



# St. Lawrence Primary School



## Communication Policy

### Introduction

Positive communication is an essential element of the aims and vision of St Lawrence Primary School. This enables our children and families to feel valued and listened to. The majority of this communication takes place through the frequent verbal interactions between families and staff as children are brought to and from school as well text and email, telephone and video calls.

### Aim

To ensure that St Lawrence Primary 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 communications between all members of the school community are open, honest, respectful, ethical and professional.

### Contact details

The school holds emergency contact details for all children on the School Information Management System (SIMs) and families are contacted on an annual basis to ensure that these are up to date. 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 practical 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 up-bringing and care of the child.

Families are welcome to visit the school to discuss their child's progress, ask questions, and gain support or to have the opportunity to talk about their child/home issues with their child's class teacher first, then Senior Leaders or the SEN Team. There are termly opportunities to meet the teacher in person at events such as Meet the Teacher, Learning Exhibitions and Parent Consultations.

Outside of teaching their designated class all staff have additional duties which they perform either before school, during break/lunch or after school. These duties will include care of children, organisation of extra-curricular activities or whole-school coordination of a curriculum subject. We aim to be able to facilitate requests for an immediate meeting, however for the reasons stated above, when this is not possible, staff may not be able to facilitate an immediate, unscheduled appointment but will aim to do so within 5 school days.

Arranging a mutually convenient appointment allows the school time to organise cover to make staff available to speak to the families and to gather any necessary information prior to the meeting. This process will make the meeting much more conducive.

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

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### **Class Curriculum Letters**

Families will receive a termly Year Group Curriculum Letter via email from their child's class teachers. This will identify the focus of the learning taking place during the period indicated and identifies how families can support their child's learning at home. You will also be able to find a copy of this letter on the school's website.

### **Emails and Electronic Information**

The school subscribes to In Touch, allowing us to email letters to families. Not only is this more environmentally friendly as it decreases paper usage, it also reduces photocopying and other costs in the school. We urge families to provide us with a valid email address.

Families are able to use e-mail as a means of providing a quick, effective way of communicating information about their child or to arrange a meeting with their teacher.

Families are reminded that teachers have little to no time during their teaching day to check emails and therefore requests which require immediate or quick action should not be sent via email. For example, emailing your child's teacher to inform them you will be collecting them for an appointment or to change pick-up arrangements is not appropriate due to the high likelihood that the message will not be read in time. It is important that families telephone the school office with this information.

Staff, if appropriate, may forward emails to the Headteacher or another senior member of staff.

All emails requiring an answer should be responded to within 3 school days. Staff are not expected to, and are discouraged from, checking and responding to emails outside of their working day. However, staff are encouraged to work flexibly and respond to emails in a way that suits them to balance their working hours. Staff do not expect families to read, respond or action emails outside hours that suit them.

Email does not replace face to face meetings where some discussion is required. All staff should seek face to face communications, when email is not the most effective form of communication. Staff and families are discouraged from entering into in-depth discussions about a child's progress or well-being via email.

Where it is not possible to use email, most written correspondence is passed on to families through face to face interaction at the end of the school day.

### **Home/School Communication**

#### **Telephone calls**

##### **Inbound**

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 telephone 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 within 3 working days.

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### Outbound

Telephone calls will be made where immediate contact with a family member is required i.e. for injuries, accidents or attendance issues. A member of staff 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 and so forth. In the event that 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.

### School Facebook Site/Social Media

Staff are advised not to communicate with families via social networking sites or accept them as “friends”. Our Facebook feed is designed to highlight positive aspects of our school only.

Any negative comments or complaints will be deleted and the school reserves the right to ‘block’ any user from the school’s page.

The PTA runs a system of ‘class reps’

### Written Reports

Once a year, we provide a full written report to each child’s families on their progress. This report identifies areas of strength and next steps. This is updated with your children’s progress towards the end of the year. We also provide two consultation meetings to talk about the initial report and progress.

### Parent Consultations

All families are provided with two, 10-minute meetings each academic year. Families are asked to sign up for an allocated date and time. If families prefer meetings on the telephone, these can be arranged.

Families are encouraged to request additional meetings should they have a concern regarding their child’s progress or well-being. Likewise, staff will arrange additional meetings if necessary.

### Annual Reviews for Children with a RoN

All children with a RoN will have an Annual Review each academic year to discuss their progress in relations to the aims and objectives of their plan and termly review meetings are held to ensure provision and support is appropriate.

### PEP

Children who are ‘Looked After’ and ‘Previously Looked After’ have a termly meeting to review their Personal Education Plan.

### IEP

Children on the Special Educational Needs Register, have an updated Individual Education Plan every term which is provided to families. Each IEP offers practical advice to families on how they can work with school staff to support their child in achieving targets to assist the child’s progress.

### School Website

[The school website](#) provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

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### Complaints

Our school procedure has been written following guidance from the Children, Young People, Education and Skills (CYPES) Department.

It ensures that we as a Government of Jersey school follow and are in line with the Government of Jersey [Customer Feedback Policy](#).

The various steps of our school's complaints procedure outline the actions we will undertake to respond to concerns and complaints in line with Stage 1 of this government policy.

### Requests for Information

Please refer to the Department of Education [Data Protection Policy](#) for information about freedom of information and Subject Access Requests.

Version	Date Issued	Issued by	Reason for Change	Presented To (initials to agree policy has been read and understood)	Approved by:	Date
0.1	September 2023	Astrid Jansen	Draft	Whole staff Inset day Sept 2024	Amory Charlesworth	Sept 2024
0.2						
0.3						

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