



Milverton Primary School

Communications Policy

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Introduction

Schools have many lines of communication to maintain: with parents and carers, other schools, the community, outside agencies, within the school.

Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve.

At Milverton, we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.

Aims

Our school aims to ensure all communications are:

- Clear
- Comprehensive
- Two way
- Timely
- Respective Responsibilities

This explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children.

The school will undertake to ensure that:

- Parents and children have clear lines of communication
- The curriculum is clearly communicated to parents
- Parents are informed of forthcoming events within appropriate timelines
- All communications will be treated as confidential within the school context

Parent/Guardians/Carers will aim to ensure they:

- Read the key communications issued by the school
- Raise concerns at the earliest opportunity with the school in the appropriate manner
- Act on the communication (for example, attending special meetings)

Open Door Policy

Email

We ask parents to email office@milvertonprimaryschool.co.uk for the purposes of administration we require all emails to go to a central email address. However, all emails will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all emails should specify the member of staff to whom the query is addressed. Staff will often respond with a phone conversation as speaking directly to a request and having a conversation is often more effective than an email response.

We will respond to parents' emails within 10 working days (during term time; to cover sickness and investigations).

The response received should be returned from the office@ email address, we ask respectfully, that parents do not email staff directly.

Letter

Letters can be handed into, or posted to, the school office. As with emails all letters will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently.

We will respond to letters within 10 working days (during term time; to cover sickness and investigations).

Telephone

This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to the school. We ask parents to phone the school on 01926 424043. If the call requires a response from a member of staff, we aim to do this within 5 working days.

Appointments

If necessary parents can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home issues with either the child's class teacher.

Parents are asked to phone the school office on 01926 424043 to make an appointment.

This allows the school time to organise cover to make staff available to speak to the parents. We will aim to make appointments within 5 working days and are willing to meet either before (from 8.00 am) or after school (3.30 – 4.30 pm) to fit in with parents.

Parents are asked not to approach teachers to discuss their child if they meet them outside of school as this does not allow for confidential discussion.

Absence Requests

We ask parents to complete a school 'Absence Request Form' which we require to be given to the school a minimum of 10 working days before the requested date, in order to receive a response before the date of the absence.

School prospectus and website

Our school prospectus and website contain a range of specified information to give parents and carers, and the wider public, a full picture of provision at our school. We update this for each school year.

Home-school communication

Calendar of school events

The Calendar will be produced at the start of each term and communicated via the school APP Weduc.

Newsfeed

The school Newsfeed is updated regularly. It contains general details of school events and activities.

We send other letters and notifications via the WEDUC App and email copy, when necessary.

Home / School agreement

This will be sent home via the school app as a form to complete at the beginning of the year for parents to digitally consent to and return within the app.

Half Termly and Termly Learning Maps

At the beginning of each half-term, all teachers send a link via the school app to the parents or carers of the children in their classes with details of the work to be covered during the forthcoming half-term. This information is contained on the school website. We invite parents and carers to support their child's work through a range of suggested activities to be shared with the child at home.

Parental Survey

We welcome and value all feedback from parents and carers about our school's policies and practices. We conduct an annual survey to canvas the views of parents and carers about our school and report back on the outcomes.

Parent Meetings

We arrange regular curriculum meetings for parents and carers. These are evening meetings to explain various areas of our curriculum and approaches to teaching and learning. We hold a meeting for new parents/carers each June, and for Year 6 parents and carers each March, concerning the national tests. All residential visits that children make to involve a number of meetings with parents and carers regarding the planning and content of the visit, and a post-visit review. We will offer these as in person meetings or as a video call.

Absence

If a child is absent from school, and we have had no indication of the reason, we contact a parent (by telephone, if possible) to find out the reason for the absence.

Written Reports

In autumn and spring, parents receive a termly report with details of the child's attainment and progress in the core subjects and their attitude to learning. There is a more in depth report in the summer which gives feedback on all areas of the curriculum.

Learning Review Meetings

Parents meet their child's teacher twice during the year for parent consultations. To support parents attending a variety of afternoon and evening times are offered.

Where possible it is more effective for parents to attend the consultation together so that a common approach to supporting the child in their learning can be agreed. If exceptional circumstance mean this is not possible we will try to arrange separate consultations, however, this may require an appointment away from the learning review meeting week.

Parent Forum

The Parent Forum is the place where parents/carers, the Headteacher and governors meet to discuss aspects of their children's education.

The Parent Forum is for everyone and anyone can attend a meeting.

The Parent Forum does not have the power to make decisions unless the school has specifically asked for a decision to be made. However, the Headteacher and governors want to hear the views of parents so that they can make sure that those views feed into the decisions made by the school. The Parent Forum meets three times a year, with one meeting each term.

Weduc messaging

We encourage all parents to sign up to the weduc app and inform the school of their current e-mail address, to allow them access to weduc, which is a quick and efficient method for the school to communicate with parents. Those who do not have access to a weduc account may request a paper copy of any correspondence.

Weduc is used to send out a variety of information, either to a targeted group, or to all parents. The weekly headlines, information about whole school events and all letters relevant to the whole school are sent out to all parents on weduc and in addition, some specific communications regarding trips and events are sent out to the relevant groups of parents.

We aim to reduce the volume of messaging being sent to parents trying to put smaller messages in the Friday headlines sent out once a week.

Governors

A notice board detailing the names of governors is on the school website. Governors should be contacted via the school (email: office@milvertonprimaryschool.co.uk or written communications left at the school office and will be forwarded to the Chair of Governors).

As governors support the school in a strategic role, if parents contact them on a matter to do with the management of the school, governors will be unable to respond and will direct them to take their concern to the school.

Communication regarding Staff Absence

The school will communicate if a teaching staff member or 1-1 teaching assistant is going to be away from school for an extended period. The school will aim to resolve the staff absence with a solution focusing on the best possible provision for the children. This will be to use a consistent team for cover, where possible. Each case will be dealt with on a case by case basis and the headteacher will decide on the appropriate level of information to be shared with parents in each instance, while considering the staff member's right to privacy.

Communication with the Community

Members of the local community are invited to school functions such as Special Assemblies, Harvest, Christmas Fairs, Christmas Carol services and school productions.

Guest speakers from local churches, community organisations and charities come into school to speak to the children.

Communication within our school

To improve in school communication and reduce the volume of emails we use a weekly staff bulletin containing all communications and weekly diaries for all. Staff members are encouraged

All our procedures are detailed in the staff handbook.

Written communications with members of staff are delivered through pigeonholes or by email.

Staff members' personal details will not be shared with other members of staff or persons external to the school, without due authority.

Communication with other Schools

The school regularly communicates with staff and children of other primary schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster groups and by means of sports fixtures and other inter-school events.

The Head teacher is the chair of Consortia 8A (North Leamington), a cluster of primary and secondary schools in the local area. The chair of governors is a member of the chairs group of this network. Staff across these schools work collaboratively in many ways.

Communication with Outside Agencies

Close contacts are maintained with support agencies including the Educational Psychologist, Learning Support Services, specialist teaching service, the Library Service, the Music Service, education attendance service, the School Nurse.

Confidentiality

We store useful information about pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. This is included in the schools privacy notice on the school website.

Parents have a right to view the information we hold, and we have contact details of the agencies to which our information is passed.

Monitoring and review

It is the responsibility of all Milverton staff to follow this policy.

This policy will be reviewed and updated, by the Premises Committee

It will be reviewed every 3 years by the Premises Committee

Written by

Matt Fisher – Headteacher