



# St Cuthbert's C of E Primary School

The Chase, Great Glen, Leicester LE8 9EQ  
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## COMMUNICATIONS POLICY



### Our Vision



Doing all the good we can, through faith, love and excellence.

Micah 6:8 "This is what the Lord requires of you: to do justice, and to love kindness and to walk humbly with your God."

We want St Cuthbert's to be a school where:

#### Our Ethos

- everyone flourishes through the guidance of our Christian values.
- teaching and learning is creative, engaging and motivational.
- relationships are positive and serve to support others through **compassion** and **kindness**.

"I have come that they may have life and have it to the full." John 10, V10

#### Our Expectations

- we show **courage** to be the best that we can be.
- the children make excellent progress, fostering a love of learning.
- every child has an **equal** chance to fulfil their full potential.

"All human kind is made in the image of God." Genesis 1, V26-27

#### Individuality

- we grow and flourish as individuals; through **endurance** we can achieve.
- the value and worth of each individual is celebrated and everyone feels included.
- the children develop a spirit of **curiosity** and a willingness to rise to a challenge through a broad, enriched curriculum.

"All people are called to transform the world" Genesis 1 V26-31, Micah 6 V8

#### Working Together

- the children are able to **trust**, show **respect** and **friendship** to others.
- the community enables our pupils and school to grow in a happy, safe, healthy and spiritual environment.
- we foster links and contribute to the educational community through effective communication.

"Every person is an individual and also part of a community." 1 Cor. 12 V12-27

*This is a vision that is inclusive to all as we are reminded in the words of Luke 18:16:  
"But Jesus called them to him, saying, "Let the children come to me, and do not hinder them, for to such  
belongs the kingdom of God."  
For we are all equal in the eyes of God.*

## Monitoring, Evaluation and Review

This policy will be promoted and implemented throughout the school.

This policy will be reviewed annually, unless there are significant legislative changes in the interim period.

Policy reviewed: Oct 22

Signed 

Position: Head teacher

Date- August 22

## Compassion

"Clothe yourselves with compassion, kindness, humility, gentleness and patience."

Colossians 3:12



## Kindness

"Be kind to one another, tender-hearted, forgiving one another as God in Christ forgave you."

Ephesians 4:32



## Equal

"You shall love your neighbour as yourself."

Mark 12:31



## Potential

"Behold they are one people and they have all one language and this is only the beginning of what they will do."

Genesis 11:6



# Courage

"Be strong and courageous. Do not be frightened and do not be dismayed for the Lord your God is with you wherever you go."  
Joshua 1:9



# Trust

"My God is my strength in whom I trust."  
Psalm 12



# Friendship

"Encourage one another and build each other up."  
1 Thessalonians 5:11



# Respect

"For God gave us a spirit not of fear but of power and love and self-control."  
Joshua 1:9



# Endurance

"I can do all things through Him who strengthens"  
Joshua 9



## **INTRODUCTION AND RATIONALE**

- We recognise that the relationship which exists between our school and the community is a partnership, and that all good partnerships thrive on excellent effective communication. This policy therefore seeks to define the means by which we are able to maintain effective communications between all stakeholders within our school community in addition to providing an overview of what parents/carers can expect of the school and, in turn, what the school will expect of parents/carers.
- This policy embodies the current national priorities around developing increased opportunity for parental involvement and engagement and recognises the importance of including parents/carers in meaningful dialogue relating to a young person's learning.
- Within all avenues of communication, we politely request that all members of our school community ensure the tone of communications remain polite, non-confrontational and solution focussed. We seek to develop confidence and trust between parents/carers, children, young people and staff and recognise the importance that the views of all are listened to so that together we can build the best possible experience for our full school community.

## **PARENTAL COMMUNICATION WITH THE SCHOOL**

### **Enquiries**

- Parents/carers are welcome to raise matters with the school by visiting reception, by telephone or by letter/email directed to [office@stcuthberts.leics.sch.uk](mailto:office@stcuthberts.leics.sch.uk). In many cases, including where a message has to be passed to a pupil, such enquiries will be dealt with directly by our school office staff.

