

# BENGEO PRIMARY SCHOOL

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**Approved by:** J Page – Headteacher **Date:** November 2022

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## 1. Introduction and aims

At Bengo, we are a happy school community where children develop the curiosity, resilience, passion and knowledge to achieve and thrive

<b>Values</b> <b>We want our children to:</b>		
<b>Be Ready</b>	<b>Be Responsible</b>	<b>Be Respectful</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> To be empowered and to have a voice.</li> <li><input type="checkbox"/> To develop strength and self-belief.</li> <li><input type="checkbox"/> To engage with their learning and to strive to achieve.</li> </ul>	<ul style="list-style-type: none"> <li>• To understand the wider world and their responsibility in it.</li> <li>• To be knowledgeable and to be able to apply that knowledge for the benefit of society.</li> </ul>	<ul style="list-style-type: none"> <li>• To be empathetic and considerate to all.</li> <li>• To treat the world around them with kindness.</li> </ul>
<b>Ethos</b> <b>We want our school to be a place:</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> which is a focal part of our community.</li> <li><input type="checkbox"/> where we build good foundations for life's journeys.</li> <li><input type="checkbox"/> which is safe and supportive.</li> <li><input type="checkbox"/> where everyone is respected and included.</li> <li><input type="checkbox"/> for thinking and learning.</li> <li><input type="checkbox"/> which is reassuringly consistent for everyone.</li> <li><input type="checkbox"/> for friendship and kindness.</li> <li><input type="checkbox"/> where we are responsible for our learning, our attitudes and our environment.</li> <li><input type="checkbox"/> where we can express our creativity and be ourselves.</li> </ul>		

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 communication with parents is effective, timely and appropriate
- › Ensuring that communication with governors is effective, timely and appropriate
- › During term time emails will be responded to within two working days. On occasion this may be a holding email to acknowledge receipt while the item is investigated
- › Urgent or safeguarding issues will be dealt with as a priority
- › Monitoring the implementation of this policy
- › Regularly reviewing this policy
- › Ensuring that an out of office pro forma including the safeguarding contact number is used during the holidays.

### 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)

All emails to staff from parents will be sent to [admin@bengeo.herts.sch.uk](mailto:admin@bengeo.herts.sch.uk).

Staff will **aim** to respond to communication during core school hours or their working hours (if they work parttime). Staff will aim to reply within two working days.

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
- › Responding 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 or during school holidays.

### 2.4 Governors

Governors are responsible for:

- › Responding to communications from the school (such as requests for meetings) in a timely manner
- › Checking all communications from the school regularly
- › Regularly reviewing this policy with the headteacher in order to promote staff wellbeing and to support staff to find a suitable work life balance

- Sending all emails to the appropriate recipient: either [admin@bengeo.herts.sch.uk](mailto:admin@bengeo.herts.sch.uk) or head teacher's email as appropriate
- It maybe agreed by the Headteacher that a governor may contact a member of staff directly.

### 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:

- Upcoming school events
- School surveys or consultations
- Class activities or teacher requests
- Payment requests/reminders

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).

#### 3.2 Arbor portal/app

Used for: ➤ general pupil information (which can be updated if necessary) ➤ trip payments ➤ lunch payments ➤ message or email the office

We may also send in-app messages about:

- Short-notice changes to the school day
- Short-notice changes to clubs/activities
- Emergency school closures (for instance, due to bad weather)

#### 3.3 School calendar

Our school website includes a full school calendar for the academic year, detailing term dates only, including insets and occasional days.

#### 3.4 Phone calls

Office staff will call parents when a phone call is appropriate, for example if a child is unwell, had an accident, regarding outstanding payments or consent etc.

Occasionally teachers/Senior Leadership Team will telephone parents, if a discussion is urgent.

#### 3.5 Newsletter

Every other Friday a newsletter is sent to parents (and shared on the website). This includes news from the school on each class' learning, information about upcoming events and at the back; 'Dates for your diary'.

#### 3.6 Teacher electronic communication

- **Evidence Me** - is used to share learning of Foundation Stage children with parents. ➤
- Google classroom** - used by teachers to share home learning when appropriate

### 3.7 Written Communication

Parents receive an annual end-of-year report from the school about their child's learning, covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

They will also receive a report on Key Stage (KS) 1 and KS2 SATs tests

- The children each have a reading record book. In KS1 the reading record books are used to record when a child reads at home or at school. Only the adult writes in the book. In KS2 the children can record their own reading and parents should acknowledge once a week.
- Reading records should also be brought into school every day so that teachers/TAs/LSAs can fill in when a child reads to an adult.

### 3.8 Meetings

We hold two online parents' evenings 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. There are also three Book Looks per year when parents have the opportunity to see their child's learning with their child.

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.

### 3.9 School website

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

- School times and term dates
- Important events and announcements in the newsletter
- 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.

## 4. How parents and carers can 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, via [admin@bengeo.herts.sch.uk](mailto:admin@bengeo.herts.sch.uk) about non-urgent issues in the first instance. These emails will be forwarded to the appropriate member of staff.

We aim to acknowledge all emails within two working days, and following that to respond in full (or arrange a meeting or phone call if appropriate). If the matter is particularly complex and we do not think we will be able to respond fully within 5 working days, we will let you know as soon as possible and within the 5 working day period.

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 two 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 an appropriate member of staff within two days of your request.

If the issue is urgent, parents should call the school office on 01992 582765, who will pass on the message to the appropriate person.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please speak to the office team.

### 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 five working days of the request.

While teachers are available at the 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

At the beginning of the school day teachers are focused on greeting children into class.

## 5. 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 alerts and newsletters) available in English, however, if you require in an alternative language, do let the office staff know.

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. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every year.

The policy will be approved by the governing board.

## 7. Links with other policies

The policy should be read alongside our policies on:

- Online safety
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement

## Complaints

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

Appendix 1: school contact list

### Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on [admin@bengeo.herts.sch.uk](mailto:admin@bengeo.herts.sch.uk) or 01992 582765
- Put the subject and the name of the relevant member of staff in the subject line (for emails)
- We will forward your request on to the relevant member of staff (from the list below) **Remember:**

check our website first, much of the information you need is posted there.

We try to respond to all emails within two working days.

I HAVE A QUESTION ABOUT ...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher /Mrs J Jocelyn
Payments	Mrs N Murray
School trips	Mrs N Murray
Uniform/lost and found	Mrs R Ogier
Attendance and absence requests	If you need to report your child's absence, call: 01992 582765 If you want to request approval for term-time absence, contact Mrs R Ogier
Bullying and behaviour	Class teacher
School events/the school calendar	Mrs N Murray
Term dates	Mrs C Moore
Special educational needs (SEN)	Miss R Walker
Before and after-school clubs	Mrs R Ogier
Hiring the school premises	Mrs N Murray

PTA	Via Mrs N Murray
Governing board	Via Mrs N Murray (Clerk to the Governors)
Catering/meals	Mrs R Ogier