

*Be the Best that you can be!
Be independent, creative and persevere!*

Pen-y-Fai Church in Wales Primary School

Communication Policy

This policy is written because Roxy - Our Rights Respecting Schools
Mascot says that;

"You have the right to information"
Article 13

CHURCH IN WALES
PRIMARY SCHOOL



We are a Rights Respecting School

Be Honest, Show Respect, Act with Kindness and Spread Joy

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Our Statement of intent;

We believe it is essential to have in place good lines of communication between the school, parents, school personnel, governors, pupils, local authority, external agencies and the local community. The continued development and success of the school depends on everyone connected with it being kept well informed at all times.

We believe children will achieve more if there are good lines of communication between school and home encouraging parents to work closely with the school for the benefit of their children. Parents need to be reminded of the aims and values of the school and we need to beware of the thoughts and concerns of parents.

We will ensure that every effort will be made that all written and verbal communications with parents and others will be free of educational jargon with translations being available when required.

We wish to work closely with the School Council and to hear their views and opinions as we acknowledge and support Article 12 of the United Nations Convention on the Rights of the Child that children should be encouraged to form and to express their views.

We as a school community have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

We believe it is essential that this policy clearly identifies and outlines the roles and responsibilities of all those involved in the procedures and arrangements that is connected with this policy.

Our School Aims;

- To have in place a clear and effective system of communicating to others.
- To use a range of strategies in order to make lines of communication effective.
- To ensure compliance with all relevant legislation connected to this policy

How will we achieve this? Who needs to do what?

What the Governors will do;

The Governing Body has:

- appointed a School Office Manager to be responsible for monitoring this policy and ensuring correspondence with parents and others are translated when required;
- delegated powers and responsibilities to the Headteacher to ensure all school personnel and stakeholders are aware of and comply with this policy;
- responsibility for ensuring that the school complies with all equalities legislation;

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- nominated a designated Equalities governor (Chair of Governors) to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- responsibility for ensuring funding is in place to support this policy;
- make effective use of relevant research and information to improve this policy;
- responsibility for ensuring this policy and all policies are maintained and updated regularly;
- responsibility for ensuring all policies are made available to parents;
- the responsibility of involving the School Council in the development, approval, implementation and review of this policy;
- nominated a link governor (Chair of Governors) to visit the school regularly, to liaise with the Headteacher and the School Office Manager and to report back to the Governing Body;
- responsibility for the effective implementation, monitoring and evaluation of this policy.

What the Headteacher will do;

The Headteacher and the Senior Leadership Team will:

- ensure all school personnel, pupils and parents are aware of and comply with this policy;
- work closely with the link governor and school office manager;
- provide leadership and vision in respect of equality;
- make effective use of relevant research and information to improve this policy;
- provide guidance, support and training to all staff;
- monitor the effectiveness of this policy by speaking with pupils, school personnel, parents and governors;
- annually report to the Governing Body on the success and development of this policy.

What the Nominated Link Governor will do;

The Nominated Governor will:

- work closely with the Headteacher and the school office manager;
- ensure this policy and other linked policies are up to date;
- ensure that everyone connected with the school is aware of this policy;
- attend training related to this policy;
- report to the Governing Body every term;
- annually report to the Governing Body on the success and development of this policy.

What the School Office Manager will do;

The school office manager will:

- lead the development of this policy throughout the school;

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- work closely with the Headteacher and the nominated governor;
- ensure all school communications with parents are monitored;
- ensuring correspondence with parents and others are translated when required;
- provide guidance and support to all staff;
- provide training for all staff on induction and when the need arises regarding;
- keep up to date with new developments and resources;
- undertake risk assessments when required;
- review and monitor;
- annually report to the Governing Body on the success and development of this policy.

