corsham Primary's Single Equality Scheme.