



BLETCHINGLEY VILLAGE PRIMARY SCHOOL

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Home-School Communication Policy

At Bletchingley Village Primary School, we believe that good communication between all members of the school community is essential. This is because children achieve more when school, parents/carers and other stakeholders all work together.

In our school we aim to have a clear communications policy so that everybody understands their role and responsibility for promoting effective communication within and beyond the school.

Below is a summary of our communication strategies; further details can be found in other policies, and particularly in our Reporting to Parents and Carers Policy.

Principles:

- Communicating with stakeholders, particularly parents and carers, is a core part of what we do, and takes a high priority
- Communication will be timely, courteous, jargon-free, warm, accurate, accessible, consistent and honest.
- We will always try to share as much information as possible about any issue.
- If we cannot share information we will explain why.
- Where information relating to the school is available in the public domain, we will direct people to it.
- We acknowledge that some information is of a confidential nature and will always respect confidentiality.

Home/school communication about individual children

Home/school communication can be face to face, by email, telephone or in writing. We aim to acknowledge any communication from a parent/carer on the same day and to respond as quickly as possible, depending on the nature of the issue.

Meetings: we hold two meetings for new parents each July. One is to share information about the school's ethos and to introduce staff; the second is to share practical information about the school's day to day arrangements. The PTA also organises a coffee morning for new parents at the start of the Autumn term which is a social opportunity for parents to meet each other and the Class Teachers.

Home Visits - The EYFS team make home visits in the summer term for nursery and reception pupils to share information with new parents and to complete on-entry records which contain information about the child, where feasible and welcomed by parents.

General communication with parents/carers

Transition meetings – we hold transition meetings for children moving from Nursery to reception in July. We have an opportunity to Meet the Teacher at the start of each new academic year to explain new routines, expectations and answer any queries. We have a Year 2 and 6 meeting to discuss SATs.

Year 6 journey and other residential trips – where a major trip is taking place, such as a residential trip, the trip leaders will organise a meeting for parents well in advance to provide detailed information about all aspects of the trip.

Open Classroom – current parents are invited to visit classrooms to view work twice a term in **the** Autumn and Spring Terms and at an Open Afternoon in the Summer Term.

Curriculum Mornings - current parents are invited to join in with lessons once a term.

E-Mail

The school uses the Tucasi system as a method of e-mail communication for most letters/newsletters etc. Payments can also now be made in this way, including school meals. Parent surveys are usually now carried out via Survey Monkey, and links are sent via email.

Teachers also use email to communicate with parents, either regularly or occasionally. For parents who do not have access to the internet, hard copies are always made available from the office.

Telephone or text

In an emergency, a text will be sent to all parents e.g. if the school needs to close early or a club is cancelled. Teachers are happy to communicate with parents/carers by telephone where this is convenient for both parties.

Website

The school website is regularly updated with information about the school, including up to date policies, current news about what is happening in school and news of any changes to routine. The school calendar can also be found on the website and is regularly updated. Staff lists and responsibilities are also kept on the school website in the information section as well as details about the governing body. Each class also has its own page, and the use of these is under continuous review. Further details of each class's learning is available on Fronter, for which you will be given a log-in as this is a secure site.

Fortnightly newsletter

Details of school events, reminders, requests for help and news are shared in our regular newsletters. This comes out in a recognisable colour format and is available on the playground on the day of publication. It is also sent via email and published on the website.

Details for the protocol for communicating with parents and carers via text and email are provided in appendix 4.

Noticeboards

There are large notice boards at the main entrance and on the playground. There is also a whiteboard on the upper playground.

Home School Agreement

This is a requirement of the School Standards and Framework Act 1998. It explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children. We ask parents to sign this agreement when their child starts in our school and we expect all parties to comply with it as far as they can.

Roles and Responsibilities

Governors: to approve the policy and procedures adopted by the school.

Head Teacher: to ensure that all relevant policies and procedures are implemented fully and consistently.

Staff:

- To comply with the policy and to follow procedures;
- To demonstrate a commitment to effective communication with all parents/carers.
- To communicate with all parents/carers promptly, appropriately, courteously and sensitively.

Parents/Carers and other stakeholders:

- To read newsletters and other communications from school promptly and regularly;
- To visit the website regularly;
- To make sure that the school has up-to-date contact details and information about your child/ren;
- To communicate any concerns you may have as soon as they arise
- To abide by our Safer Schools guidance (Appendix 1); Security Policy (Appendix 2); Parent/Carer and Visitor Code of Conduct (Appendix 3) and guidelines for parents/carers (Appendix 4).