What School Personnel will do;

School personnel will:

- comply with all aspects of this policy;
- ensure that their line manager is in attendance with them during meetings with parents where required;
- not communicate with parents via social networking sites or any other social media;
- be aware of all other linked policies;
- maintain high standards of ethics and behaviour within and outside school and not to undermine fundamental values;
- work in partnership parents and carers keeping them up to date with their child's progress and behaviour at school;
- implement the school's equalities policy and schemes;
- report and deal with all incidents of discrimination;
- attend appropriate training sessions on equality;
- report any concerns they have on any aspect of the school community.

What Pupils will do;

Pupils will:

- be aware of and comply with this policy;
- ensure that all school communications such as newsletters', home-school diary etc are taken home and given to parents.

What Parents will do;

Parents/carers will:

- be aware of and comply with this policy;
- work in partnership with the school for the benefit of their children;
- be asked to take part periodic surveys conducted by the school;
- support the school Code of Conduct and guidance necessary to ensure smooth running of the school
- be encouraged to take an active role in the life of the school by attending:

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- parents and open evenings
 - parent-teacher consultations
 - class assemblies
 - school concerts
 - fundraising and social events
-
- be encouraged to work in school as volunteers;
 - be encouraged to organise after school clubs or groups;
 - be asked to take part periodic surveys conducted by the school;
 - ensure regular and punctual attendance;
 - notify school on the first day of pupil absence;
 - have holidays in term time and authorised by school;
 - encourage effort and achievement;
 - encourage completion of homework and return it to school;
 - provide the right conditions for homework to take place;
 - hand in homework on time;
 - support the school Code of Conduct and guidance necessary to ensure smooth running of the school;
 - ensure correct school uniform is worn.

Training for Personnel at the School;

All school personnel:

- have equal chances of training, career development and promotion
- receive training on induction which specifically covers:
 - All aspects of this policy
 - Community Links
 - School Prospectus
 - Parent Involvement
 - Parent-Teacher Consultations
 - Internet Social Networking Websites
 - Parent and Community Use of Social Media
 - Equal opportunities
 - Inclusion
- receive periodic training so that they are kept up to date with new information
- receive equal opportunities training on induction in order to improve their understanding of the Equality Act 2010 and its implications.

Raising awareness of this policy;

We will raise awareness of this policy via:

- the School Handbook/Prospectus
- the school website
- the Staff Handbook

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- meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- school events
- meetings with school personnel
- communications with home such as Class Dojo, Parent Mail and half termly newsletters;
- reports such annual report to parents and Headteacher reports to the Governing Body

Monitoring the effectiveness of this policy;

The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Headteacher and the nominated governor.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement.

Documents that this policy is based on;

We believe this policy relates to the following legislation:

- Standards and Framework Act 1998
- Equality Act 2010
- Education & Inspections Act 2006
- Education Act 2011

The following documentation is also related to this policy:

- Equality Act 2010: Advice for Schools (DfE)

Equality Impact Assessment;

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

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Appendix 1 – School Statement on Home/School Communication

Why is effective communication so important?

Positive lines of communication between home and school, is an essential element of the work of all schools. Effective communication enables pupils to receive continuity of education, care, support and management within home and school settings.

Personal Contact details: Home Address, Telephone Numbers, Email

The school holds emergency contact details for all pupils. It is the parent/carer's responsibility to inform the school as soon as any of these contacts details need to be updated. The school will not share any of these details with any third party without the prior permission of the parent. Depending on the nature of the communication, the school will use the most practicable means to contact a parent/carer.

What information will we provide for you and how will this be provided?

We mainly use Class Dojo as a way of communicating important information to our parents. You will receive;

1. Multiple photographs of class based activity each week (not necessarily featuring your own child - although it is always staff's intention to ensure that all children are included as frequently as possible). This will enable you to begin conversations with your child about some of the work that they are doing in class.
2. Photographs when your child's class has attended a school trip or taken part in a special event in school, such as World Book Day. Once again, we cannot guarantee that every child will feature in these photographs. We will aim to update Class Dojo whilst your child's class is on a trip (wifi permitting). Where this has not been possible, we will update as soon as we are able to.
3. Clear information whenever new homework has been set to clarify expectations and completion deadlines. This will include;
 - **Talk Homework** - This will be provided regularly and will be something for you to talk about/ look out for with your child. It could be a planning discussion about the extended writing that your child will be undertaking that week or a discussion about an aspect of the new topic that your child will be undertaking. There is no requirement to write

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anything or produce anything (although your child would be welcome to if they so wished) but talking with your child about the work that they will be undertaking in class will be extremely valuable.

