

Moorthorpe Primary School



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Communication Policy

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Introduction

Positive communication with our families is an essential element of the aims of Moorthorpe Primary School. This enables our children and families to feel valued and listened to.

Aim

To ensure that Moorthorpe 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 system (Integris) and families are contacted on an annual basis to ensure that these are up to date. We ask that parents and carers provide at least two emergency contact names/numbers to go on this system. Families are expected to inform 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 practicable means to contact families. This may include messaging on school Dojo.

Communication with Families

Hereafter the term 'families' will be used to refer to all those individuals who have a role in the upbringing and care of the child.

The following list, while 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.

Meet the New Teacher

When families are provided with information about their child's next class and class teacher in the summer term, they will be given an opportunity to come in at the end of the 'All about me' day. The new class teacher will introduce themselves and be available for a brief talk if required. There will also be a photograph of the new class teacher and some 'pupil friendly' information about themselves uploaded onto the class Dojo pages.

Newsletters

The headteacher produces a monthly newsletter which goes out at the start of every month with updates and diary dates. This goes out via Parentmail and is uploaded onto the school Dojo page and school website.

Parentmail

As pupils join our school, we ask families to sign up to Parentmail. This is the system used to send out all letters and book on breakfast club and parents' evening. We are a cashless school therefore this is also the method of paying for trips/visitors.

School Website

We use the news feed on the school website to regularly update our families and to share important information. A calendar of events and dates is available. The website address is:

www.moorthorpeprimary.co.uk

Class Dojo App

The school uses the Class Dojo app as a means of communicating with families and families being able to communicate with staff. All families are encouraged to sign up to their class page at the start of each school year. This is where most of the class and school information will be posted.

Families and staff can leave whole school/class messages or can also send and receive private messages. We ask all families to respect working hours of the school and staff. If a message is sent to a member of staff out of hours we cannot guarantee that messages will be read or responded to until the next working school day. We also remind families that this is a service for adults therefore children should not be posting or sending messages using this app.

Any information about absences (including medical appointments) should, in the first instance, be directed towards the school office by phone. If this is not possible you may wish to complete the absence form on the school website. Mrs Hardy may be contacted about absences and may contact you in return.

At the start of each new term each class teacher will update class Dojo pages with any information about the class, including any dates of class trips or events and general class information such as PE days and homework. The class teacher will regularly update their class Dojo page with information, photos and videos to update families on their child's learning.

Knowledge Organisers

At the start of each half-term each class teacher will produce knowledge organisers. These will be uploaded onto the class dojo page. They provide information about the knowledge that the children will need to learn and remember that half-term. We would appreciate it if families could spend time at home learning the knowledge in the knowledge organisers. We will also be working on this in school. At the end of each half term all children will be quizzed on what they have learnt from the knowledge organisers. Quiz results will be recorded and monitored.

Telephone Calls

Our school telephone number is: 01977 642820.

Inbound

All telephone calls will be answered by staff in the main school office between 8am and 4pm. 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 as soon as possible and within 2 school working days.

Outbound

Telephone calls will be made where immediate contact with a family member is required i.e. for injuries or accidents. 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. It is imperative that the school always has an up to date contact number for each family. Should there be an emergency with a child, we need to be able to contact the family quickly.

Facebook/ Twitter

We have school Facebook and Twitter pages however these are not used as widely as our Dojo system. Please be aware that staff are not allowed to communicate with families in school via social networking sites such as Facebook (unless they are close friends/family out of school). Please do not send friend requests to staff members as they will be unable to accept.

Written Reports

Once a year, in July, we provide a full written report to each child's family on their attainment and progress. This report identifies areas of strength and next steps and families are welcome to request a meeting with the class teacher to discuss content if needed.

Parents Evenings

All families are invited to attend two meetings with the class teacher, each academic year. This is usually around November and March. We hope families choose to speak to the teacher face to face in school, however where this is not possible telephone appointments may be made. We would like all families to speak to the class teacher in some form at these times. Families are asked to book an allocated date and time via Parentmail. Should the appointment day not be suitable, families are asked to contact their child's class teacher in person or via Dojo who will make every effort to arrange a more mutually convenient time.

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.

Daily Concerns

If a family has concerns about a specific event on a specific day we ask them to contact the class teacher to discuss this during working hours. This may be possible if it is a brief message that can be passed over at drop off or by contacting the school office. If a family need to urgently speak to a teacher at the end of the school day we ask that they talk to the school office and ask to meet with the teacher or wait until all pupils have left.

We ask that families do not try to speak to teachers on the school door as they are dismissing the children. This is often a hectic time and it is important that teachers are able to make sure that all children are dismissed to the appropriate adult at the end of the day.

Families must ask to speak to the class teachers and not the teaching assistants. If teachers are not available immediately they will contact the family as soon as possible. We ask that families do not talk to school staff about concerns if they see them outside of school, in the community. If a family has any concerns we ask them to contact the school directly and arrange to meet with the class teacher.

Contact with the headteacher, learning mentor and Wellbeing Mentor

The headteacher and pastoral team are in the playground meeting and greeting families every morning (and most afternoons). We are there to ensure our families have a positive start to the day. If there are any immediate concerns or appointments need to be made, please to speak to one of us.

In addition, we have monthly coffee mornings from 8.50am – 9.30am where parents/carers can come into school for a relaxed chat over refreshments, ask any questions, make suggestions and take away ‘pre-loved’ uniform as required.

Annual Reviews for Children with an Education, Health and Care Plan

All children with an Education, Health and Care Plan will have an Annual Review each academic year to discuss their progress in relation to the aims and objectives of their plan. Regular contact will be made with families, as needed, to ensure that the needs of all children are being met.

Complaints

All formal letters of complaint will be dealt with in accordance with the school’s Complaint’s Policy. This can be found on the school website or a copy can be provided from the school office.

Requests for Information

Please refer to our Data Protection and GDPR policy for copies of children’s records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings.

If, at any point, with any form of communication, the message becomes inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it is unacceptable, then actions will be put in place.