



# **Silsden Primary School**

## **Communication Policy**

Adopted: July 2022

Review date: July 2023

# **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 extra-curricular 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 addressed 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 210666/635290**

Telephone communication is appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to school. The school office is open 8:30am – 4pm. 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. There is an absence reporting answerphone should parents phone before 8:30am.

### **Email**

Parents can email school at [Office@siltsden.bradford.sch.uk](mailto:Office@siltsden.bradford.sch.uk) to communicate non urgent messages or concerns to members of the school leadership team or the school's office administration. Notice of pupils absence should be via telephone and must not be e-mailed. 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.

## **Communications SLA**

School will respond to all communications in a timely manner. This will be that all telephone calls will be responded to within 24 hours. All e-mails will be responded to within 5 working days. All letters will be responded to within 10 working days.

Any communications that are sent after 4:30pm or during the weekends or school holidays, will be considered to have been received at the start of the next working day.

## **Recording meetings**

If parents and/or other individuals wish to record a virtual and/or face-to-face meeting, they will discuss their intentions beforehand with the school no less than 24 hours before the meeting commences. The school will decide if recording requests are appropriate, in consideration of the meeting's subject matter and the school's Confidentiality Policy.

The school will accept all recording requests in exceptional circumstances relating to disability, e.g. if parents are hard of hearing and/or have a memory-related disability.

For virtual meetings and/or face-to-face meetings to be recorded, consent will need to be obtained from all participants. The final decision to permit any individual and/or parental recording of meetings will reside with the school.

If parents and/or other individuals fail to obtain the school's permission to record before the meeting begins, and insist on recording without permission, the school will be permitted to suspend the meeting.

Any complaints surrounding the school's rejection of a parent's request to record a meeting, or the school's suspension of a meeting due to permission not being granted, will be dealt in line with the school's Complaints Procedures Policy.

## **Emergency communication**

All parents will ensure that the school has their latest contact details, including their address, telephone number and email address, so that they can be contacted in the event of an emergency.

If a pupil is seriously ill or injured, the school will attempt to contact the pupil's emergency contact(s) via telephone.

Where an incident affects the whole-school community, such as power failure or snow, the school will send all parents a PING directing them to a special message posted onto the school's website.

If the school is closed for more than one day due to adverse weather or similar problem, an update will be posted on the Bradford Schools Online website.

In the event of a serious incident, the school will follow its Invacuation, Lockdown and Evacuation Policy – parents will routinely receive updates on how the school will communicate with them during an invacuation, lockdown or evacuation via PING.

## **Accessing information**

In accordance with an individual's right of access under the UK GDPR, personal information (such as educational records), confirmation of data processing, and other supplementary information will be shared with individuals who request access.

The procedure below will be followed in terms of SARs:

- The requests will be made in writing to the governing board and will be responded to within one month of receipt.
- The period of compliance may be extended by a further two months where the requests are complex or numerous. If this is the case, individuals will be informed within one month of receipt of the request, with an explanation of why an extension is required.
- A pupil, or the parent of a pupil, will have the right to access the information that the school holds about the child in question.
- Individuals have the right to access their personal data free of charge.
- Where requests are manifestly unfounded or excessive, a reasonable charge for the administrative costs of providing the information will be applied, or the request will be refused.
- If any request is refused, the individual will be informed of their right to complain to the supervisory authority and to a judicial remedy without delay within one month.

Under the UK GDPR, remote access to a secure self-service system will be given to provide individuals with direct access to their personal information.

In line with the Freedom of Information Act 2000, private data and public records can potentially be accessed through lodging a Freedom of Information (FOI) request. The procedure below will be followed in terms of FOI requests:

- The requests will be made in writing to the school, stating the name and address of the requester, as well as a description of the information requested.
- Successful FOI requests will be responded to within 20 working days from receipt of the request, unless the request does not comply with the procedure set out in the school's Freedom of Information Policy.
- The school holds the right to charge the requester a fee, if complying with the request would cost the school an excess of £450.
- Certain information will not be shared, such as that explained in Part 2 of the Freedom of Information Act 2000.

## **Monitoring and review**

The efficiency of this policy will be continuously monitored throughout the year by the Headteacher and Governing board.

This policy will be reviewed annually by the governing board.

The next scheduled review date for this policy is July 2023.