

Duckmanton Primary School

Communication Policy

1	Summary	Communication Policy
2	Responsible person	Mrs Emma Levers
3	Accountable SLT member	Mrs Emma Levers
4	Applies to	<input checked="" type="checkbox"/> All staff <input type="checkbox"/> Support staff <input type="checkbox"/> Teaching staff
5	Who has overseen development of this policy	Mrs Emma Levers Staff
6	Who has been consulted and recommended policy for approval	Governors Parents/Carers DFE / Derbyshire County Council
7	Approved by and date	September 2024
8	Version number	1

Aims

This policy aims to promote the essential partnership between the school, parents, staff, pupils and the wider community through efficient and effective communication.

We believe that engaging and working with our families, is vital to our role to provide children with an excellent education and a safe learning environment, as well as helping our pupils to become well rounded citizens with a strong set of values. We remain committed to being an open and approachable school that engages with our families and puts children at the heart of our decision making.

We also greatly value your support in enabling us to do this in an effective, timely and sustainable manner. Communication is a fundamental aspect of school life and we recognise the role it plays in creating a positive, purposeful environment. We all have a collective responsibility to communicate in a manner that is respectful, thoughtful and kind and this policy provides guidance to ensure we all communicate effectively with one another.

Objectives

All communications with the school should:

- Keep staff, pupils, parents and other members of our school community well informed
- Be open, honest, ethical and professional
- Use jargon-free language
- Be conducted in a timely manner
- Use the most appropriate method of communication

We recognise the importance of keeping you informed about your child's experience at our school and how they are progressing. We have timely information sent out during the academic year which includes;

- Academic reports
- Parents' evenings - termly
- Monthly newsletters
- Curriculum newsletters – what your child will be taught in the next term
- Information about enrichment and co-curricular opportunities e.g. clubs and trips

Methods of Communication for Parents

Face to Face

This is the preferred method of communication.

Low level concerns can be communicated face to face to:

- Mrs Collins/Mrs Musson and/or Mrs Levers aim to be on the gate at the start of each morning and at the end of the day.
- Teachers are available at the end of the day, as they bring the children out to hand over to parents/carers

High Level - Meetings should be arranged through the school office regarding high level concerns. The school office arranges appointments for all members of staff. Meetings should always be pre-arranged with members of staff. If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you. For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands

Class Dojo Messaging

Is a a useful way of communicating quickly between parents and the school. However, as well as having many advantages, this ease of access has also increased the demands made of staff.

As a school, our first priority is to deliver high quality teaching and learning. Staff cannot and are not expected to monitor and manage their inbox during lessons or at other times in the day, when they will be planning and preparing for lessons, assessing student work or carrying out school duties. To help manage the expectations of all, the following points are provided as guidance:

- We aim to respond to you as soon as possible
- Part-time staff may take longer to reply.

Parents and carers are able to access Class Dojo, once their child has been officially admitted to the school.

The messaging facility can be used to contact the following groups:

Who	Why	When
Class Teacher	In response to the teacher's message, general information, positive information	8.30 – 8.45am 3.30 – 4.00pm
School Office	Changes to end of day collection of child, ParentPay queries, general queries	8.30 – 9.00am 3.00 – 4.00pm
Attendance Team	Informing the school of a child's absence	8.30 – 9.15am

Out of hours will be in place around these times.

Other staff, such as the Headteacher and SENCO do not use dojo as a means of communication. Please contact the school office if you would like to make an appointment with them.

Unfortunately, some parents can use the messaging facility like a social media messaging service, inundating staff with messages throughout the day and night. It should not be used by parents for the following reasons:

- High level concerns and issues i.e. complaints
- General queries, where the answers can be found on the school story page, events section or school website. All other available communication methods should be used and parents should avoid messaging staff directly.

This list is not exhaustive.

The service should not be used like a social media messaging service i.e. facebook messenger. Use should be minimal. If it is deemed that the parent or carer is using the service excessively, and this is having a negative impact on the wellbeing of staff, a member of the senior leadership team will arrange a meeting with the parent/carer to discuss usage. This may result in changes to their access.

Telephone/email

Please use the main school office number or email address. The office staff will relay messages and emails to teachers as soon as possible. Lessons can never be interrupted for teachers to take calls. The school will aim to respond to you within 48 hours. If a call is urgent, please inform the office who will support you in the most appropriate way.

