

# ULEY C OF E PRIMARY SCHOOL






## COMMUNICATIONS POLICY JANUARY 2024







They are like trees that grow beside a stream that bear fruit at the right time and whose leaves do not dry up. They succeed in all they do. Psalm 1:3

## OUR SCHOOL VISION

Live – Learn – Flourish

-  Live: at home, in school, and in our local community
-  Learn: about self, others, and our ever-changing world
-  Flourish: be the best we can be in all that we do

## OUR SCHOOL MISSION

-  We give all – pupils and staff – the opportunities and encouragement to be the best that they can be
-  We create an environment that has the right balance of challenge and support
-  We deliver a curriculum that is right for our school, inspiring and motivating all, and embracing new ideas
-  We apply our School Core Values of Trust, Friendship, Compassion and Wisdom in all that we do
-  We develop strong and effective partnerships between pupils, staff, governors, parents and the wider community
-  We strive to ensure that all flourish within a moral framework built on Christian values and the Diocesan vision “I have come that they may have LIFE, and have it to the full”. (John 10:10)

## ETHOS STATEMENT

We believe that everyone should be given the opportunity and encouragement to be the best that they can be. To this end, we strive to create the right environment, deliver the right content, and embrace new ideas. We apply our school values of trust, friendship, compassion and wisdom to enable every individual to flourish within a moral framework built on Christian values. We believe that this can only be achieved by developing partnerships between pupils, staff, governors, parents and the wider community.

## **Introduction**

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and families is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve.

We expect the two-way communication between school and families to reflect our school values of Friendship, Compassion, Trust and Wisdom.

## **Friendship**

Work in partnership for a common purpose - the children.  
An awareness of polite, respectful and appropriate communication.

## **Compassion**

A mutual and sympathetic understanding of knowing what both parties are trying to achieve.

## **Trust**

To be able to have open and honest conversations with an ethos of problem solving.








## **Wisdom**

That help and support is there. School may not have all the answers and if we don't, we will work with families to find out.

Both parents and school come with a wealth of experience and knowledge – lets share it.






Good communication is much more than the exchange of information.

It involves:

-  Respectful listening and responding
-  Respecting confidentiality
-  Developing and sharing understanding
-  Building trust
-  Management of relationships and appropriate involvement of people
-  An awareness of attitude and behaviour as well as the clarity of the message
-  Coordinated, timely, effective action if required

## **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.

## **School**

The school will ensure that:

- 🌸 Parents and children have clear lines of communications
- 🌸 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**

Parents will:

- 🌸 Read the key communications issued by the school
- 🌸 Raise issues or concerns at the earliest opportunity with the school in the appropriate manner\*
- 🌸 Act on the communication (for example, attending special meetings)
- 🌸 Not discuss school issues on Social Media

\*Issues should be raised with a class teacher in the first instance; these may then be escalated to the Headteacher if necessary. All complaints should follow the procedures set out in the Compliments and Complaints Policy.

## **Open Door Policy**

With any communication, Uley School staff will endeavour to respond as immediately as we can, very much depending on the events occurring and planned throughout the school day. The timelines in this policy are the maximum time scales you can expect.

## **Email**

Email can be a quick, effective way of communicating information however it is not always reliable and does not replace face to face meetings where some discussion is required.

For the purposes of administration we require all emails to go to a central email address. We ask parents to email [admin@uley.gloucs.sch.uk](mailto:admin@uley.gloucs.sch.uk). All emails will be treated with full confidentiality and the responses will be made by the member of staff addressed.

E-mails sent should be written carefully, in the same way as a letter; in a polite and respectful manner. Emails will be acknowledged within 2 working days with a full reply within 5 working days (during term time and excluding weekends). Emails sent at weekends will not be dealt with until the next working day, and emails sent in holidays will not be dealt with until the beginning of term.

Copies of some email correspondence with parents may be placed on children's files.

## **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 acknowledge letters within two days and respond to letters within 5 working days (during term time and excluding weekends).

Copies of correspondence with parents will be placed on children's files.

There may be times when the correspondence we receive is not in line with our school ethos and values which we aim to promote daily. The school does not expect its staff or governors to tolerate a manner which is unacceptable, for example, which is persistent, abusive, offensive or threatening, and will take the action identified in our Compliments and Complaints Policy in an attempt to resolve the situation.

## **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 01453 860350. If the call requires a response from a member of staff, we aim to do this within 2 working days.