Where another member of staff is required to respond, the following will apply:

- **Non-urgent enquiries** – In such cases, please feel free to contact us by telephone, letter or email. Upon receipt of your message our office staff will forward it to the relevant member(s) of our team. As a school, to facilitate effective communication, we aim to acknowledge and respond to non-urgent enquiries within five working days. In many cases, however – particularly where there is a time factor – responses will be quicker.
- There may however also be occasions where it is not possible to respond within this timeframe. In these situations, we will acknowledge your enquiry within five working days and respond in line with the Department of Education Customer Service Standards which state that general correspondence (letters, emails and enquiries) will be responded to within 15 working days.
- **Matters requiring an immediate response** – Where a matter is of such urgency that it requires an immediate response, it will be passed to the most appropriate member of staff who will usually be a member of the school's Senior Leadership Team. Where possible, the member of staff will respond to such enquiries at the time of contact however, where this is not possible, you will be contacted as a matter of urgency within 24 hours (most likely, later the same day).
- **Enquiries by email** – All parent enquiries by email should be directed to the school's generic account: [office@stcuthberts.leics.sch.uk](mailto:office@stcuthberts.leics.sch.uk)  
This will allow enquiries to be forwarded to the appropriate member of staff, with line managers copied in as appropriate. Parents/carers are advised on the website of broad remit areas within the school in order that they can mark their email for the attention of that person.
- **Letters to the School** – Parents/carers are welcome to send letters to communicate relevant information (such as: reasons for absence, appointment times, etc.) to appropriate members of staff within the school. All letters of this nature should be handed in to the school office to ensure effective handling of the information/your enquiry. Should you wish to communicate information of a more confidential or personal nature, letters should be addressed to the Head Teacher and marked as 'confidential'.

- **School Holidays** – Should parents need to contact the school during school holidays, email [office@stcuthberts.leics.sch.uk](mailto:office@stcuthberts.leics.sch.uk). Emails are checked Monday-Friday and where possible staff will respond acknowledging the email and helping if possible. The majority of emails during times of school closure or school holiday will be responded to upon the school reopening. We are unable to guarantee a member of staff be available to answer the phone.
- **Social Media** – In today's modern world many young people and adults engage in online activities enjoying the convenience offered when communicating via social media. We encourage our school community to participate positively when using any form of social media, however would politely ask that parents/carers do not use social media private messaging to contact members of staff. Communicating with staff in this way breaches guidance issued to teachers.
- **Parental Complaints** - Should a parent/carer wish to make a formal complaint about any aspect of the school, this should be done so following our complaints policy.

### **THE ROLE OF PARENTS IN GOOD HOME-SCHOOL COMMUNICATIONS**

- Communication between school and home is most effective when all parties are clear of the expectation upon them. On occasion, ELSA Support Worker can support effective communication and working between school and home specifically in managing issues relating to e.g. attendance, relationships and other aspects which impact on a young person's learning. The following are key ways in which parents/carers can support the work of the school in terms of communication:

#### **Pupil Absence**

- The school's over-riding obligation is to ensure the safety of the children and young people entrusted to it, and it is therefore of the highest importance that reasons for any pupil absences are established as a priority each morning.

***It is therefore essential that parents notify the school at their earliest possible opportunity where circumstances are likely to result in their child being absent from school.***

- Where no such notification has been received, parents will be contacted asking for such information.

***Parents are requested to respond to such messages as a matter of urgency, as the school will continue to pursue absences until such time as it has established a reason for an absence.***

- It is also very important that parents provide the school with absence notes, when appropriate, following medical absences.

#### **Information Returns**

- Throughout the year parents will be asked to make returns to the school by a stated deadline. These could be for a number of reasons, such as information data updates, confirmation of attendance of a pupil on a school trip or activity, feedback on reports etc.

***Please note that it considerably eases the administrative burden to the school when parents are able to observe the deadlines provided and we appreciate your help and cooperation in this regard.***

#### **Updating the School on Personal Matters**

- All our pupils can be affected by things going on at home or in their personal lives and these in turn can have an impact on their learning. It is very helpful for the school to be made aware of anything that a young person may be experiencing away from school that could be having an impact on how they are feeling in school. This could be something such as a family bereavement or friendship difficulties.

***In such circumstances contact should be made with the Class Teacher.***

### **Updating the School in the Event of Change of Contact Details**

- It is very important that the school has current contact details for parents/carers and other relatives. Parents/carers are requested to notify the school of such changes, both to their own contact details and those of relatives. This can be a particular problem for the school when it comes to mobile phone numbers.

***Changes to contact details should be communicated to the school office.***

### **Use of Social Media**

Consideration should be given regarding the nature of comments made about the school or members of staff on social media platforms. We respectfully ask that social media, whether public or private, is not used to voice complaints about the school, staff, parents/carers or pupils or identify/post images/video/comments regarding staff and/or children or young people. When used in this way social media has the potential to cause offence and discredit members of our school community. This can be damaging for both the individuals concerned and our school's reputation within the community.

***Where a parent/carer has a concern or complaint this should be raised with the school directly in order that they can be effectively addressed in a timely manner through the appropriate channels.***

### **COMMUNICATION BETWEEN THE SCHOOL AND PARENTS/CARERS**

#### **General Communications to all Parents/Carers**

We endeavour to inform parents of any changes to events ideally the week before the event is due to take place. Please note that due to unforeseen circumstances this may not always be possible and your understanding is appreciated.

