



Silsden  
Primary School

# Silsden Primary School

## Communication Policy

Adopted: Jan 2021

Review date: Jan 2022

# Silsden Primary School Communication Policy

## **Introduction:**

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated.

Good communication between the school, home and outside agencies is essential to the support of good progress and attainment of children.

## **Aims:**

To ensure that Silsden Primary School is a thriving and successful school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of our school community are clear, professional, timely and appropriate. In our school we aim to have clear and effective communications with all parents and with the wider community

## **Objectives:**

All communications at Silsden Primary School should:

- Keep staff, pupils, parents and stakeholders well informed.
- Be open, honest, ethical and professional.
- Be jargon free and easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of the relevant policies
- Be compatible with our core values and School Improvement Plan

## **School Will Undertake To:**

- Ensure that Parents and children have clear lines of communication
- The curriculum is clearly communicated to parents
- Parents are informed of forthcoming events within appropriate timelines
- All communications are treated as confidential within the school context
- All communications by parents with school will be responded to in a timely manner.

## **Parents Will Undertake To:**

- Read all communications issued by school
- Raise concerns at the earliest opportunity with the school in an appropriate manner
- Act on the communications
- Not discuss school issues on social media
- Ensure that the school is kept up to date with all contact/medical and welfare information for their children.

## **Internal Communication**

All communication will be given face to face where possible

All staff should have access to their work email and check this daily. This is how daily management and safeguarding issues are communicated with staff.

Staff will receive a weekly diary sheet which details the activities and staffing requirements for the week ahead. This is emailed in advance of a briefing meeting every Friday morning at 8.30am.

Staff absence and illness should be communicated to school as detailed in the school's absence management policy.

## **Methods of Communication: School to Parents**

### **School Ping**

All parents should have access to the School Ping APP. This is how the majority of information is sent from school to parents. If you do not have access to this facility parents should contact the school office to make alternative arrangements.

### **Telephone**

School will contact parents by telephone to discuss matters which require immediate action. This could be relating to medical attention needed by a child, serious behaviour or safeguarding concerns or for specific information which is urgently needed or needs to be passed on.

### **Class Dojo**

Teachers will use Class Dojo to communicate non urgent information directly with parents. This could be behaviour related or information regarding whole class activities.

### **School Website**

The school website promotes our school and contains the school's Twitter feed and blogs. This is where school posts picture of the activities at school. The website also includes all the statutory and day to day running information for our school

### **Email**

The school uses the following systems which communicate to parents by email:

ParentPay

Medical Tracker

PING (when parents have not activated the app)

### **Parent Pay**

School uses parent pay to allow parents to pay for all school visits, school dinners and other extracurricular activities. Parents will receive invoice for outstanding amounts via email.

### **Medical Tracker**

Some minor injuries which require first aid will be communicated to parents via email.

It is essential that parents keep school up to date with their latest email address and contact telephone numbers.

### **Written reports**

Once a year, we provide a written report to each child's parents on their progress. This report identifies areas of strength and areas for future development. Pupils are also given an opportunity to comment on their progress.

In addition, parents meet their child's teacher twice a year for a private consultation at parent's evening. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being. When children have particular educational needs parents will be invited to meet with the school's inclusion leader.

## **Methods of Communication: Parents to School**

### **Class Dojo**

All Parents should have access to the Class Dojo App. This is used by teachers as a way of communicating general messages regarding pupils to parents. It is also a tool for parents to use to message teachers with issues regarding their child. Teachers will access this during the working day. They will not respond to Dojo messages during the evenings and weekends.

### **Telephone 01535 210666**

Telephone communication is appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to school. All child absence should be reported by telephone to the school office before 9.30am on each day that a child is absent from school.

### **Email**

Parents can email school at [Office@silsden.bradford.sch.uk](mailto:Office@silsden.bradford.sch.uk) to communicate non urgent messages or concerns to members of the school leadership team or the school's office administration. All emails will be treated confidentially and the responses will be made by the member of staff addressed. Please note that emails should specify which member of staff the concern or query is addressed to.

## **Letters**

Letters can be handed into the school office, or posted to school. As with emails all letters will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please let the office know if the information in the letter requires urgent attention. We will respond to letters within 10 working days in term time.

## **Appointments**

Parents can book appointments either with their child's class teacher or a member of the School's Senior Management Team. They are asked to phone the school office and give a brief outline of what they wish to discuss. We will try and accommodate all requests from parents of this nature and will call you back to arrange a convenient time to meet.

## **Monitoring and review**

This policy will be reviewed annually by the Resources Committee.