



Lawn
Primary
School

Parent Communication Policy

2023 - 2024

Author	Publication Date	Review Cycle
Lawn Primary	V1 March 2024	Annually
Approved By: Governors		Date: March 2024

Contents

Aim	3
Definition of Communication	3
Objectives	3
Parent Responsibility	3
Forms of communication between staff and parents / carers	4 - 6
Treehouse Club	7
Accident and Emergency Communication	7
Communication with outside agencies	7
Non-compliance with communication policy	8

Aim

To support Lawn Primary School in continuing to be a thriving successful school we must communicate effectively with each other, with our pupils, with their parents/carers and with other members of the wider community. We need to ensure communications between all members of the school community are clear, professional, timely and appropriate.

Definition of communication

Good communication is much more than the exchange of information. It involves: The management of relationships and the need to involve people. Communication is as much about attitude and behaviour as it is about the message. We should also remember the importance of listening. Every member of staff and parent/carer has a responsibility to support effective communications and needs to recognise that the quality of their communications should be respectful, constructive and purposeful.

For the purpose of this policy, communication includes not only the message but also how that message is communicated.

At Lawn Primary we have an expectation that all members of our school community (children, parents, staff and visitors) are treated with the upmost respect when communicating with one another. Therefore, it is expected that all involved communications remain calm and communicative. If the communication is breaking down and becomes threatening or upsetting for any person steps will be taken to calm the situation and this may result in a person being asked to leave the premises.

Objectives

All communications at Lawn Primary School should:

- Keep staff, pupils, parents, Governors and other stakeholders well informed
- Be open, honest, ethical, respectful and professional
- Use jargon free, plain English and can be easily understood by all as much as possible
- Be actioned within a reasonable time
- Use the method of communication most effective and appropriate to the context, message and audience

Take account of other relevant policies in particular Equal Opportunities, Behaviour and the Complaints Policy

Parent Responsibility

To allow communication to be effective it is the responsibility of parents and carers to provide the school with correct current information and update this information as appropriate. This includes phone numbers, home address, medical information and family situations. It is important if a pupil is to be collected by someone other than the specified adult that the teacher is aware before the end of the school day.

Forms of communication between staff and parents / carers

Letters

Staff will endeavour to respond to parents' letters as quickly as possible. Any letter of complaint must follow the complaints policy found on the website. If a staff member receives a letter, they may pass the letter to a member of the Head teacher or member of the Senior Leadership Team if they feel the nature or content of the communication is inappropriate, the parent will then be contacted directly.

Letters sent to parents must be approved by the Headteacher before they are sent. All letters to parents are to be kept on the school server.

Letters may sometimes be sent to particular groups of children within school such as School Council, netball club, Pupil Premium children. Most letters sent to groups of parents are given by paper copy from the staff member it relates to.

Text / E-mail and in-class messaging platform (such as Dojo)

The school has a text and e mail system it uses to communicate to parents. Parents may also wish to use e mail for contacting staff. Staff email addresses can be found on the website or in the school prospectus. Staff may take time to respond because of teaching and other commitments, teachers and other staff have two working days with which to respond (during term time). If a parent needs to contact a member of staff urgently, they should ring the school office where a message can be given to the teacher.

Staff will always use face to face or phone conversation as the first means of contact before e mail, parents are encouraged to do the same. However, sometimes this may not be possible and other forms of communication such as email may be necessary.

As with all forms of communication any emails that are deemed inappropriate by any person should be sent directly to the Headteacher who will then make contact with the parent.

In school we may use in-class systems such as Dojo in which to communicate with parents about the work that is happening in class and general reminders. There is also the facility for parents to message on Dojo, this is for general messages and should not be used to air complaints or matters whereby face to face would be deemed more appropriate. Any misuse of this facility will result in being blocked from the site.

Parents should also not use dojo to message teachers about end of day arrangements or absences – this needs to be a phone call to admin as teachers may not be able to check messages during the day.

Telephone Calls

The school office is open between the hours of 8.15am and 4pm at all other times a message can be left. Should a parent/carer wish to contact a teacher during school hours the office will take messages and pass on in a timely manner. Office staff will not interrupt teaching for staff to answer phone calls. The member of staff will call back if necessary, at a convenient time. This time may vary due to teaching and other duties throughout the day.

Parent/carers are encouraged to phone the school office to make appointments to meet with any member of staff, including the headteacher or Deputy, this ensures a suitable amount of time to discuss anything in detail and at a mutually convenient time.

Social Networking Sites/Blogs etc (Please refer to E-Safety policy)

Staff will not communicate with parents or pupils via social networking sites (such as Facebook) or accept friend requests from parents or students. The Headteacher must be informed of any parent or pupil sending requests.

Written Reports

Once a year a full written report to each child's parents is provided. In addition, parents will also receive an end of Autumn short report on their child's progress in the core subjects plus a report on attendance and behaviours for learning. Parents are welcome to come in and discuss any of these reports with the class teacher at a mutually agreed time.

