



Communication Protocol

Introduction: The purpose of this document is to set out expectations for how school and home can successfully communicate, to ensure the best partnership of support for each child's learning. On-going research continues to demonstrate the vitally important role parents/carers play in the education of their child.

Why partnership and good communication is important to us all:

At St Mary's C of E Primary School and Nursery , we believe:

- that every child is entitled to the best learning opportunity and we are committed to working in partnership with parents/carers to deliver this.
- that the child is the most important consideration of any conversation
- that a three way process of communication between the child, home and school is essential for all children thrive and flourish
- that all communication should be open, accessible, timely, respectful and appropriate
- that communication is about more than information exchange: it is about the development of positive relationships
- that communication involves active listening
- when parents/carers understand what a school is aiming to achieve and work with the school to achieve this, they are able to help their own children more.

Methods of Communication

We continually seek to refine how we liaise with parents/carers in order to meet our aim of providing you with all the information needed to be active partners in your child's learning journey. We recognise that everyone has their own preferred method and availability and aim to accommodate this wherever possible, but hope that what we have set out in this document will put you in contact with the person best placed to help you as soon as possible.

We are committed to being a 'listening' school and always welcome parents/carers who want to meet with our staff. However, we do recommend that an appointment is made if you have a particular issue you wish to discuss as this will ensure the member of staff you wish to see is focussed on you.

Appointments can be made in a number of ways:

- An initial face-to-face request during drop off/pick up
- sending a note in with your child
- telephoning the office
- emailing the member of staff directly (contact details for all staff are provided in Appendix 1)
- contacting a member of the teaching staff via Class Dojo or Tapestry

Generally speaking, we would always recommend that you discuss concerns with your child's class teacher in the first instance, as this will be the person who will know you and your child best. If this doesn't provide you with the information you need or you feel the issue hasn't been resolved, then we would ask you to contact the member of staff identified in Appendix 2.

Our Communication Process

Staff Availability: Staff will endeavour to meet with parents as soon their timetable allows. Please bear in mind that teaching commitments have to be met and that there are other circumstances that lead to staff not being available at school. All teaching staff have Preparation, Planning and Assessment (PPA) time as part of their working week, there are also times that they may be absent for training or liaison with other schools or agencies to ensure we are continually delivering Best Practice to our children. Members of the Senior Leadership team are also required to attend meetings with External Agencies, often away from school and they also have meeting commitments with other local

schools, again to ensure we are delivering the best learning to the pupils who attend our school. Should the member of staff be away from the school, arrangements will have been made for someone to deputise or for the meeting to be rearranged at the earliest opportunity, in discussion with yourself.

Regular Meetings and Correspondence: Throughout the course of the school year, we will provide information relating to your child's learning, achievement, activities as well as offering you opportunities to come into school for formal and informal meetings.

We have set out a detailed programme of meetings and correspondence, so that you know what to expect and when, which is attached at Appendix 3.

Other Communication Options: We strive to provide all the information needed to help you to be an active partner in your child's personal learning journey. We know that open and effective communication between home and school helps children to learn, thrive and achieve their potential. We always welcome feedback on how we may improve communication.

All the information published by the school can be found on the school website. Each class has its own class page which can be accessed by clicking on the appropriate tab. We are committed to being as environmentally friendly as possible, so we try to limit the amount of paper used, and provide as much information as is possible via email/Dojo. We also send reminders and short information notices using Tapestry or Class Dojo.

The school office may ask you about adding your email address and mobile number to our communication database (an information collection sheet is issued at the start of each year for you to check – if you do not think you are receiving correspondence, please tell us – you receiving information is vitally important). From time to time letters need to be sent directly to parents and require a paper response. These will be given out in class and the children asked to put them in their bags. Please check your child's bag daily.

Communication Protocols

We are clear about the immeasurable value of support parents/carers give to their children. Staff are expected to engage positively with all members of our community and work to foster the positive relationships that will help children to learn, thrive and flourish so that they can achieve their potential. We want parents/carers to feel they are active partners in their child's learning at school. The School is committed to the concept of partnership in supporting your child. To this end, we have set out here the commitment we make to sharing information with you and how we can be contacted for any matter that you wish to talk through with us. As you would expect, if you feel any of our staff have not met the commitments set out in this policy, we ask that you bring this to the attention of the senior leaders immediately.

We greatly value the professionalism of all our staff and expect them to be treated with respect appropriate to their position within the school community by all. We would like to take this opportunity to re-affirm our belief that communication is a two-way process that involves active listening by all parties.

