



pathfield
SCHOOL

Inspiring interaction

Communication with Parents and Carers Policy

Adopted by Governors Date	Full Governing Body 29.11.22
Review Date (Annual)	September 2023
Policy / Procedure checked by Date	Stuart Allman September 2022

Pathfield School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This policy will support, promote and be applied with due regard to the requirements of the

SENTIENT TRUST
inspire • empower • enable

Communication with Parents and Carers Policy

Contents	Page
Statement of Intent	1
Roles and Responsibilities	2
Internal and External Communication	2
Continuous Home-School Communication	3
Email Communication	4
Emergency Communication	4
Accessing Information	5
Monitoring and Review	5

Statement of Intent

At Pathfield School, staff members understand the importance of the relationship between parents/carers, pupils, and the school. At the school, there is a strong inclusive ethos, where pupils have positive relationships with adults and with each other. This policy sets out the aims of the school regarding internal and external communication within the school, and sets out responsibilities of the school, staff members and parents/carers. Pathfield School aims to promote effective communication between pupils, members of staff, parents/carers, stakeholders, and all members of the school community.

The school's objectives are to:

- Have a clear and professional communication strategy in place, which helps to keep parents/carers well-informed about their child's educational progress and other matters related to their child's overall wellbeing.
- Improve the quality of service by making sure there is a robust process in place for consultation between the school, parents/carers, staff members and pupils on key areas.
- Monitor and evaluate communication issues through regular meetings with staff, parents/carers and members of the school community.

1. Roles and Responsibilities

1.1. Pathfield School is responsible for:

- Placing key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire school community.
- Communicating the curriculum clearly to parents/carers.
- Informing parents/carers of all school events within appropriate timelines.
- Keeping parents/carers informed of the progress of their child at regular intervals.
- Informing parents/carers about the types of data that the school holds concerning pupils, why that data is held, and who it may be shared with.
- Ensuring that parents/carers understand their right to view the information about their child which is held by the school.

1.2. Staff members are responsible for:

- Ensuring the principles and procedures of this policy are followed.
- Communicating proactively with parents/carers about pupil progress, and wellbeing and helping parents/carers to support their child's development.
- Ensuring that relevant information is passed on to supply members of staff via the pupil profiles folder.
- Updating classroom planning files with specific pupil information.

1.3. Parents/carers are responsible for:

- Reading the key communications circulated by the school and responding/acting on communication, e.g., by attending meetings.
- Checking the school website for detailed information about the school calendar, term dates, monitoring and assessments, school achievements and other useful downloads.
- Promptly informing the school of child absence.
- Informing the school of medical conditions/allergies, along with medical documentation of these conditions.
- Informing the school of child protection matters, legal issues, or relevant duties with appropriate documentation.
- Raising any issues or concerns they may have with a member of staff.

2. Internal and External Communication

2.1. An annual calendar is available for all staff, parents and carers.

2.2. All staff members are aware of the Staff Code of Conduct which details a variety of school procedures.

2.3. Written communications are delivered via class staff or by email.

2.4. Under no circumstances will staff members' personal details be shared with parents/carers.

2.5. Staff members will not communicate with parents/carers or pupils via social networking sites, or accept 'friend' requests, except in the case of blogs set up specifically for the purpose of teaching and learning, in accordance with the Online Safety Policy.

- 2.6. Parents/carers will be contacted through the following methods:
- Home School Book
 - Letters
 - Text to parents
 - Email
 - Evidence for Learning App
 - The school website
 - School Newsletters
 - Parent/carer meetings
 - Governor drop-in sessions
 - Open Day events
- 2.7. Parents/carers will be given the opportunity to receive the weekly School Newsletter, etc. via email. Newsletters are also posted on the school website.
- 2.8. For general enquiries, parents/carers are required to ring the school office, which is open from Monday to Friday between 8am and 4:30pm, on the school phone number.
- 2.9. For pupil absence reporting, follow the Absence Policy.
- 2.10. For non-urgent enquiries, parents/carers can email the school using the admin email address should the wish to.
- 2.11. All emails to the school will specify the member of staff that the query is addressed to.
- 2.12. All emails to the school will be treated as confidential, unless there is a specific reason not to do so.
- 2.13. Pathfield School aims to respond to emails as quickly as possible, within a maximum of 24 hours. Any delay in the response will be communicated.
- 2.14. Pathfield School promotes a healthy work-life balance, so staff and parents/carers are asked to consider if communications outside of 'normal office hours' (i.e., after 6pm and during weekends and holidays) can be avoided.

3. Continuous Home-School Communication

- 3.1. Each term a copy of a pupil's timetable and Personal Learning Goals are sent home for each pupil. Parents/carers can use the Evidence for Learning App to feedback achievements towards outcomes at home.
- 3.2. Pupils in each class have a home-school diary which can be utilised by parents/carers to record a wide range of information that they wish to share regularly with the class teacher and vice versa.
- 3.3. All staff should take opportunities to communicate with parents and develop an open relationship under the direction of the class teacher where it is appropriate.
- 3.4. Transition will be arranged for all pupils new to the school and will be individualised to meet their needs.

- 3.5. Parents can access the school website to gain information and updates.
- 3.6. If a pupil is absent from school, and the school has no indication of the reason for the absence, the school will follow its absence policy and procedures.
- 3.7. If no contact can be made with any named parent/carer, the school has the right to contact the Welfare Officer to ensure the pupil's wellbeing and safety.

4. Email Communication

- 4.1. Email and internet access will be used in line with the school's Online Safety Policy and Acceptable Use Agreement.
- 4.2. All members of school staff and school governors will have their own Pathfield School email account.
- 4.3. Emails will not be used as a substitute for face-to-face communication. Staff members will consider the best way to communicate according to each individual situation.
- 4.4. Staff members will not engage in personal correspondence with pupils.
- 4.5. Communication between pupils and parents/carers with staff members can be carried out via the school's main email address, or via staff members' individual school email addresses.
- 4.6. Chain emails will not be allowed.
- 4.7. The sending of attachments will be limited.
- 4.8. Under no circumstances will adverts be embedded into emails.

5. Emergency Communication

- 5.1. All parents/carers will ensure that the school has two sets of parent/carer contact details, including the home address, telephone number and email address, so that they can be contacted in the event of an emergency.
- 5.2. If a pupil is seriously ill or injured, the school will attempt to contact the pupil's parents/carers via telephone.
- 5.3. Where an incident affects the whole school community, such as power failure or snow, the school will send all parents/carers a text message and email.
- 5.4. If the school is closed for more than one day due to adverse weather or a similar problem, an update will be posted on the website at least once a day and a text and email message will be sent to parents.
- 5.5. Local radio stations will broadcast a closure announcement in the event of the school closing due to adverse weather or another emergency situation, gathering information from the Devon County Council School Closures web page:
<https://www.devon.gov.uk/schools/closure/>.

6. Accessing Information

- 6.1. Please refer to the Pathfield School Data Protection Policy to see how school handles data and responds to data requests.

6.1 Monitoring and Review

- 7.1. The efficiency of this policy will be continuously monitored throughout the year by the Headteacher and Governing Body.
- 7.2. This policy will be reviewed and approved annually by the Governing Body.