

# St Luke's Church of England (Aided) Primary School



## Communication policy

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**Signature of Chair of Committee:**

**Minute Number:**

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## 1. Introduction and aims

It is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well which is demonstrated through our school vision.

### Our Vision

Through our Christian values we will **aspire** to be more like Jesus; **believe** all as having equal worth and dignity in God's eyes and help all our children to **achieve** their God-given potential knowing that, **'we can do all things through Christ who strengthens us'**

Philippians 4:13.

We are a caring community, whose values are built on mutual trust and respect for all:

### Our Core Values

**Love** and **Compassion**

**Friendship** and **Forgiveness**

**Endurance** and **Hope**

The school's Communication policy is therefore designed to support the way in which all members of the school can communicate. It aims to promote an environment where everyone feels involved and informed which is highlighted in our school Mission:

- Foster a secure, happy, and nurturing Christian environment where all can **aspire, believe and achieve**.
- Offer a well-disciplined school in which high expectations encourages **friendship** and **forgiveness**.
- Give our children the confidence to develop **endurance** in times of difficulty and have **hope** for their future.
- Establish effective links between home and school that enables parents and teachers to work together for the benefit of their child so that they can **achieve** their God-given potential.

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

Clear and open communication between the school, parents/carers and our children is vital so that we can ensure that every member of our St Luke's family is provided with a wide range of opportunities in order to adopt:

### Our Motto

**Aspire, Believe, Achieve**

'We can do all things through Christ who strengthens us.' Philippians 4:13

## 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  
<https://sway.office.com/VsJJ1hgCvNVWi5Q1?ref=Link&loc=play> /
- 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 (8:00 a.m. – 4:00 p.m.), 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.

Copies of our ICT and internet acceptable use policies can be found: [School Policies | St Luke's \(stlukesprimary.co.uk\)](#)

### 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 (8:00 a.m. – 4:00 p.m.) 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 Text messages

Text messaging is our main means of communicating with parents. This is via Teachers2Parents [Teachers2Parents - Complete School Communications](#): We send regularly text messages which include:

- A link to our weekly newsletter each Friday
- Reminders about events/information that your child needs to know
- Key Events / Visits information
- Specific Information relevant to your child's year group
- Emergency school closures (for instance, due to bad weather)
- Microsoft Forms for parents/carers to complete: Consultations / After-school clubs / AUPs

#### 3.2 Phone calls

If your child does not attend school and we have not heard from you to explain their absence, a member of the Admin team will contact you on the 1<sup>st</sup> day of absence.

We also undertake welfare checks over a longer period of absence.

In the event of your child being hurt or injured, a member of staff will call parents/carers if there is an injury to the face / head or if we feel that your child may need to go and seek treatment.

#### 3.3 Microsoft Teams

All children are members of a year group team on Microsoft Teams. This can be accessed via parents/carers using their child's login details. Staff will use this Team to communicate with parents/carers, sharing weekly homework, weekly newsletters and also other updates.

- Teams accounts are set up in Nursery / Reception for all pupils. These accounts are restricted by e-services to ensure that pupils cannot access e-mail or private chat.
- Families are encouraged to use with pupils throughout FS / KS1, with the intention of developing independent access by KS2.
- Teams is used to share assignments, useful links, reminders, messages, newsletters and celebrations. Pupils & Families can use to post work, images, videos and ask questions.
- Children are taught to respect messaging during certain hours and only posting appropriate content.

### 3.4 Letters

We try not to send many printed letters out to parents/carers as we are trying to be environmentally friendly, we do however send links to electronic letters which have been uploaded to the school website [School Letters | St Luke's \(stlukesprimary.co.uk\)](#). Printed letters which are sent out with children are mainly:

- Letters about trips and visits
- Consent forms

### 3.5 School Newsletter – St Luke's News!

We have a weekly e-newsletter which aims to keep parents/carers up to date with what is happening at St Luke's. A direct link to the newsletter is sent to parents each Friday via our Text Messaging Service. It is also uploaded onto the school website and our School Facebook page <https://www.facebook.com/Stlukespri>. As this is produced using Microsoft Sway, parents/carers are able to translate this into any language which is appropriate for them.

### 3.6 School calendar

- Our School Website [St Lukes | St Luke's CE Primary | Wolverhampton \(stlukesprimary.co.uk\)](#) includes a full school calendar for the academic year and a document entitled 'Key Events for Parents/Carers'. This is given to all families at the beginning of the academic year, and the link can be found here: [Calendar | St Luke's \(stlukesprimary.co.uk\)](#)
- Where possible, we try to give parents as much notice as possible of any events or special occasions (including non-uniform days, special worship, special events or visitors)
- Any such event will be included in the school calendar or on the weekly newsletter.