We will not tolerate violence, aggressive, threatening behaviour and/or abuse (verbal, physical or emotional) against any member of the school community, including staff, and we reserve the right to remove right of access to the school from any member of the community who does not behave in an appropriate manner. Any such incidents would be dealt with formally, through the correct official channels. All members of the school community have a right to expect that the school is a safe place in which to work and learn.

Appendix 1: Contact Details

Name	Role	Contact Details
Office		office@stmaryswrithlington.co.uk
Mrs Fenton	Office Administrator	afenton@stmaryswrithlington.co.uk
Mrs Lynch	School Business Manager	tlynch@stmaryswrithlington.co.uk
Ms Lampert	Headteacher/Designated Safeguarding Lead (DSL)	clampert@stmaryswrithlington.co.uk
Ms Hamblin	Deputy Head/Deputy DSL/ SENCO/EYFS Leader	bhamblin@stmaryswrithlington.co.uk
Mrs Martin	EYFS Teacher/Reading Leader	lmartin@stmaryswrithlington.co.uk
Mrs Roberts	Year 1 Teacher/Writing Leader	lroberts@stmaryswrithlington.co.uk
Mrs Adamson	Year 2 Teacher/KS1 Leader/Maths Leader/Mental Health Lead	dadamson@stmaryswrithlington.co.uk
Miss Norris	Year 3 Teacher	cnorris@stmaryswrithlington.co.uk
Mrs Dobson	Year 4 Teacher/PHSE Leader/PE Leader	rdobson@stmaryswrithlington.co.uk
Miss Beere	Year 5 Teacher/Science Leader	kbeere@stmaryswrithlington.co.uk
Miss Golden	Year 6 Teacher/KS2 Leader/RE Leader	lgolden@@stmaryswrithlington.co.uk
Mrs Edgell	Year 1 Teacher	sedgell@stmaryswrithlington.co.uk
Mrs Hallowes	Reading Recovery Teacher	challowes@stmaryswrithlington.co.uk
Miss Teall	Nursery	ateall@stmaryswrithlington.co.uk

If you are unsure of a member of staff's contact details, please send your message to the school office address and it will be forwarded to the relevant member of staff

Appendix 2 – Communication Process

We have set out below the staff who we believe will be best placed to respond to various types of enquiry:

Type of Query	Member of Staff to contact
Any issue relating specifically to your child (eg learning, behaviour, equipment, timetable)	Your child's Class Teacher
If you feel that any issue, as described above, has not been resolved or you need more advice following these discussions, please follow these stages:	Phase Leader: Miss Golden – Key Stage 2 Mrs Adamson – Key Stage 1 Miss Hamblin – Early Years
Safeguarding/ Child Protection	Ms Lampert/Miss Hamblin
Curriculum/ Whole School Pupil enquiries	Ms Lampert, Miss Golden/Mrs Adamson/Miss Hamblin
Finance, Health and Safety or payments	Mrs Lynch, Mrs Fenton, Ms Lampert
Administration, to include letters and school meals	Mrs Fenton
After School Clubs	Mrs Fenton, Ms Lampert
Admissions	Mrs Lampert
We always try to resolve any concerns at the earliest opportunity. If you do not feel satisfied with a response that you have been provided with please see our Complaints Policy or contact :	Ms Lampert, Headteacher

Appendix 3 - Programme of Regular Meetings and Correspondence

Throughout the course of the school year, the following meetings and information will be provided to all parents/carers:

Beginning of the year: In September your child's class teacher will provide you with lots of information including:

- weekly timetable
- curriculum newsletter and homework information
- how you can help your child at home with their learning

Weekly and Termly Information

- an overview of the learning each term

Bi-weekly Information

The school's newsletter - this provides updates to the school calendar or date changes, reminders, events, achievements and celebrations, attendance and house winners. The school governors and PTA (Parent and Teacher Association) will also update you on their work too.

Text Service: We use Class Dojo to provide urgent information, reminders and updates for parents/carers as it is a great way for the school to communicate quickly and effectively. Any parents/carers who choose to sign up to this service must make sure they keep the school office notified of any changes to their contact details, or any concerns that they may not be receiving messages.

Class Dojo is monitored within the hours of a working day (but not during teaching) and teachers will aim to reply when they can; however this could be the next day.

Any absences from school or changes to pick-up must be reported to the school office.