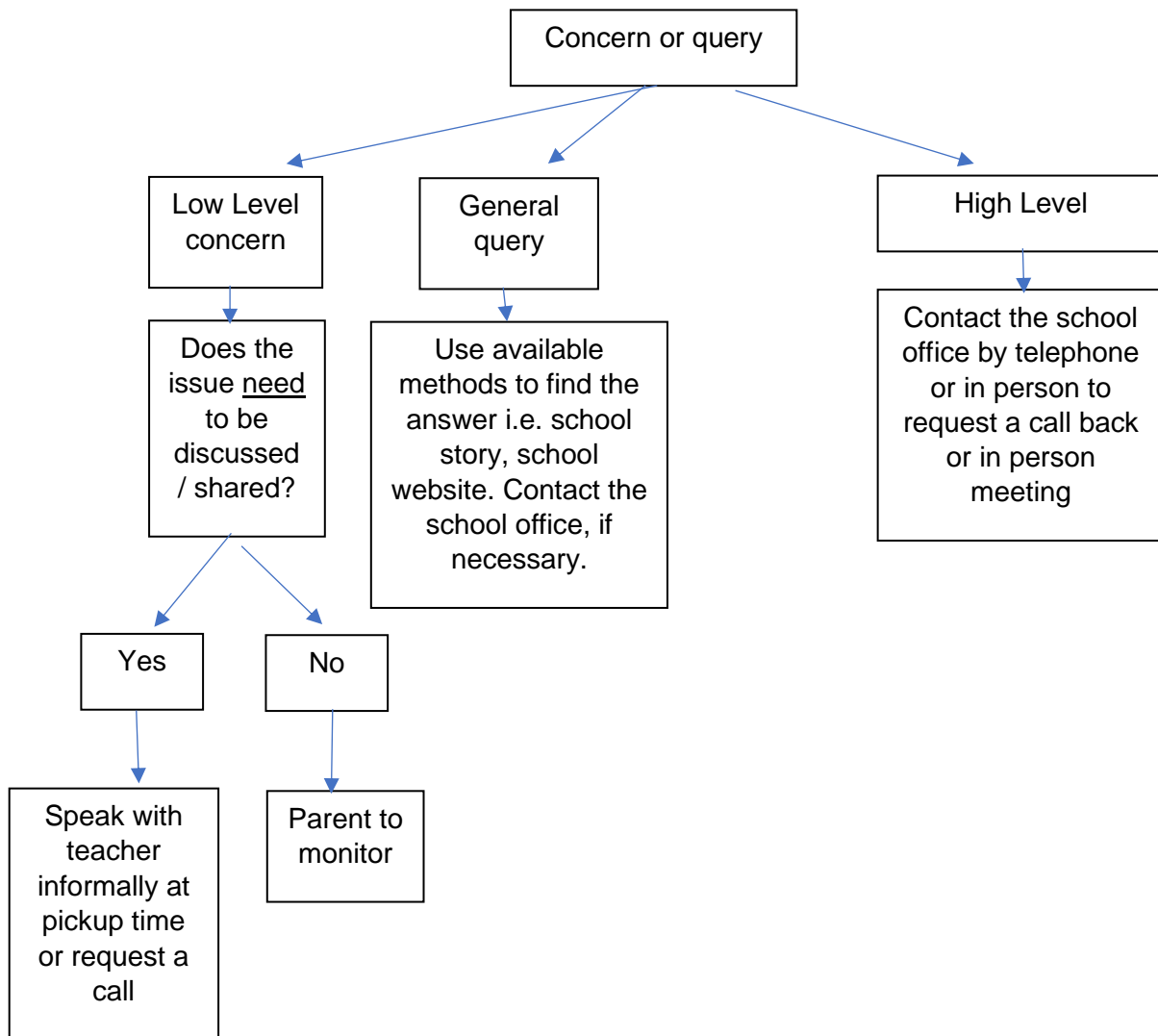
School Office: 01246 8

School Central Email: info@duckmanton.derbyshire.sch.uk

Communication by letter/reading diary brought into school by the child

Letters/reading diaries can be an easy way to get information to a teacher promptly and can be used as everyday communication. The pupil is responsible for showing the letter/reading diary to their teacher.

Communication Flow Chart for Parents



Methods of Communication for School Staff

Letters

We use letters for most of our communication with parents.

Letters should be checked by the Headteacher before they are sent to parents. They are then saved to the admin sharepoint folder, for reference.

Most of our letters are uploaded to class dojo and our school website.

Face to Face

This is the preferred method of communication.

Where possible, concerns should be communicated face to face to parents and carers. This may include:

- Low level behaviour incidents
- Red and Red alert incidents.

Meetings with parents should be arranged through the school office. The date of the meeting should be entered into the school outlook calendar. If the meeting can not take place during non-teaching time, cover should be arranged by making contact with an Assistant Headteacher.

Class Dojo

School Story – this is used by all staff to communicate 'whole school' information. This may include:

- Events
- Positive updates
- Useful information

Class Story – staff linked to the class may update the class story with information that is specific to that class. Teachers should update this at least once per week with information about the week's learning.

Dojo messages – we use the messaging service for the following reasons

- Red card / red alert incidents, where the teacher was unable to speak to the parent at the end of the day. Every effort should be made to speak face-to-face with the parent.
- Requests for support i.e. transporting children to/from events
- General information

- Bumps to the head, where the injury is not deemed urgent. These are sent out by the school office
- The office will also use it for other general communication

Dojo messaging is an informal method of communication and should be used by staff in limited quantities.

Dojo messages will not be sent by teachers or teaching support staff during teaching time.

Teachers should ensure a 'quite time' message is placed onto the messaging facility and, for wellbeing reasons, they are encouraged not to read or respond to parents outside of these hours.

First Aid slips

If a child has received first aid, he/she child will be issued with a white slip, which should be handed by the child or member of staff to the parent at the end of the school day.

In addition to this, bumps to the head will be communicated by the school office through a phone call (if further medical treatment may be required) or dojo message (if the injury is assessed as not requiring further medical treatment).

Email

From time to time, staff may find it appropriate to send an email which contains specific information. This will usually come from the school office address.

Teachers and support staff should not send emails from their school email addresses, unless agreed in advance with the Headteacher.

Telephone calls

will be made by the school to parents where immediate contact with a family member is required, e.g. when a child is unwell or when a pupil injury of significance has occurred. A staff member will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact. In the event that no contact can be made, the member of staff will either leave an answerphone message or ensure that repeat calls continue to be made to the contact numbers, where possible. It is the responsibility of parents/carers to inform the school office of any change of contact phone numbers.