Appendix 1



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You are welcome at our school.

**If you have concerns we will
always listen to them and
seek to resolve them.**

**We treat everyone with respect and
courtesy and we expect you to do the
same.**

**We want our school to be a safe place for
all. Therefore, anybody behaving in an
abusive, intimidating or violent way will be
asked to leave the premises and further
action may be taken against them.**

Appendix 2



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Security: Key Points for Parents

To help us ensure the safety and security of everyone and particularly the children, please follow this protocol for coming into the school building: -

- Use the main entrance and make sure you have been signed in and have a visitors' sticker or badge.
- Read and follow the guidance in our security leaflet or badge.
- Only enter via other doors if you are with a member of staff.
- If your child is arriving late, we will normally encourage them to walk to class on their own or be taken by a member of staff. If it is more appropriate, you will be given a sticker so that you can take your child to class.
- If you need to see a teacher after school and they are not on the playground, please come and ask at the front office. A member of office staff will go and find the teacher for you, if they can, or make an appointment for you.
- For dropping off children, collecting items from a classroom and attending sports days and some assemblies, you will be asked to wear a red sticker. For longer visits and indoor events, you will be asked to sign in and wear a red sticker.

Please note the following: -

- Staff and pupils will check to make sure that all visitors are wearing their badges. They will ask you to return to the office if you are not!
- It is County policy that school car parks may not be used by parents other than those who have disabled badges or who have been given permission by governors to use the car park for exceptional reasons.

A copy of the full Security Policy is available electronically or in hard copy from the School Office.

Appendix 3



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Conduct of Parents/Carers and Visitors Policy

Aims:

- To ensure that the school is calm, orderly and safe for pupils, staff, governors and all those who visit.

The Department for Education advises that schools should have a written policy setting out the behaviour expected of parents /visitors on the premises and the procedures that will be followed if parents/carers/visitors' behaviour does not comply with it.

The school has a "Safe School" statement, which is clearly displayed around the school, as follows:

You are welcome at our school. If you have concerns we will always listen to them and seek to resolve them.

We treat everyone with respect and courtesy and we expect you to do the same.

We want our school to be a safe place for all. Therefore, anybody behaving in an abusive, intimidating or violent way will be asked to leave the premises and further action may be taken against them.

When parents/carers have concerns, we follow our complaints policy and Surrey County Council's complaints procedures. Parents/carers are given a copy of this document when appropriate or on request.

Governors have also written and circulated their own document offering advice and support to parents/carers who wish to raise a concern. Governors are available to help parents/carers to do so in the most effective way.

However, Governors believe that discourteous or threatening behaviour towards staff is unacceptable and any such behaviour will be addressed robustly.

In the event that a parent/carer or visitor behaves in a way that is considered to be abusive, intimidating or violent, we will follow the procedures as described in the Keeping Schools Safe document.

Parents/carers may see this document on request.

Appendix 4



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Parent/teacher communication

We value and encourage open and regular dialogue between home and school as this is the most effective way of ensuring the very best for all children. We know there will be occasions when you need to talk to the class teacher as a matter of urgency. Schools are very busy places and staff have many commitments outside the classroom. For this reason, we ask that you bear in mind the importance of making an appointment for anything other than a quick word.

You are very welcome to:

- Speak briefly to teachers on the playground in the morning – please be aware that teachers need to be in the school building by 8:50
- Ask a senior member of staff (on duty at 8.45) to take a brief message to your child's class teacher
- Contact via e-mail, telephone or letter – teachers will make every effort to respond initially within twenty-four hours but may need more time should follow-up be necessary.
- Request a longer or more private meeting via either the office or e mail directly – this will probably be after school or can be arranged for very early in the morning.

Please do not:

- Go up to the classrooms expecting to talk with a teacher without an appointment
- Walk around the school without having been signed in and given a 'Visitor' sticker
- Expect a member of staff to discuss a child other than your own
- Expect to discuss your child in detail with a member of staff other than the class teacher

Please bear in mind that if you have any concerns it is always better to come into the school straightaway rather than discuss issues on the playground as simple clarification can usually prevent undue upset for all concerned.

In cases of extreme urgency, please be assured that somebody will always see you straightaway. Please ask at the office in the first instance and the office staff will arrange this for you.