



St John the Baptist Church of England Primary School

Communication Policy	
Date policy approved:	May 2023
Date due for review:	May 2026



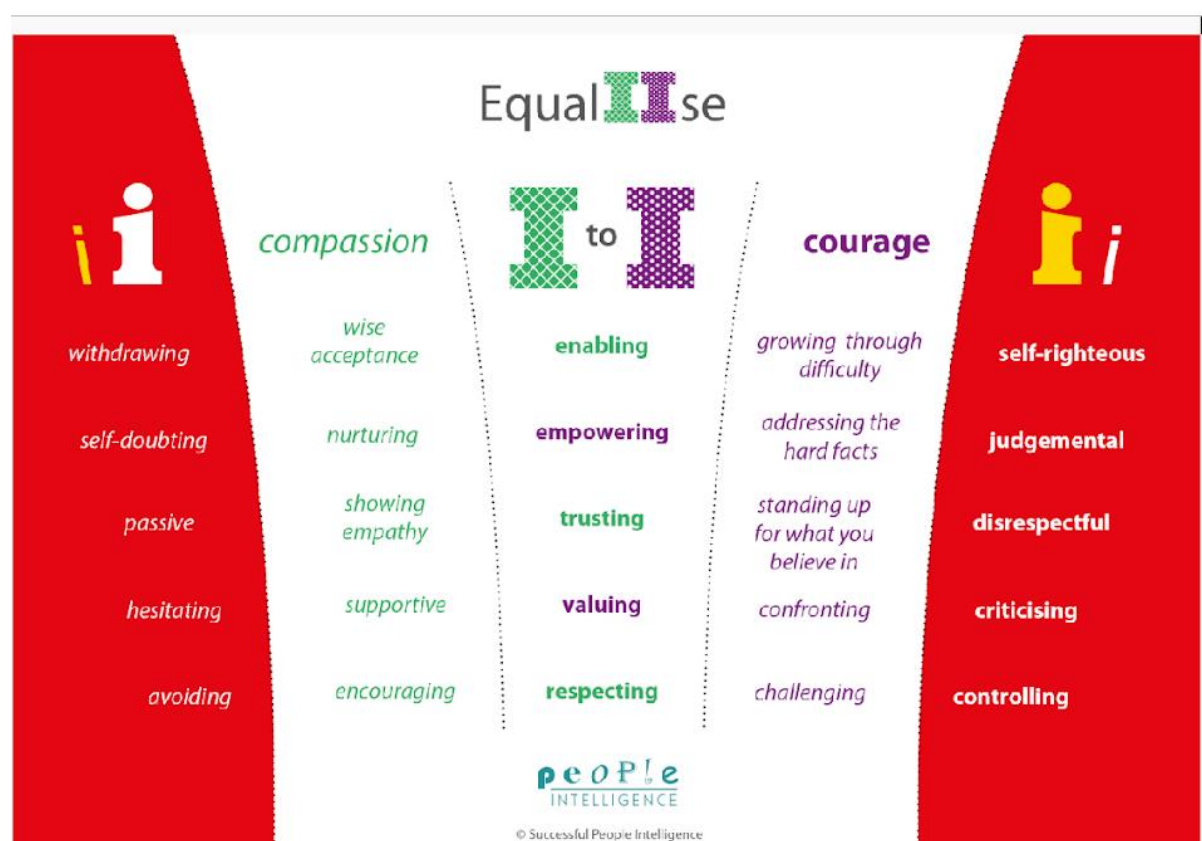
Aims

At St John the Baptist Church of England Primary School we aim to have clear and effective communications internally, with all parents/carers, with the wider community. Effective communications enable us to share our aims and values, through keeping parents/carers and the community well informed about school life. This reinforces the important role that parents/carers and our wider community play in supporting the school.

We use the Equallse model (with permission from People Intelligence) to help us to consider how we are communicating with one another. We seek to operate in an 'I to I' manner which consistently shows that we:

- Trust one another to operate in the best interests of the children and the school
- Respect each others' different experiences and viewpoints
- Value each others' contributions
- Enable each other to participate in our community
- Empower each other to communicate clearly and carefully

Sometimes difficult conversations require us to have compassion and courage. We support one another and guard against entering the 'red' zones where we can either withdraw and be passive or become controlling and judgemental.



Communication Code of Conduct

All members of the school community should ensure their communications are respectful, friendly and based on trust.