Parents are also invited to meet their child's class teacher twice in the academic year for a consultation at Parents' Evening. This gives the opportunity to celebrate successes, and to support the child in areas where there is particular need for improvement. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being.

When children have special educational needs, or if they are making less than the expected progress, we find it helpful to meet with parents more regularly. We will also make any reasonable adjustments to our arrangements to ensure we can meet with all parents.

School Website / Facebook / Twitter (X)

The school website provides information about the school and an opportunity to promote the school to a wider audience. A calendar of the school events can be found on the website along with newsletters and other important information regarding the school day.

Lawn Primary School also has a Twitter (X) account which is controlled by the Head who regularly updates with various information of that is happening in school with the children or to share other information.

The Lawn Primary Facebook account is also used to share information with parents and the wider community if we deem necessary a need to capture a wider audience for the benefit of the school, for example to promote fund raising within school.

Should the Head, or any other person, feel that inappropriate communication or correspondence is being made to the Lawn Primary account on either Twitter or Facebook it will result in reporting and blocking persons from the facility.

Home – school communication

A school Admin newsletter is sent to parents each half term and contains general details of school events and activities. The school also provides content specific newsletters, such as Safeguarding, Wellbeing, Curriculum news throughout the half term. Parents appreciate the regularity of the contact.

We send other letters of a general nature when necessary and store copies on the school server.

Newsletters are emailed to parents and posted on Dojo and the school website, however, paper copies can be provided if requested. Most communication of this nature occurs on a Friday.

Children in all classes have access to Boom Reader. This enables parents and staff to keep a digital record of reading. Please click on the link or visit the website for further information on Boom Reader.

www.boomreader.co.uk

[Parents | BoomReader](#)

The school encourages parents to share any issues about their child at the earliest opportunity. Teachers will also arrange to see and speak to parents as soon as possible should they have concerns. Many parents have the opportunity to have a brief word with the teacher when they collect them after school or before school 8.45-8.55am. Parents are advised that teachers need to take the register at 8.55am and quite often have meetings to attend after school, therefore arranging to meet with the teacher in advance provides more opportunity to talk at greater length.

We arrange various meetings for parents throughout the year to inform of any substantial changes within school to the curriculum or assessment arrangements. Meetings are also held prior to any residential trip to inform parents of the content and structure of the trip. Families joining us for FS2 receive additional information via letter and visits to school as part of the transition process in the Summer Term.

The Treehouse Club

The Treehouse Club is the before and after school care that belongs to Lawn Primary and the pupils who attend. All communication for the Treehouse Club occurs in the first instance through the School Office on 01332 550178 or by email to treehouseclub@lawn.derby.sch.uk. A member of the School Office Team or Treehouse staff member will respond to any messages left as soon as possible.

If the message is considered urgent the school office can be contacted during the hours of 8.15am and 4pm.

If a parent wishes to discuss any issues regarding a child at the club or the club itself, they must firstly contact the Treehouse manager and then the Headteacher should the matter not be resolved.

Accident and Emergency Communication

Parents must ensure that school always has current contact telephone numbers and email addresses so that contact can be made for any accidents or emergencies. In the event of an accident – a First Aid form will be filled out should a child have received first aid and given to the child to give to the parent at the end of the day. However, if a child is seen to have a visible mark or had a bump to the head this is when parents/carers will be contacted immediately by a member of staff from school.

In the event that the school may need to close such as snow the school will send out a text and an email to all parents. It is also posted on dojo. The information will also be updated on the school website, the Derby City Council website and on the local radio. The decision to close the school remains with the Headteacher.

In the unlikely event of a more serious incident, the response will, inevitably, depend on the circumstances. The first and greatest priority will always be to safeguard the pupils. The second priority will be to give parents the fullest possible account of events as soon as possible.

Communication with outside agencies

We recognise that children have diverse needs, and we are supported by various agencies and groups of professionals who keep us informed on better ways to meet these needs, so that the children may participate more fully. Support comes from medical services (such as speech and language therapy), from Educational Psychologists, from health professionals and specialists. It also comes from various welfare-focused services, such as Educational Welfare and Social Services.

Parents/carers will be made aware of when these services are involved with their child, this may be through the SEND Lead at Lawn Primary or by a member of the SLT.

We adhere to the law that every child has the fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. We are the people most in contact with the children, and we are therefore in a unique position to identify and help children. So, when a member of staff has concerns regarding a child, these will be passed on to the Designated Safeguarding Lead or the Deputy Safeguarding Lead and this information may be passed on to social services. As much as possible, we work and communicate with families to support circumstances surrounding the child.

Non-compliance with communication policy

It should be noted that if any person abuses the above forms of communication the Headteacher has the automatic right to block the person/individuals involved. This could include having restrictions placed on entering the site.

The Headteacher and Chair of Governors may contact those people that are blocked if the issue is a threat made against staff and or pupils. This will also be dealt with under the school's safeguarding policy.