Our school uses a variety of methods to communicate with parents/carers on matters which are of interest to them. These include:

- **ParentMail** – this facility allows the school to send short text and email messages to parents/carers. Text messages are usually used only for matters that require to be drawn to parents' attention urgently such as unexplained absences, club cancellations or severe weather closures. Email is our preferred means of communication and we hold parental email addresses for children. Where families are unable to receive email communication from the school, we will provide paper copies instead. Should you require paper copies please make this request by contacting our school office.
- **The School Website** – the school website is a very useful resource for parents/carers. As well as providing news updates, the website is the place where parents/carers are most likely to find information they need about the school. This includes the school's calendar of events, the school curriculum information and other key documents. The school website also provides clear details for parents/carers on how they can contact the school.
- **Social Media** – electronic tools are particularly useful for providing updates on pupils' achievements both within the school and in relation to extra-curricular activities and wider achievement.

***Our main Twitter account uses the handle: @StCuthbertsCEP1***

- **Newsletter** - this is sent to parents around twice a month via ParentMail. It contains general details of school events and activities, up and coming dates and information from local community groups/projects. It is also published on the school website.

#### **Communication regarding the curriculum/learning and teaching**

- There are two parents' evenings (October and February) for pupils and two written reports throughout the year (February and July).
- Primary staff are usually available for brief, informal discussion at the end of the school day, but formal appointments can also be arranged if more in depth discussion is required.

- Parents/carers are also provided with Knowledge organisers at the beginning of each topic. There are termly 'Curriculum evening' events and after school book looks when pupils show their parents/carers around their classroom and what they have been learning that term.

***Should parents/carers wish to discuss their child's progress, contact should be made in the first instance with the Class Teacher. This can be done at any point during the year.***

## **SEEKING PARENTS'/CARER'S VIEWS**

### **Meet the Headteacher and Governors**

- Parents are invited to meet the headteacher and members of the Governing body termly as a key vehicle for parents/carers to share their views with the school leadership. These meetings are also used by the school leadership to provide parents/carers with updates on a wide range of issues, ranging from small changes to procedures to very significant government policy changes.

### **Parental Involvement in School Self-Evaluation and Annual Planning**

- The school is also keen to involve parents/carers, as well as other stakeholders, in its annual processes of self-evaluation and planning. This is done through parent questionnaires and feedback during curriculum evenings.

### **Consultation on Proposed Change**

- The school is committed to consulting parents/carers wherever possible, particularly in cases where significant changes in policy or procedures are under consideration. As well as pupils themselves, parents/carers are key stakeholders within the school community and their views are valued and will be taken into consideration in the making of decisions.

### **On-going Evaluation of Events**

- The school is also committed to seeking regular feedback from parents/carers on activities and we may issue evaluation forms to seek parents' views on how events might be improved at appropriate times of the year.

## **WHO SHOULD I CONTACT?**

- Should you wish to discuss any aspect of your child's experience at St Cuthbert's C.E Primary School please contact the relevant member of Staff. An up to date list of staff names can be found on the school website.
- We have summarised some common reasons parents/carers need to contact us below and have indicated who the most relevant contact would be in each case.

Nature of Enquiry	Main Contact
General e.g. Attendance/Absence, Medical, ParentMail, Payments, Extra-Curricular Activities	Office Staff
Class related e.g. Progress, Homework, Reporting, Relationships/Behaviour	Class Teacher
Additional Support Needs	SENDCo- Mrs Guy
Child Protection Concerns	Headteacher- Mrs Hawkins
Special Family Circumstances, Formal Complaints	Headteacher- Mrs Hawkins
Parent Communications Governor	Dr Dormer

**Should you have any concern that remains unresolved, please do not hesitate to contact the Headteacher**

Please note that we are committed to providing an excellent level of service. You will be treated with courtesy and respect by our staff.

***Please treat our staff with respect in return.***

St Cuthbert's has a zero tolerance approach to violence and aggression towards its staff. Unacceptable behaviour is not always aggressive or verbally abusive, but can also be defined, for example, by unreasonable persistence, constant contact or refusal to accept explanations or decisions.

### **SCHOOL CONTACT DETAILS**

St Cuthbert's C.E Primary School

The Chase

Great Glen

Leicestershire

LE8 9EQ

**Email Address:** [office@stcuthberts.leics.sch.uk](mailto:office@stcuthberts.leics.sch.uk)

**Phone No:** 0116 2592764

**Website:** <https://www.stcuthberts.leics.sch.uk>

**Twitter:** @StCuthbertsCEP1