

Jennett's Park CE Primary

Communication Policy



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Published	Yes
Website Status	Non Statutory

Communication Policy from Jennett's Park CE Primary

Aim

We promise as a staff and community to try to serve the common good with our work as part of the Church of England.

Educating for Wisdom, Knowledge and Skills	To help grow resourceful , resilient and reflective children who are equipped with the skills , knowledge and tenacity empower themselves, their learning throughout their lives.
Educating for Hope and Aspiration	To inspire and enrich lives beyond current opportunities and experiences in order to open minds to the potential their future holds
Educating for Community and Living Well Together	To be a multi-cultural, inclusive community of individuals loved by God who feel valued and involved where we create qualities of character to enable people to flourish.
Educating for Dignity and Respect	That children might know how much that they are loved and valued by so that they might show dignity and respect for themselves and others by carefully and safely thinking through their actions.

At Jennett's Park CE Primary School we aim to have clear, effective, high quality communication among staff and with students, parents, governors and members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

We have said repeatedly that the reason we serve our community well is because of three things:

Honest two-way communication where you can tell us what you need / feel and we can do the same. That is not the same as being blunt or rude. Tell us what you need and we will try to get it done if it is possible. It might not always be possible but if it is then we can send messages. It may not be personal one-to-one responses; we do not have capacity for that. It may be your solution is given in a daily briefing or summed up in FAQ or in the weekly newsletter.

Communication is two-way. Please do your part in communication by sharing and reading what we send out. If anybody you know says they do not receive or bother to read emails, tell them to do so. Tell them to sign up to sQuid. Tell them to read the newsletter. Tell them to look at the website. And Tapestry or Seesaw. Tell them they need to do their part and to be proactive.

Trust between both sides - we genuinely want the best education for children and know you do too. We are humbled to say that the staff team are dedicated, kind, hard-working and not to boast the best team we could want. Why is that? They have a lot of trust in our school Governors, the Bonitas Trust, and the future we will have but also in you. We trust research and listen to advice.

The Rainbow Promise of Values lift us higher collectively-it is the why we are doing this. Many of you chose us as we are your local school. We serve our community as a Christian school. Our values are laid out clearly to unite us whatever you believe in as the Rainbow Promise. It is that that glues us together and gives us strength. The Rainbow is - Love, Honesty, Respect, Peace, Forgiveness, Patience, Support, Kindness & Joy.

Think again of the opposite words- hate, lying, intolerance, war, punishment, impatience and resistance, hindrance, cold-heartedness and misery. They stick in the mind. Say them or think them. They sound awful. Individually each word is not too bad but if we are honest we have each dabbled in a few at some points. We know at times anyone can be intolerant of people who say or do unkind things but you should challenge yourself to stop and listen. We use the symbol of the rainbow to promote good. Help us and we can share and do good things.

Do email in to secretary@jennetts.bonitas.org.uk if you have different questions that need answered- we will do our best to get you the information.

Objectives:

All communications at Jennett's Park CE Primary School should:

- Keep staff, students, parents and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon free English and be easily understood by all
- Be actioned within a reasonable time
- respect the dignity of the recipient.
- Use the method of communication most effective and appropriate to the context, method and audience
- Take account of relevant school policies e.g. Confidentiality, Safeguarding, Equalities
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The following outlines the school policy with regard to communication between home and school.

All emails sent to secretary@jennetts.bonitas.org.uk who will direct to the most appropriate person.

At JPCE we communicate outwardly to our community in these ways

- Website
- Weekly newsletter
- Tapestry & Seesaw
- Yeargroup curriculum letters every half term
- End of year expectations
- Printed reports for Autumn and Spring settling in & End of year reports
- Sways/ video blogs and photo reels
- For those with SEND Individual Education plans and additional meetings
- Team around the Family meetings for those in need of bespoke care & support
- Parent workshops
- Reminders on doors / Parents welcome boards

**Parents can communicate to us by**

- Letters to school
- Emails to secretary@
- Responding to questionnaires and surveys
- Attending the two parent teacher meeting and end of year school open evening each year
- Responding to two progress and effort reports, one full report
- EYFS and Year 1 can like and comment on Tapestry
- Joining in parent forum meetings

Principles

Our priority is to teach children. The correct route of concerns is to speak to class teachers (you may book this via the office if the start or end of day is not long enough). If class teachers are unable to resolve issues with you after a few meetings then please make an appointment with your Phase leaders, then SENDCO's/ Acting Deputies or the Family Support Worker. Parents who come to

office demanding an immediate appointment may not be accommodated. This would be the same in any school or indeed doctors, lawyers or dental surgeries.

