

Crofton Hammond Infant School

SCHOOL COMMUNICATION POLICY



Policy approved:	March 2024	FGB
Signed:	<i>S Hosmer</i>	Headteacher
Signed:	<i>W Shirley</i>	Chair of Governors
Date of next review:	March 2027	Every 3 Years
Monitored and evaluated by:	Full Governing Body	Annually

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1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to anyone who has parental responsibility.

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's Online Safety and Computing Acceptable Use policies.

- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will aim to respond to communication during core school hours (08:30-16:30), or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

The Online Safety Policy is available to view under the Statutory Information page on our website.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

We will not accept any communication that is considered disrespectful, abusive or threatening, for example language which is rude, aggressive or swearing.

Parents should **not** expect staff to respond to their communication outside of core school hours (08:30-16:30) or during school holidays.

3. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Email

This is our primary communication tool and we will use email to keep parents informed about the following things:

- Upcoming school events, clubs and trips (including links to relevant forms)
- Scheduled school closures (such as staff training days)
- School surveys or consultations
- Class related activities or teacher requests
- Fortnightly newsletters
- Wraparound care bookings and payments
- Parents evenings
- Crofton Hammond Infant Parents and Staff (CHIPS) information

3.2 In-App Messages

We will use the Arbor In-App Message system to:

- Send out reminders of upcoming events, which are outside of the fortnightly newsletter emails
- Advise of any minor first aid treatment administered during the school day
- Query on wraparound care bookings or payments
- Query on parent or child information held on the Arbor system
- Respond to messages sent in from parents

The In-App messages are available via both the Arbor Parent Portal or Arbor Parent App. If you require assistance logging into the system please contact the school office.

3.3 Phone calls

We will use a phone call to contact parents when we need to:

- Advise of more serious first aid treatment administered during the school day or to request a pick up
- Ascertain reason for absence if we have not heard from a parent by 09:00
- Discuss child's well-being or any concerns relating to the child
- Seek medical or dietary guidance
- Discuss participation at activities, clubs and trips, including wraparound care
- Other instances when a prompt response or acknowledgement is required

3.4 Text messages

The use of text messages to parents will be limited to:

- Short-notice changes to the school day (such as club cancellations)
- Emergency school closures (for instance, due to bad weather)

3.5 Reports

Parents will receive the following information from the school about their child's learning:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on Key Stage (KS) 1 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.6 Meetings

We hold 2 parents' evening over the academic year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.7 Calendar

Our school website includes our school calendar (located under the parents/chips tab). Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days,

special assemblies or visitors, or requests for pupils to bring in special items or materials). Any such event will be included in the school calendar as well as being included in the diary dates section of the newsletter.

3.8 School website

Our school website contains lots of information about the school, including:

- School times and term dates
- Statutory policies and procedures
- Curriculum information
- Contact details
- Latest news and events
- Information about clubs including our wraparound care provision

Please check the website before contacting the school.

4. How parents and carers can communicate with the school

Parents should use the list in Appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents should primarily email the school, about non-urgent issues in the first instance, using adminoffice@croftonhammond-inf.hants.sch.uk. Non-urgent issues might include things like;

- Queries relating to an email received
- Queries relating to clubs, activities and trips, including wraparound care bookings or payments
- Absences, including confirmation of appointments
- Changes to pick up arrangements (not for the day same)

We aim to acknowledge all emails within 1 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

If a query or concern is urgent, and parents need a response sooner than this, please call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will contact them within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 3 working days of your request.

If the issue is urgent, parents should call the school office on 01329 663733. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Non-Attendance

- Late for collection or change to on the day pick up arrangements

4.3 In-App Messages

Parents can use the Arbor In-App Message system to:

- Advise of children's absence or change to pick up arrangements
- Query wraparound care bookings or payments
- Query on parent or child information held on the Arbor system
- Respond to messages sent from the school

The In-App messages are available via both the Arbor Parent Portal or Arbor Parent App. If you require assistance logging into the system please contact the school office.

4.4 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see Appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

While teachers are sometimes available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 3 years. The policy will be approved by the full governing board.

7. Links with other policies

This policy links in with the following policies on:

- Code of Conduct
- Complaints
- Home-school Agreement
- Online Safety
- Staff Wellbeing

Appendix 1: school contact list**Who should I contact?**

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on adminoffice@croftonhammond-inf,hants.sch.uk or 01329 663733
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to initially respond to all emails within 1 working school day.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher via adminoffice@croftonhammond-inf.hants.sch.uk
My child's wellbeing/pastoral support	Mrs Bosustow, ELSA via adminoffice@croftonhammond-inf.hants.sch.uk
Payments	School office via email or Arbor In-App message
School trips	School office via email or Arbor In-App message
Second Hand Uniform and lost items	chipspta@gmail.com or the school office
Attendance and absence requests	If you need to report your child's absence, either call, email or send an Arbor In-App message If you want to request approval for term-time absence please complete a leave of absence form which is available via the office or school website
Bullying and behaviour	Initially your child's class teacher via adminoffice@croftonhammond-inf.hants.sch.uk
School events/the school calendar	School office via email or Arbor In-App message
Special educational needs (SEN)	Mrs Philipson, SENCO via adminoffice@croftonhammond-inf.hants.sch.uk
Before and after-school clubs	School office via email or Arbor In-App message
Hiring the school premises	School office via email or Arbor In-App message

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
PTA	chipspta@gmail.com
Governing board	The Clerk to the Governors via the school office
Catering/meals	School office via email or Arbor In-App message

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy, which is available on our website.