Teacher and Parent Consultation Meetings: These are important meetings where class teachers consult 1:1 with parents/carers to discuss their child's progress, behaviour and attitudes so that we can work together to help unlock pupils' potential. These meetings will be held in term 1 and term 3 and will be utilised to share information, and an opportunity to discuss how their child has settled into their class and identify any concerns or ways parents/carers/school can support the child, and for parents/carers/class teachers to discuss a child's progress, identify strengths and next steps in helping them to move forward as a learner. During term 6, parents/carers will be invited to make an appointment at a mutually convenient time with your child's class teacher to discuss any transition concerns and/or ways to help pupils' maximise the learning progress and opportunities right until the end of the academic year. Not all parents/carers feel it necessary to make an appointment but should parents/carers have anything to discuss, this is an ideal opportunity.

Annual Report to Parents

Reports will be sent out in Term 6 to provide both the school and parents/carers with the opportunity to discuss and put in place further support for a child if it is needed or an opportunity to maximise the learning and progress right to the end of the year. Children in the Nursery class and reception class will receive a 'Learning Journey' report every term. The reception class will receive a more formal attainment report at the end of the year.

Statutory Test Reports: Throughout their time at school, children are required to take a number of statutory tests which are set by the government. The results of these tests will be sent out to parents.

- EYFS Baseline Assessment – Term 1 (or six weeks after admission date)
- EYFS Profile – Term 6
- Y1 Phonics Screening - End of Term 6
- KS1 SATs - End of Term 6
- KS2 SATs - End of Term 6

For parents/carers with children in these year groups, information will be sent home, and/or a meeting will be arranged to explain what these tests are, how and when they take place, and how parents/carers can support learning at home, in preparation for these.

Curriculum Workshops, Information and Transition Meetings: Throughout the year meetings are held to provide information about the various different methods used in school to teach your child and how you can support them with their learning. Dates and times for all workshops will be published in advance in a planner for the year ahead, which will be added to should the need arise. We really would encourage you to attend as many of these meetings as possible, as the shared understanding between home and school of these teaching methods really does help your child to learn.

An overview of the sessions and any other details will be placed on our website but any parents/carers who cannot attend are always welcome to contact the school if they would like to find out more information.

Appendix 4 – Detailed Protocols for Home-School Communication

Protocols for Email Communication: This is an excellent form of communication between home and school but we would ask that the following be considered:

- Staff are not required to respond to any emails outside of their usual working hours.
- Please be aware that staff may need to forward e-mails to someone else e.g. the Headteacher or a member of the Senior Leadership Team if they are unsure of how to assist, or to obtain further information on a query.
- All of our staff will always assist as quickly as possible, but may need to speak to someone else first or ask another member of staff for advice before they can respond. This is to ensure that pupils are supported in the best way possible.
- If an urgent response is required then email may not be the quickest form of communication as there are occasions when emails cannot be accessed or responded to daily. In these circumstances, a telephone call to the school office would enable them to more quickly put parents/carers in touch with the most appropriate member of staff, who may be able to help.

Protocols for Informal Discussion with Class Teacher: Before and after school, Teachers are usually available 5 minutes before the start of the school day or after school to receive and dismiss the children safely. We believe this helps parents/carers to feel they can approach the staff and continue the 'family' feel of our school. However, please remember that staff are responsible for the safety of all children in their class at these times and will, therefore, not be able to have long conversations with individual parents. If you wish to discuss something urgently with the Class Teacher, please arrange a time to meet or speak on the telephone. The office staff will be able to assist with this. Alternatively, if the matter is not urgent, please email or message via Dojo, the Class Teacher to make an appointment with them.

Protocols for Meetings with Parents Meetings in addition to our Parents' Consultation/Information: Meetings are sometimes necessary in order for Home and School to share information about an individual child's needs.

- These will be arranged in advance at a mutually convenient time.
- Meetings will be held in an appropriate and/or open area in the school.
- Staff may ask for a colleague to join the meeting in order to be able to give you the best advice possible.
- Electronic recording of meetings e.g. on mobile phones is not acceptable. A member of staff can take notes at meetings if necessary.
- Teachers and Senior Leaders will always try to help you as quickly as possible, but please be aware that they may need to ask another member of staff for information/advice before they get back to you with a response. This is to ensure that you and your child are supported in the best possible way.
- All meeting attendees are expected to speak courteously, listen to each other and have the opportunity to respond to questions and/or statements.

- If any attendee becomes concerned about their safety during any meeting, it will be stopped immediately, reasons for the meeting being stopped will be given verbally and, where necessary, the party behaving inappropriately will be escorted from the school premises.
- Agreed actions will be confirmed verbally at the end of the meeting.
- Follow up communication will be issued in a timescale agreed at the meeting