1. Within 48 hours - receipt of an email/ letter will be acknowledged (during term time but not necessarily over a weekend).
2. Within 5 working days - provide a response to the email by telephone or in writing (including an email). This may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected.
3. If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.
4. Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and published school holidays). Whilst parents may compose emails at all sorts of hours to suit their own needs we will not reply outside of a member of staff's normal working hours.
5. Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a senior line manager in the school, who will decide if consideration needs to be given to dealing with further communication under the schools 'Persistent Complaints and Harassment Policy'.

Types of communication

Our website

To ease communication we will be revamping this over the next year. We have taken the decision to reduce the amount of attachments so that visitors to the site can be monitored.
<https://www.jennetts.bonitas.org.uk/>

Newsletters & year group letters

Weekly newsletters are emailed out to parents sharing whole school events, dates, celebrations and requests. They are added as links to sQuid emails so that the number of people reading can be monitored.

Yeargroup newsletters and end of year expectations are shared on the Website.

Meet the teacher sessions & workshops

We offer bespoke sessions throughout the year in terms of workshops. 2018-19 the school ran over 40 different workshops from maths, early English, esafety, behaviour and safeguarding. Last year even prior to covid we ran 25. Dates are published in the newsletter. Suggestions are always welcome

Letters

Letters are written formally in some circumstances for example to inform parents of serious behaviour or notes of agreed meetings. Staff will endeavour to reply to parents' letters as quickly as possible see above for timeline. Letters must be approved by a member of SLT before posting. Copies of correspondence with parents will be placed on student files.

E-mail

Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required. See above for timeline All e-mail should be treated

as letters and should be checked carefully. E-mail sent should be written carefully, in the same way as a letter written on school headed paper.

Emails sent at weekends may not be dealt with until the following working week, and emails sent in holidays will probably elicit no reply until term-time. Under no circumstances should staff contact students, parents or conduct any school business using personal email addresses.

Telephone Calls

This is a highly effective method of communication but does limit the ability to fully read the reactions of the other person. Staff should take notes about the content of telephone calls, as they would with meetings with parents. Notes from telephone calls, including main points of discussion and action required/taken should be kept on student files.

Meetings with parents

Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting with the member of staff. This request should be responded to within the usual communications protocols and in a timely manner. Parents should not come to the school to talk to a member of staff without an appointment. If a parent comes to the school without a prior appointment, the member of staff may still choose to meet with them, but there is no expectation to do so.

Parents (like all visitors) should report to Reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. A member of staff may ask for their line manager to accompany them. If a meeting with a parent is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation. Staff should call a meeting to a close in the event of the parent becoming angry or abusive. Incident reports will be passed to the Headteacher. The member of staff should report such an incident to their line manager and seek further advice. The line manager should either accompany the member of staff to a further meeting with the parent or hold it without the original member of staff present.

Online meetings

Whether run in a group fashion or 1:1 online meetings have the potential to be truly beneficial to speed ease of communication. Expectations are the same as face to face. Parents should familiarise themselves with the technology offered – mainly Teams, School Parents System and Zoom. Whilst the school can offer some advice they cannot spend inordinate amounts of time facilitating this with parents. We recognise this may be frustrating as we all settle to new ways of working.

SQuid / Tapestry and Seesaw

All of the named methods are recent additions to aid communication. Whilst we aim to be jargon free our provider(s) have chosen otherwise! Below is a brief summary of what each one does

Name	Purpose	Yeargroup	Expected frequency
SQuid	Sending out weekly newsletter links Communicating emails to parents directly for individual issues Paying monies	All	One newsletter per week, rest bespoke

Tapestry	Tapestry builds a very special record of a child's experiences, development and learning journey through their early years and primary education.	EYFS and Year 1	2 or more items per week
Seesaw	Seesaw creates a powerful learning loop between students, teachers, and families - Students use built-in annotation tools to capture what they know in Seesaw's digital portfolio Teachers deeply understand student thinking and progress — enabling them to teach better	Year 2 and above	Weekly homework and used for online learning

Social Networking Sites/Blogs etc

Staff will not communicate with parents or students via social networking sites or accept them as their “friends”. The exception is networks or blogs set up specifically for the purpose of teaching and learning.

Links with other policies

This policy is linked to our:

- Behaviour policy
- Child protection policy and coronavirus addendum to our child protection policy
- Data protection policy and privacy notices
- Home-school agreement
- SEND Policy
- Equality Policy