Inflammatory comments or statements should be avoided and the tone we use should always be courteous – for example, we would not use emotive and accusatory words such as ‘disgusting’, capitals in written communications, or defamatory statements about any person.

Sometimes communications are to bring a concern or a complaint to the attention of the school; and the complaints policy is available should any member of the community feel their initial concern has not been adequately addressed. We all have different viewpoints and access to different information about any situation that may be concerning us. We know that we do not all have the ‘full picture’ but together we can solve problems and resolve issues.

We all work together to build our school community and we all recognise that defamatory, offensive or derogatory comments on social media sites, or by any means of communication, regarding the school or one another are unhelpful and do not build on our values.

Sometimes, communications are received, in writing or in person, which are discourteous or make derogatory or offensive comments about the school or colleagues. We return any such written communications without attending to them, respectfully requesting the person communicating to reframe their communication using our values (Respect, Trust and Friendship) as a guide. In person, we would ask the person communicating to use our values to guide their communication and colleagues are trained to politely end any conversation and suggest another time to talk, if they feel they are being spoken to in a disrespectful manner.

Inbound Communication

In all instances, the office will acknowledge receipt of each communication and pass this on to the relevant member of staff. Office staff are available from 8.30am-3.30pm daily during term time. Staff will respond to any communications between 8:00am and 5:00pm however, concerns around safety or child protection will be dealt with immediately.

How do I contact school staff?	
Morning Messages	A member of the Senior Leadership Team will be on the playground each morning for quick questions or informal messages you wish to pass on. The office team are always happy to take messages to pass on to teachers on that day.
Email Please use the office@stjohnthebaptistprimary.co.uk email address to contact any member of staff	Please specify the member of staff to whom the query is addressed in your subject. The office team will acknowledge receipt within two days and forward your message to the appropriate member of staff. For accurate record keeping, staff will send a copy of their reply to the school office as well as to the person making contact. Normally, emails will only be sent between 8am and 5pm and will be from the office@ email address. Emails sent after 4pm will not be seen until the next working day. We will respond to email within five school working days (during term time).
Letter Letters can be posted to the school office, or delivered by hand to the post box situated by the main entrance.	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 respond to letters within five school working days (during term time).
Telephone 01329 800670	If the call requires a response from a member of staff, we aim to do this within two school working days (during term time). The member of staff who takes the call will ask you for a brief summary of the reason for your call in order to ensure it is directed to the right person.
Outside school contact with staff	Parents/carers are asked not to approach school staff to discuss their child if they meet them outside school as staff will politely decline to make any comment.

How do I know how my child is getting on?	
'Open doors'	In the morning, teachers are busy settling their children to learning and are happy to have a quick word at the door for essential information to be passed on. After school, teachers will almost always have more time for a longer conversation about learning or any day to day concerns or issues. If they are busy with a pre-arranged meeting, they will seek to call you, or ask a colleague to call you by 5.00pm the next day at the latest.
Home school reading diary	The reading diary is a useful place for all adults to comment on children's reading progress, particularly used in the first three years (R/1/2). It is checked at least weekly by teachers and should be signed weekly by someone at home and someone at school.
Parent, Child and Teacher Consultation Meetings	Parents/carers are invited to attend a meeting with their child and child's teacher twice during the year in October and March. Where possible it is more effective for parents/carers to attend the consultation together so that a common approach to supporting the child in their learning can be agreed. Bookings are made on our Arbor online payment and booking system.
SENDCo and teacher/parent meetings	If your child has been identified as having additional learning needs or a disability, or if their teacher is concerned that this may be the case, they will ask you to attend a meeting with our Special Educational Needs and Disabilities Coordinator (SENDCo). More information is found on the Special Needs page on our website. Some parents of children with Special Educational Needs or Disabilities will meet with the SENDCo and/or other staff members once a term if they wish to.
Written Reports of Progress and Attainment	In the Summer term, parents/carers receive a report with details of their child's attainment and progress in the core subjects, feedback on other areas of the curriculum and their attitude to learning as a REACH learner. Parents are invited to meet informally with the teacher to discuss this if required.
Phone calls to parents/carers	Staff may call you to let you know if an incident or accident has occurred during the day and we feel it is serious or significant enough to warrant this. For example, if a child is hurt by another child on purpose, or if a pattern of behaviours seems to be emerging that raises concern with staff members. Phone calls are made between 8am and 5pm and may be made by any member of staff on behalf of the class teacher (as they will be teaching). If an issue comes to light late in the day and there is not time to fully investigate, we will let you know that we are aware and will give more information the next day.

