



Bishop Martin CE Primary School

Parents/Carers Communications Policy

Learning Together, in God's Love

At Bishop Martin, we INSPIRE and empower all members of our school community, providing the knowledge to enable everyone to thrive and flourish. Guided by our Christian Values, we are all determined to serve and lead the diverse world we live in treating everyone with compassion, dignity and respect. Hope and aspiration support all to grow and believe that

"...with God all things are possible."

Matthew 19:26

Our Christian Values

Christian Values Year 1	Thankfulness	Trust	Perseverance	Justice	Service	Truthfulness
Christian Values Year 2	Generosity	Compassion	Courage	Forgiveness	Friendship	Respect

Introduction

At Bishop Martin, we pride ourselves on having a warm, welcoming school. We know that effective communication between school and home is essential to the success and wellbeing of our pupils, and that children achieve more when schools and parents/carers work together and in partnership.

In our school we aim to have clear and effective communications with all parents/carers and with the wider community. Effective communications enable us to share our aims and values, through keeping parents/carers well informed about school life. This reinforces the important role that parents/carers play in supporting the school.

This policy outlines the importance of effective communication, the various ways in which parents/carers can contact our school and expectations regarding the ways in which staff and parents/carers communicate.

Our communication agreement:

All communication at Bishop Martin will...

- *Keep staff, pupils, parents/carers, governors and other stakeholders well informed.*
- *Be open, honest, ethical and professional.*
- *Be clear and easily understood by all (standard font will be used).*
- *Be actioned within a reasonable time*
- *Use the methods of communication most effective and appropriate to the context, message and audience.*
- *Ensure that staff are fully informed of all relevant school activity to enable them to be as effective as possible in their role.*
- *Take account of all relevant school policies.*
- *Be compatible with our Christian values and overarching vision.*
- *Written communications with parents/carers and other external contacts must comply with agreed practice.*
- *Be inclusive of all appropriate stakeholder groups.*

The school will:

- *Ensure parents/carers and children have clear lines of communication.*
- *Clearly communicate the curriculum and what your child will be learning to parents/carers.*
- *Inform parents/carers of forthcoming events within appropriate timelines.*
- *Treat all communications as confidential within the school context.*

Parents/carers will:

- Thoroughly read all communications provided 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 parent/carer meetings).
- Comply with the school's 'Acceptable Use' policy, please follow this link https://www.bishopmartince.co.uk/serve_file/23970287

*Issues should be raised with a class teacher in the first instance; these may then be escalated to school's senior leadership team if necessary.

Methods of Communication

Below we have listed the ways in which parents/carers and school staff can communicate. We have set out the purpose of each form of communication as well as the time scale so that we can manage expectations in terms of response.

Parentmail

This is our main form of instant communication about what is going on in school. We will send information regarding school updates, letters for parents/carers, our newsletter and any other relevant information we need to share with parents. This is also used to set up payment items and provide consent.

Newsletter

The school newsletter is sent out via Parentmail regularly. The school uses 'Sway' as a means to share the school newsletter as this is accessible and user friendly for mobile phone and other mobile devices. The newsletter contains important information about upcoming events, individual and class celebrations and achievements and any other relevant information relating to the school, church and community. We ask that any items for the newsletter's Wall of Fame be sent into the school communication email address (communication.bishopmartin@ldst.org.uk).

Headteacher/Senior Leadership Team

Members of the Senior Leadership Team will be on the gate each morning (from 8.45am to 8.55am) and at the end of the school day (from 3.30pm to 3.40pm). They will be available to ask quick questions regarding school events or pass on messages or information regarding individuals. If necessary, parents/carers can request an appointment (via the SLT on the gate or the school office) to have the opportunity to talk about their child/home issues with either the child's class teacher or the Senior Leadership Team in great detail. These appointments will be set for the earliest possible convenient time for all parties. Please keep in mind that teachers will be teaching from 8.45am most days therefore will not be available for parents/carers to speak to first thing in the morning.

Website

Important school information such as policies, term dates, uniform suppliers and topic overviews are all on our school website. Parents/carers are asked to use the website to access information they may need. Each class has a specific class page that is updated regularly by class teachers with relevant information, including details about PE days, homework and topics covered during each half-term. Under the INSPIRE Curriculum tab, you can also find more information about each subject area, including long term plans and knowledge organisers.

Communication Email

We require all emails to go to a central email address which is monitored regularly by the Senior Leadership Team and shared with relevant staff where necessary. We ask parents/carers to use the email address communication.bishopmartin@ldst.org.uk to communicate with teachers as this mailbox is always monitored and a member of the team able to respond. Emails to individual teachers will not be responded to. All emails will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note: all emails should specify the member of staff to whom the query is addressed. We aim to acknowledge emails within 2 working days with a response to the enquiry from the relevant member of staff within 5 working days (during term time).

