

Communication (Parents/carers) Policy

Greenside School



Greenside School
Learning Achieving Together

Approved by: Governing Body

Date: January 2022

Last reviewed on:

Next review due by: January 2025

Introduction

Positive communication is an essential element of the aims and vision of Greenside School. This enables families to feel valued and listened to. The majority of this communication takes place through the frequent verbal interactions between families and staff, with by email/face to face or by phone.

This policy focuses on sharing the tools and expectations of communication. So families and professionals are aware of our communication tools and expectations.

Other policies speak about communication, these will go into further detail depending on the reason:

- Child Protection policy
- Health and Safety policy
- Assessment policy
- Learner attendance policy
- Grievance policy

Aim

To ensure that Greenside School is a thriving and successful school, we must communicate effectively with each other, with our learners, with their families and with other members of the wider community. We need to ensure that communication between all members of the school community are open, honest, respectful, ethical and professional.

Contact details

The school holds emergency contact details for all learners on the School Information Management System and families are contacted on annual basis to ensure that these are up to date. We ask for minimum of three contacts in case of emergency. 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 practicable means to contact families.

Communication with families

Hereafter the 'families will be used to refer to all those individuals who have a role in the upbringing 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 learner/home issues with their learners class lead first, then Area lead or specific teams within the school. Our school office can advise who best for your communication to be directed to and should be used as a, switch board, for questions and information gathering by parents.

During the school day it can be hard for class leads to leave their class to answer calls/questions. Families are to be mindful of the impact on Teaching & Learning of calls during the day. Although even, outside these hours class leads have additional duties and prep to complete. It may not be possible to organise an immediate meeting, but aim to do so **within five school days**

Arranging a mutually convenient appointment allows the school time to organise cover to make staff available to speak to 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:

-Home/School Communication

Families will agree a linked method to communicate daily. Many of our learners have difficulty communicating and we know that families value knowing what their child is learning, eating and doing in the day. The content of this communication will depend on the particular needs of the family. This is agreed each September.

Families are to be mindful of the impact of this communication and to keep communication requests to what is needed to know. Many classes have multiple learners and we would not want this communication to overly impact Teaching and Learning.

The daily communication can be via a home/school book, email or phone call.

-Emails and Electronic Information

The school subscribes to SchoolComms to allow us to email parents easily. Home/school emails often come from Class leads professional email accounts. While whole school or 'administrative' communication is communicated through schoolcomms. This is environmentally friendly and reduces photocopying of letters. We urge families to sign up to Schoolcomms. Information can be gained from the school office.

Families are permitted to use email as a means of providing quick, effective way of communicating information about their child or to arrange a meeting/phone call from a class lead. Families are reminded that class leads have little, to no time during the teaching day to check emails and therefore requests which require immediate or quick action should not be sent via email. It is important that families telephone the school office with information of immediate value. If appropriate any emails/calls may be forwarded to member of SLT.

Where it is not possible to use email, written correspondence is passed to families through face to face interactions, post or via phone.

-Schoolcomms

The school has a text/email system (SchoolComms) which is used to communicate with families. Families are to ensure that they are able to access this system (if not to communicate to the school). whole school information, closure days and other important info will be communicated via this method. Ideally within the app that can be downloaded and used by families

-Telephone calls

Inbound

All telephone calls will be answered by staff in the main office. Where possible we avoid interrupting teaching. Often office staff will take a message and pass onto class leads at lunch or via email.

Calls of an emergency nature will be passed onto the relevant person needed ASAP

Messages taken will be 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**

Outbound

Telephone calls will be made where immediate contact with a family member is required i.e. for injuries, illness and 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 names contact and so forth. If no contact can be made, staff will leave a message and ensure repeat attempts are made.

It is important that families ensure a responsible person can be contactable during the school day.

-Evidence for Learning

Greenside uses an online program called Evidence for Learning. This is owned by Teacher Cloud and is used securely in school to capture videos/photos and information of each learners attainment and progress. Parents are able to have access to their learners online portfolio, via an app of website address.

Parents that wish to have access to the portfolio can do so by emailing Alex Tomkins (Deputy Head)

-Education, Health and Care Plan (EHCP) Meetings

Each learner has an EHCP each academic year. These can be face-to-face in school, via TEAMS or on the phone. Often other professionals attend. During this meeting the EHCP document is reviewed and there is time to talk about the general progress and achievements for the learner over the year.

An important part of these meeting is reviewing the outcomes that are tracked and worked on in class

-School Website

The school website <http://www.greenside.herts.sch.uk/> provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

Complaints

All formal letters of complaint will be dealt with in accordance with the school's separate Complaints Policy.

All formal letters to families must be approved by SLT before they are sent