Who should I speak to if I have a concern about my child or an incident they tell me happened at school?	
Parent and teacher communications	Issues should be raised with a class teacher in the first instance. They may want to ask a more senior colleague for their advice or they may decide the issue warrants a more senior colleague being involved. Usually, the class teacher will be the person who responds to your concerns but they may do this with support from another colleague if the matter is complex or unusual.
Safeguarding and pastoral matters	A matter of child protection which you need to let us know about should be brought to the Designated Safeguarding Lead's attention; in this school that is the Headteacher.
Behaviour Policy and Anti Bullying Policy	There may be times when a child's behaviour is not conducive to good learning or keeping themselves or others safe. There may also be times when a child displays bullying behaviours. Bullying is defined as 'Several Times On Purpose' and more information can be found in our Behaviour Policy and Anti Bullying Policy. These important documents provide details for parents/carers and children of the expectations of the school and also the procedures that will be followed if a relevant situation arises. These documents can be found on the school website.

How do I know what my child is learning?	
Year group introduction meetings	Many opportunities are held for parents to get involved in their child's education. Regular information meetings are held throughout the year for parents/carers. Our Year Group introduction meetings in early September are an important event to ensure parents are aware of the expectations of each year group, as well as the curriculum.
Learn With me	These events are held in the school day and include a training element for parents to learn about an aspect of the curriculum, followed by time to learn alongside your child in class.
Read With me	In Year R and Year 1 /2, we hold reading events for parents/carers to come into school and read with their child.
Helping your child with...	These events are held at the beginning or end of the school day and occasionally are repeated in the early evening, and are training events for parents to help with an aspect of school life, child development etc.
Have lunch with me	All year groups have at least one opportunity per year to invite an adult along for a school dinner.

How do I know what is going on in school and keep up to date?	
Emails and texts from Arbor	Any letters relating to your child's class activities or other school matters will usually be sent to you as an email from the Arbor system. Sometimes we send texts to get information to parents more quickly.
Weekly St John's Jottings	The school newsletter 'St John's Jottings' is sent weekly via Arbor, and is available on the school website. The Jottings contain news, important dates list and general details of school events and activities.
Social Media	Twitter (@SJTB_Waltham)
School website www.stjohnthebaptistprimary.co.uk	School information e.g. the school calendar of events, policies, uniform suppliers, topic overviews, extra-curricular clubs, After school club booking forms, etc. are all on our school website. Parents/carers are expected to use the website to access information they may need.
PAFS (Parents and Friends of St John's) website	Visit to book tickets, offer to help and find out what our PAFS team have organised for families to enjoy. https://www.facebook.com/groups/pafswalthamchase/
Seesaw app – please ask class teacher for a log in	Parents of children in Y1-6 have access to Seesaw which is an app to show what children are learning in school. It is also used for teachers to let parents know about home learning opportunities. Parents can comment on their children's learning and it is used to share photos from school visit and other special events.

How do I make contributions for school visits and pay for dinners?	
Arbor (online payment)	We encourage all parents/carers to inform the school of their current email address to access Arbor where any payments due are made online. The school does not usually accept cash or cheques for any payments except for miscellaneous items such as water bottles. Sometimes we also ask you to give consent for certain activities on Arbor. Please ask at the office or look at the guides on the 'forms' if you need help with logging on etc. Arbor is available as an app, please ask the office for help accessing it.

Governors

Details of the names of governors and their roles are on the school website. Agreed minutes of governors' meetings are available upon request. Governors should be contacted via the school by emailing office@stjohnthebaptistprimary.co.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 them to take their concern to the school.

Communication with Other Schools and Outside Agencies

The school regularly communicates with other schools or agencies including educational support services, safeguarding authorities, the local diocese and health services. Such communication may be by means of personal contact with specific staff, cluster groups and attendance of inter-school events. The school is a member of our local cluster of schools, and the Governing Body are members of the Hampshire Governing Body Network. We abide by the Data Protection Act 2018.

Related Policies and Confidentiality

Privacy Notice

Data Protection Policy

Child Protection Policy

Staff and Volunteer Code of Conduct

Staff Social Media Policy

Anti bullying Policy

Behaviour Policy

Complaints Procedure