

Normanton All Saints CE(A) Infant School

Communication Policy

Taking an interest in your child's education is the most important thing you can do to help them achieve their full potential.

Introduction

Positive communications between school and home are essential. Children achieve more when school and parents work together. Parents can help more if they know what the school is trying to achieve and how they can help. We aim to have clear and effective communications with parents and the wider community. This will enable us to share our aims and values through keeping parents well informed about school life. This reinforces the important role for parents in supporting the school in educating their child. This enables our children and families to feel valued and listened to.

Aim

To ensure that Normanton All Saints CE(A) Infant School is a thriving and successful school, we must communicate effectively with each other, with our children, with their families and with other members of the wider community. We need to ensure that communication between all members of the school community are open, honest, respectful, ethical and professional. Excellent relationships are at the heart of everything we do.

Contact Details

The school holds emergency contact details for all children on the school system (Integris) and families are contacted on an annual basis to ensure that these are up to date. We ask that you provide at least two emergency contact names / numbers to go on this system. Families are expected to inform the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means to contact families.

Communications with families

Hereafter the term 'families' will be used to refer to all those individuals who have a role in the upbringing and care of a child.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All response times are indicative and where extension is needed i.e. for further investigation a holding response will be given to the family along with an updated expected response time.

Home-School Agreement

Our Home-School Agreement explains the school's vision, aims and values, the school's responsibilities towards pupils the responsibilities of parents, and what the school expects of pupils. We ask parents to sign this agreement when their child starts in our school. The governing body reviews the home school agreement annually. This is also signed by the Headteacher and Chair of Governors.

Whole school newsletters

Regular Headteacher newsletters are sent home. These will be sent as a paper copy (where relevant), through the school email system and it will be published on the school website. This will keep our families up to date with all the latest information from school, dates for your diaries etc.

At the start of every term parents will receive a paper copy and electronic copy of the school diary dates for the full term. Dates are also published on the school website.

Class newsletters

Families will receive newsletters from their child's class teacher on a half termly basis. This will identify the focus of the learning taking place during the half term and how families can support their child's learning at home. This will also include important dates relevant to the class.

School website

<https://allsaintsinfantsnormanton.co.uk/>

The school website is regularly updated for our families and shares important information about the school. Headteacher newsletters are published on the home page of the website. The website also has detailed information about the school and the Early Years and Key Stage One curriculum. Parents can access information about the curriculum via the progression plans, long term and medium-term plans.

Text

The school has a text message system (Parentmail) which is used to communicate with families. Text messages are sent to families for communication about events, letters, reminders, please contact school, after school clubs etc. This is not a reply service.

Email

The school has an email system (Parentmail) which is also used to communicate with families. Emails are sent to families to communicate about events, send newsletters, share wider community events. This is not a reply service.

If a parent wishes to contact the school and requires a response they can do via the contact us page of the school website. <https://allsaintsinfantsnormanton.co.uk/contact-us/>

This is checked daily during term time and the school business manager will forward the email to the appropriate staff member. Teaching staff will not respond via email. The headteacher can be contacted via the headteacher email address.

Telephone calls

Inbound calls: All telephone calls will be answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a call unless it is an emergency. Messages are taken and forwarded to the relevant person. If the call requires a response from a member of staff, we aim to do this as soon as possible and within 3 working days.

Telephone calls made to the nursery will be answered by the nursery staff and the above policy applies.

Outbound calls: Telephone calls will be made where immediate contact with a family member is required i.e. for injuries and accidents. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will be made to the second named contact and so forth. In the event of no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers, where possible. A text message may also be sent at this point asking the named contact to contact the school. Families need to provide at least two emergency contacts on the pupil information form.

Social Media

Twitter: [Twitter @NormantonAS](#)

The school's Twitter page is used to celebrate our pupils, their learning and achievements. The school does not use Twitter to communicate directly with individual parents and staff are advised not to communicate with families via social networking sites or accept them as 'friends /followers'. The Twitter page is designed to be a celebration and any negative comments or complaints will be deleted and the school reserves the right to 'block' any users from the schools Twitter account. We ask in accordance with the home-school agreement that parents either speak to a member of staff directly (face-to face), use the contact us section of the website, or ring the school.

Facebook: The school does not have a Facebook page and any Facebook page with the school named is not an official page run or managed by the school. We ask in accordance with the home-school agreement that parents either speak to a member of staff directly (face-to face), use the contact us section of the website, or ring the school.

Written reports

Each year we provide a written report to parents on each child's progress in the various areas of learning of the EYFS / National Curriculum subjects. This report also identifies areas of strength, children's gifts and talents and areas for future development. We ask pupils to comment on their own progress and parents have the opportunity to write comments. In these reports, the teachers will communicate each child's progress towards the expected standard / results of test such as the Phonics Screening Check.

Pupil Progress Meetings

Every term families are provided with access to a 10-minute parent consultation meeting, which give parents the opportunity to celebrate their child's successes and support him/her with any areas of development. Parents are able to look at their child's work during these meetings. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being and arrangements are made for specific consultation meetings to take place. Should an appointment not be suitable, families are asked to contact their child's teacher who will make every effort to arrange a more mutually convenient time.

Annual Reviews for children with Education, Health and Care Plans (EHCPs)

All children with an EHCP will have an annual review each academic year to discuss their progress in relation to the aims and objectives of their plan and half termly review (IEP) meetings are held to ensure provision and support is appropriate.(See below)

Individual Education Plan (IEP) Meetings

All children who have an IEP or an Individual Behaviour Plan (IBP) will have a review of their objectives every half term with the class teacher and on some occasions the SENCO. Parents / carers will be asked to contribute their views and be given clear guidance on how they can further support their child at home. If objectives have been met, new objectives will be set at these meetings. If an objective has not been met, progress towards the target will be discussed, evidenced and next steps agreed. If at these meetings it is decided that a child needs higher levels of support the SENCO will be consulted and a My Support Plan (MSP) may be initiated and additional external agencies may be asked to contribute their views e.g. Speech and Language Therapists.

Complaints

Parents are asked to follow the school complaints policy and procedures and formal letters of complaint will be dealt with in accordance with the schools separate Complaints Policy. This can be found on the school website Policies page, under the complaints section.

<https://allsaintsinfantnormanton.co.uk/our-school/policies/>

Requests for information

Please refer to our data Protection and UK- GDPR Policy for copies of children's' records, freedom of information and Subject Access Requests. This will detail procedures, protocols, including timings.

When communication become inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it is unacceptable , then actions in accordance with Serial Complaints Policy will be taken. Copies of this can be found on the school website, Policies section under Data Security.

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