### 3.7 Social Media

We also have a school facebook page which all parents/carers are encouraged to follow. <https://www.facebook.com/Stlukespri> This is updated regularly by staff across the school, it is used to share:

- Our weekly e-newsletter – produced and shared each Friday
- Information and updates about special events at St Luke's
- Online Safety tips and information #WakeUpWednesday
- Information about courses for parents/carers
- Photographs and Videos of children participating in visits, residential, sporting events, visitors in school etc. **It is important that parents/carers do not download and share these.**

### 3.8 Email

When requested, we do use email to communicate with parents/carers concerning questions, concerns and updates about their child.

### 3.9 Reports

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

- A mid-year report covering their attainment and progress, effort, behaviour and attendance.

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance and attitude towards learning.
- A report on End of Key Stage (EYFS, KS1 and KS2 SATs tests)

### 3.10 Meetings

During the year there will be organised occasions for you to come into school to see performances, talk about teaching methods and discuss your child's progress with his or her teacher.

#### Autumn Term:

- September: Meeting/Home Visits for New Nursery and Reception Parents/carers
- September: Meeting for all parents/carers to meet your child's staff
- November: Consultation (Telephone / Microsoft Teams) to discuss how your child has settled into their new class and year group.

#### Spring Term:

- March: Consultations (Virtual or in-person) to discuss the interim (mid-year) report with regards to your child's progress and any concerns.

#### Summer Term:

- July: Consultation Evening - a 'drop-in session' to discuss your child's progress over the year and their end of year report.

We will obviously 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, will be invited to attend further meetings and workshops to address these additional needs.

### 3.11 Learning Together Sessions & Workshops:

- **Learning Together Sessions:** an opportunity for parents/carers to come into school once each term to see what their child is learning and join in. Parents/Carers are able to spend the morning / afternoon with your child in their lessons. Feedback from parents is extremely positive!
- **Workshops:** Throughout the year there will be a variety of workshops offered to parents/carers. Workshops include Phonics, Reading, Maths, SPaG, EAL. Feedback from parents is extremely positive!

### 3.12 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Key events
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents/Carers should check the website before contacting the school.

#### 4. How parents and carers can communicate with the school

Parents/Carers should use the list below to identify the most appropriate person to contact about a query or issue, including the school office number 01902 556434 and email address [stlukesprimaryschool@wolverhampton.gov.uk](mailto:stlukesprimaryschool@wolverhampton.gov.uk)

#### Who should I speak to regarding .....

- My Child's progress: Class teacher
- Any issues involving my child: Class teacher (in the first instance)
- Absence from school / Holiday forms: Mrs Garcha, Attendance Officer
- Finance: Mrs Ferguson, Finance Officer
- Lunchtime (Issues): Mrs Ferguson, Senior Supervisor
- Skoolz Out (Child Care): Mrs Kumar or Mrs Shinton
- Child Protection & Safeguarding: Mrs Grennan (Headteacher), Mrs Smith (DDSL), Mrs Samuels (DDSL)
- Complaints: Mrs Grennan (Headteacher) / Mrs Smith (Deputy Headteacher)
- General information: Mrs Garcha / Mrs Shinton (Admin team)
- Special Educational Needs: Mrs Bannister & Mrs Bryan (SENCOs)
- Family programmes / support: Mrs Samuels (Home School Link Officer)
- Changes in address / contact details: Mrs Garcha / Mrs Shinton (Admin team)
- Any other queries: Mrs Grennan (Headteacher)

#### 4.1 Phone calls

**Absences:** In the event of your child being absent from school, school should be informed by verbal notification, i.e. a telephone call from the parent/carer or telling your child's teacher.

When a pupil is expected to be away for some time, an early telephone call explaining the circumstances is important.

Any Absences school are not aware of will be followed up with a telephone call on the day of absence.

Every effort will be made to contact families to ensure pupils are safe. In the event that absences are not explained these will be recorded as an "Unauthorised Absence" and this could result in communication from the Education Welfare Officer.

**Non-urgent matter:** If parents/carers need to speak to a specific member of staff about a non-urgent matter, they should contact the school office and the relevant member of staff will contact them as soon as possible.

**Urgent matters:** If the issue is urgent, parents/carers should call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

**General Enquiries:** For more general enquiries, please call the school office.

#### 4.2 Email

Parents/Carers 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 as soon as possible, and to respond in full (or arrange a meeting or phone call if appropriate).

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

#### 4.3 Meetings

If parents/carers would like to arrange a meeting with a member of staff, they should either:

- email the school
- call the school to request to book an appointment.

While teachers are available at the beginning or end of the school day, if parents/carers need to speak to them at length, 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

#### 5. Inclusion

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

We currently use Microsoft programs to produce our letters, newsletters etc so that parents/carers can translate them into the most appropriate language.

Parents/Carers who need help communicating with the school can request support from staff if they need:

- 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. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy ready for the beginning of the new academic year.

The policy will be approved by the governing board.

#### 7. Links with other policies

The policy should be read alongside our policies which can be found [School Policies | St Luke's \(stlukesprimary.co.uk\)](#):

- ICT and internet acceptable use
- Complaints Policy and procedures [School Policy for PSHE and Citizenship \(stlukesprimary.co.uk\)](#)
- Home-school agreement