

CORSHAM PRIMARY SCHOOL

Parent/Carer Communications Policy



Reviewed: February 2020

Policy Ratified by the Governing Body: March 2020

Next Review Date: February 2023

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Parent and Carers Communication Policy

At Corsham Primary, we believe that effective communication between school and the home is essential. Children achieve more when schools and parents/carers work together. Parents/carers can help more if they know what the school is trying to achieve and how they can help.

At Corsham Primary we aim to have clear and effective communications with Parents, Carers and the wider community. Effective communications enable us to share our aims and values through keeping Parents and Carers well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

It is therefore 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 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.

Strategies

We communicate with parents/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 in their class Parent/Carer Communication Book as a record for reference.

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.

Meetings

There are a number of meetings throughout the term 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 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 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, current news about what is happening in school and news of any changes to routine. 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 information 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.

Social Media

The school uses Twitter as a means of updating Parents/Carers and giving them an insight into key events in their child's school life, such as special themed days or residential trips. We recognise and embrace the use of technology as an expeditious means of sharing information. We however recognise the challenges in the use of Social Media in terms of preserving confidentiality and upholding children's safety online. For this reason, we ask that everyone in the school community uses social media responsibly and avoids discussing any matters relating to individuals (pupils or staff), school matters, classes, questions or concerns, within this arena. To avoid misinformation, we are always happy to discuss matters directly with parents/carers to provide clarity or support.

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 is emailed out to Parents and Carers and hard copies are available in both school foyers. The newsletter is also published on the website.

Termly Curriculum Newsletter

Details of Year Group learning objectives and opportunities are shared with Parents/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.

Tapestry and Seesaw

Tapestry is the online forum that is used in the Foundation Stage to use with Parents/Carers about their own child's learning. It reflects the learning in class referencing the Early Learning Goals and encourages Parents/Carers to regularly post activities at completed at home.

Seesaw is an online forum that Class teachers in Years 1 - 6 to use with Parents/Carers about 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/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/Carers are able to look at their child's learning during these meetings.

Parents/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, 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 EYFS, Year 1, Year 2 and Year 6, the details of their performance in the national tests, and details of national comparative performance.

Home School Agreement

Our Home-School Agreement is a requirement of the School Standards and Framework Act 1998. It explains the school's aims 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

Children 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 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 Governing Body meetings and copies of policies that the Governing Body 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.

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.