Parents are encouraged to phone the school if there is any immediate information the school needs to know e.g. pupil sickness or to make an appointment (via telephone or virtually can be arranged) with a staff member. There is the facility to leave a message.

The school will endeavour to respond quickly and appropriately.

The school will also phone the parents if there is an urgent issue concerning a pupil or specific issue.

Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

## **At the start and end of the day**

Some staff are out in the playground daily at the beginning of the day and class teachers at the end of the day. Staff on duty are more than happy to take any messages and distribute them to the relevant class.

## **Face to Face 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 or the Head Teacher. Parents are asked to communicate with the school to make an appointment and to avoid emails in order to address the nature of the appointment sooner.

We will aim to make appointments within 5 working days. Ideally, meeting times are preferred after school so that the member of staff can dedicate more time. Brief meetings can happen before school or in school if planned in advance.

Communication with separated parents – See also Separated Parents Policy for more information

- Requests from separated parents for separate communication can be accommodated
- Newsletters and documents are downloadable from the school website with other necessary documentation either e-mailed or posted out
- Separate appointments to see the class teachers at parents' evenings are accommodated if necessary, although we do encourage joint meetings if possible.
- Additional annual reports are posted on request

### **Time out of School Requests**

We ask parents to complete a school '**Request to take a child out of School**' 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. This document can be found on the school website <https://www.uleyprimary.co.uk/parent-information/attendance-and-time-off-requests/>

### **School Website**

Our school website contains 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 regularly.

### **Home-school Communication**

A calendar of school events will be communicated via the school Newsletter and on the website. The school Newsletter is sent to parents frequently. It contains general details of school events and activities. We send other letters when necessary. Some letters sent home require a response, usually in the form of completing a slip and within a certain timescale. There is a Home / School agreement which is given to new parents starting the school and requires a signature after which, is circulated at the beginning of each year as a reminder.

At the beginning of each term, all teachers write to the parents or carers of the children in their classes with details of the work to be covered during the forthcoming term. 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.

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.

If requested we can arrange information meetings for parents and carers. These may be 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 Spring, 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.

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**

There is a report sent home in the summer which gives feedback on all areas of the curriculum including school attendance.

### **Parent Consultations**

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 circumstances mean this is not possible we will try to arrange separate consultations.

### **Email/text**

We encourage all parents to inform the school of their current e-mail address and mobile number, to allow them access to email/text, which is a quick and efficient method for the school to communicate with parents. Those who do not have access to email/text can receive a paper copy of any correspondence on request.

Email/text is used to send out a variety of information, either to a targeted group, or to all parents on email/text. The newsletter, information about whole school events and all letters relevant to the whole school are sent out to all parents on parent mail and in addition, some specific communications regarding trips and events are sent out to the relevant groups of parents.

### **Governors**

A notice board detailing the names of governors is on the school website. Governors should be contacted via the school ([admin@uley.gloucs.sch.uk](mailto:admin@uley.gloucs.sch.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 with the Community**

Members of the local community are invited to school functions such as Special worships, Harvest, Christmas Fairs, Christmas 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**

So that we all know what is going on, there is an updated calendar of events circulated to all staff with activities.

All our procedures are detailed in the staff handbook.

Written communications with members of staff are delivered by email or face to face.

Staff members' personal details will not be shared with other members of staff or persons external to the school, without due authority and all school communications are for the purpose of school communications only.

### **Communication with other Schools**

The school regularly communicates with staff of other primary schools to arrange events such as sports fixtures and other inter-school events, wildlife quizzes etc., and also for the purposes of staff development, sharing good practice and cluster communication.

The Head teacher is a member of Stroud Association of Schools, the Severnedge cluster, a cluster of local primary schools in the area and A Hub comprising of six local schools who work together for school development purposes.

Communication with the local secondary schools is predominantly for Y6 children. We have particularly close links with Rednock, KLB, SWR, Marling and Stroud High School.

### **Communication with Outside Agencies**

Close contacts are maintained with support agencies including the Family Support Organisations, Educational Psychologist, Advisory Teaching Service, Learning Support Services, the Peripatetic Music Service, the School Nurse plus other agencies as and when involved with the school.

### **Confidentiality**

We store 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. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. Parents have a right to view the information we hold through a Subject Access Request, and we have contact details of the agencies to which our information is passed. Please see the school website to view our Privacy Notices.

### **Monitoring and review**

This policy will be regularly monitored, and will be reviewed every two years or sooner if required.