There is an additional email address for contacting the school SENDCO, Mr Byrne, which is bishopmartinsenco@ldst.org.uk. This email address can be used for completing and sharing any documents or paperwork needed, arranging meetings or raising concerns. Again, we aim to acknowledge emails within 2 working days with a response to the enquiry from the relevant member of staff within 5 working days (during term time).

For any emails that are just for the attention of the Headteacher or Assistant Headteacher, please send these to the admin email BishopMartinAdmin@ldst.org.uk and mark FAO Miss Broom/Mr Gordon.

Letters

Any letters should be passed through to the school office; this can include letters regarding appointments etc. 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 aim to respond to letters within 5 working days (during term time).

Telephone

This would be appropriate where enquiries are deemed more urgent by the parent/carer, such as communicating particular information about the child to the school. We ask parents/carers to phone the school on 0151 428 6295. If the call requires a response from a member of staff, we aim to do this within 2 working days. If the phone call is during the school day, a message will be passed to the relevant teacher(s) and they will return phone calls when not teaching within 2 working days.

Reading records

All children have a reading record. This enables parents/carers and teachers to record a wide range of information about their child's reading and learning. These can sometimes be used to communicate messages between school and home specific to reading. For more important messages, parents/carers must use one of the other forms of communication e.g. telephone, letter or email.

Parents' Meetings

We arrange various meetings for parents/carers throughout the year e.g. Meet the Teacher. Meetings are held prior to any residential trip to inform parents/carers of planning, content and arrangements. Several meetings for new parents/carers, for example parents/carers with pupils in Reception, are organised at appropriate times for them to receive information prior to their child starting at the school.

Meetings

If necessary, parents/carers can visit the school to ask questions, to gain support or to have the opportunity to talk about their child/home issues with either the child's class teacher or the Senior Leadership Team. We aim to ensure the communication between home and school is prioritised and want to support our families as best we can. Issues should be raised with a class teacher in the first instance; these may then be escalated to school's senior leadership team if necessary. Parents/carers are asked to either phone the school office or contact school via the communication email to make an appointment giving a brief outline of what they wish to discuss. This allows the school time to organise cover to make staff available to speak to the parents/carers. We will aim to make meetings within 5 working days and are willing to meet either before (from 8.00 am) or after school (3.30–4.30 pm) to fit in with parents/carers. If parents/carers are unable to keep a meeting, please can we ask that they give adequate notice e.g. ring the school if it is on the same day. Parents/carers should not expect to meet teachers during the school day, unless by prior arrangement, as they will be focused on teaching and learning.

Written Reports / Parents' Evening

In November and March, parents/carers will be invited to Parents' Evening. We will use an electronic booking system so that parents/carers can choose a time that suits them. During the Parents' Evening we update parents/carers about their child's progress during the term, discuss learning behaviour and set targets for pupils to continue to improve. We will also share pupils' current attendance and dojo score.

At the end of the academic year parents/carers will also receive a school report sharing children's progress across the year. This report will also contain relevant assessment information including statutory assessments including:

- Y1 Phonics Screening Check results
- Multiplication Check results
- KS2 SATs results

Communication during a residential

When children are on a residential, we are focussed on ensuring they learn as much as possible from their experience. During the residential, school staff will be extremely busy and there will be limited communication. We will send out picture updates using the school 'X' (formerly Twitter) account. We will also send two parentmails each day: one in the morning and the other in the evening. This will be a short update to let parents/carers know children are ok and share what they have been doing. This communication will be made clear at the parent meeting for individual residential.

Dates for the Diary

A calendar of school events will be share with parents/carers on the school newsletter. These will be updated regularly to ensure parents/carers are given as much notice as possible about forthcoming events.

Governors

Governors should be contacted via the school email BishopMartinAdmin@ldst.org.uk or written communications left at the school office (which will be forwarded to the Chair of Governors). As governors support the school in a strategic role, if parents/carers contact them on a matter to do with the management of the school, governors will be unable to respond and will direct parents/carers or carers to take their concern to the school.

Parents' WhatsApp Groups

These are not an official school means of communication and parents/carers' are aware of such. Parents' Whatsapp Groups are organised and run by parents/carers, and parents/carers are reminded about the school's Acceptable Use of the Internet Agreement for Parents.

Seesaw

Teachers use Seesaw to set and collect some of our homework tasks, upload tasks from specific lessons such as computing and share learning from class when it is appropriate. All pupils will have a log on to their own journal page and they can use this to access their activities.

Parents/carers are also encouraged to use Seesaw to share experiences to contribute to children's Inspirations. More information about Inspirations can be found here:

<https://www.bishopmartince.co.uk/page/inspirations/146883>

Confidentiality

We hold information on 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/carers about the types of data we hold, why we hold that data, and who we may pass it on to. We will be compliant with the Data Protection Act 2018. Parents/carers have a right to view the information we hold, and we have contact details of the agencies to which our information is passed.

Policy Approved: May 2024

Policy to be reviewed: September 2024