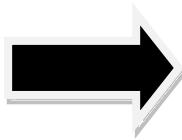


# Larne & Inver Primary School



## ***Home to School Communication Policy***

## Communication Policy Statement:

Open and effective communication is vital to the health and wellbeing of our whole school community. Effective communication encompasses the exchange of ideas, where people feel they have been heard and their opinions valued and where information is clear and accurate. All communication needs to be timely, relevant, accurate, well targeted, well delivered, clear and concise, open, honest and frank, reciprocal and interactive.

This policy's implementation enhances the quality of our school community through:

- Providing a framework for effective communication;
- Promoting understanding and co-operative teamwork between the School, parents/guardians and pupils;
- Promoting active participation of the whole School community in effective communication;
- Contributing to the best learning outcomes for pupils;
- Ensuring principles of effective communication are displayed by staff in their work in the School;
- Collective understanding that parents/guardians, pupils and staff have a common goal.

### Aims of the Policy:

1. To ensure/maintain a high quality of service given to pupils at Larne and Inver Primary School by ensuring that effective communication and consultation takes place between the school, parents, pupils and other stakeholders.
2. To ensure/maintain robust processes for consultation between the school, parents and, when appropriate, pupils on key service areas.
3. To ensure that **all** communication remains **polite and professional**.
4. To ensure that parents/guardians understand that if standards of communication fall short of expectation, they can refer to our Complaints Policy.
5. To ensure that everyone adheres to the Code of Conduct for our School Community:

Parents and guardians are expected to ensure that all staff are treated in a polite and courteous way. If a member of staff feels that this is not the case, he/she will give an account to the Principal who will address any concerns with those involved. If the Principal feels that it is necessary, he will put measures in place to ensure any further interactions are of the expected polite and courteous nature. Persistent disregard for this requirement will result in the Principal liaising with the Chairperson of the Board of Governors to review the Parent/Guardians right to enter the school premises in line with Education Authority policy.

As per the Code of conduct, all staff members are expected to treat parents in a professional and courteous manner at all times.

## **School Mechanisms for Communication:**

Communication can take a variety of forms:

- verbal (through meetings or by telephone)
- written (through letters, notes in pupil books, SeeSaw/Class Dojo messaging service or email)

Effective telephone communication can sometimes be an issue where teachers may be teaching full time or otherwise working with pupils during or after school. Our aim will always be to return a telephone call at the earliest opportunity. Return calls may be made by someone other than the person to whom the original call was made, should it be felt that this is more appropriate.

### **Communication between the school and parents operates in the following ways:**

Prospective parents and pupils are invited to an Open Day in Term 1 preceding the academic year of entry to the school. All prospective parents receive a School Prospectus.

Parents and the pupils accepted into our school receive a written invitation to an Induction event in June alongside an invitation to join ClassDojo. At this event, the main channels of communication are outlined and information about our school is presented.

P1 has a settling in period when the children are inducted by staggered entry times, allowing parents to bring their child to the classroom each morning and encouraging staff and parents to interact and discuss individual children's needs.

All parents are invited to a 'Meet the Teacher' session early in September where each teacher presents their expectations and planned curriculum for the academic year ahead. At this meeting, parents are given the opportunity to ask any questions relating to their child's education and the year ahead.

A Parental Interview Meeting will be arranged for P1 – P7 in October to inform parents of their child's progress and discuss any concerns. These meetings take place in person or via telephone.

A second Parental Interview Meeting will take place in Term 2 for P1 – P7 pupils to give parents a further update on their child's progress. P7 parents are also invited to attend a transition planning meeting for entry into Year 8.

A P6 'Transfer Test' information meeting is held in Term 2 each year to assist with forward planning, enabling parents to ask questions and seek advice.

For those children with SEN, their IEPs/PLPs will be reviewed at both parental interviews.

Those pupils requiring an Annual Review meeting will have one scheduled as per EA guidance.

All parents receive an annual written report at the end of the academic year which gives detailed information on each child's progress throughout the academic year.

Pick Up times can be an opportunity to pass on any general information between home and school that staff should be aware of. Please be aware that all staff have daily duties and responsibilities before, during and after school hours and most have a class/club at this time. As these interactions are generally more informal, no written record will be kept by school unless the Principal feels it is necessary. If the interaction is deemed important, involving more specific more detailed information, it is essential that an appointment is made to discuss the issue at a suitable time during school hours. Such appointments should be made by telephone (through the school office), SeeSaw/ClassDojo or face-to-face. A written record will be kept of this meeting.

**ClassDojo** is our main mode of communication between home and school. It allows the parent to 'step into our school' to see the wonderful learning that takes place. *Parents are able to use the messaging function for **short and concise academic or minor pastoral updates**. In considering their busy teaching time schedules, parents should understand that teachers do not have instant access to their electronic devices or time to respond to long messages during the day and this means of communication is not appropriate for situations that require further responses or continual correspondence. Parents and teachers can organise a meeting or phone call if this is appropriate.*

**Please note that teachers will not monitor ClassDojo/SeeSaw after 5pm or before 8:30am (Monday to Friday) and not at all on weekends or holidays.** *Parents should be aware of job-share arrangements so that the relevant teacher is only contacted on the relevant day(s).*

**Parents should not send messages to staff outside of school hours i.e. between 5pm and 8.30am.** *A teacher may decide to post information outside of school hours but will not respond to messages from parents during these times.*

In an **emergency**, between 5pm and 8.30am or at weekends/holidays, parents are advised to message the Principal via ClassDojo or, in some non-emergency circumstances, by email to [kpatterson614@c2ken.net](mailto:kpatterson614@c2ken.net)

An emergency is classified as –

- reporting that their child has become seriously ill
- reporting a serious accident/incident that will affect their child's learning and/or well-being
- reporting an incident that may affect the well-being of our school community e.g. a local accident or negative online comment regarding our school.
- reporting a family safeguarding matter that will affect their child's learning and/or well-being
- reporting a family change in circumstances that may affect their child's learning and/or well-being

**All other matters can be dealt with within school hours, including addressing issues with online payments or daily routines.**

The Principal also operates an open-door policy. Any concerns can be raised by contacting the school office or emailing to arrange an appointment. If an issue is considered urgent, the Principal may be available immediately; however, this is at his discretion.

Details about all severe weather/emergency closure events at our school are published via ClassDojo.

**Consultation** between the school, parents, and pupils operates in the following ways:

1. Online questionnaires are issued to parents on a range of issues and through a variety of means (
2. The School Council (Children's Voice) is consulted on a range of key issues relating to the school. Meetings take place at least every half term, with additional meetings for specific issues;
3. As part of the school's system of Self Review, pupils are involved in Pupil Voice feedback in specific areas of the curriculum.
4. Pupils are encouraged to be constructive about how the school can improve provision;
5. Consultation between external agencies takes place with a view to improving the service provided by the school;
6. The Special Educational Needs Coordinator / Principal works closely with individual pupils, parents/guardians and external agencies to discuss best practice and provision for individuals and groups.

Where some action is agreed following a meeting or communication, a time-frame should be established to either review progress or resolve the issue.

***Should a parent be dissatisfied, our Complaints Policy is available on the school website. A copy is also available from the school office upon request.***

#### Monitoring and Evaluation

This policy will be reviewed annually by the Board of Governors