- **Reading Homework** -

From Reception to Year 3/ They have finished Lime Level, children will receive a reading scheme book every week. Teachers will provide you with information at the start of the year so that you know when reading books are being changed and will only use Class Dojo to inform you if there is a change to this routine.

From Nursery to Year 2, children will receive a library book most weeks to be enjoyed with a parent at home. Teachers will provide you with information at the start of the year so that you know when library books are being changed and will only use Class Dojo to inform you if there is a change to this routine.

In the Foundation Phase, teachers will also provide a Reading Diary which they will write in once they have heard your child read in class. This will contain comments which enable you to focus on certain aspects of reading when reading with your child in the evenings. Please make comments in turn to inform your child's class teacher of how the reading is progressing at home.

From Reception, teachers will use Bug Club to allocate reading tasks. Up to a maximum of 5 books may be allocated to an individual child at a time. On a regular basis, teachers will check to see if there are children who have finished their allocated books and then allocate new ones to them. Class Dojo will be used to provide a general reminder that new books may have been allocated to some pupils and as a reminder to use the Bug Club system. Prior to the summer holidays, the class teacher will ensure that 5 Bug Club books are allocated for your child to practise skills during the break.

- **Maths Homework** - All teachers will allocate specific maths homework on a regular basis in order to reinforce concepts from class work. This will be set matching your child's ability level as closely as possible. A variety of tasks may be set including the use of MyMaths and more open ended activities. Once tasks have been allocated, this will be communicated via Class Dojo alongside the completion deadline (if it does not fall in line with the original routine explained at the Meet the Teacher session).

- **Google Classroom** - In KS2, pupils will be set an assignment on Google Classroom at least once a half term. Teachers will use Class Dojo to inform parents once this has been done.

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- **Additional Homework Tasks** - From time to time, a class teacher may set an additional homework task to assist with an aspect of their topic or for a special occasion such as St. David's Day. This will be communicated via Class Dojo.
- 4. Information about the new topic that your child will be undertaking. This will be sent at the start of a new topic (around 5 times a year) and will enable you to formulate discussions with your child around the new area of learning.
- 5. Reminders of special events that are coming up which may require additional information for parents.

Please note that there is a Homework Diary provided for pupils from Nursery to Year 3 and this may substitute/duplicate some of the communication requirements above.

If there is any information that you require at any time that you feel has not been communicated to you via Class Dojo or a Homework Diary then please telephone the school office who will ensure that you receive the relevant information as soon as possible.

School Story

The Headteacher will use School Story to inform all parents in the school about events that impact the entire school community. This will be updated on needs basis.

Please note that **Class Dojo posts** are for;

Sharing information from the school to parents, please do not use the comments section as a forum for discussion. If you would like to ask a question after a post, please telephone or email the school office. Staff will not be able to reply to comments on a post which ask for further information.

Celebrating success, please feel free to comment on posts for positive reinforcement of pupils, staff and volunteer helpers - this is always appreciated

Other Forms of Communication

Parent Mail - Information is sent from the school to the parent directly to their email address or mobile telephone. This is used when attachments are required or information needs to reach parents as quickly as possible.

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Paper Letter - These are sent out when Class Dojo or Parent Mail are not appropriate - usually if a reply slip is required. A post will appear on Class Story or School Story to inform you to look out for a paper letter coming home with your child.

Half Termly Newsletter - These are sent out 6 times a year and contain important, whole school messages. This is also used to celebrate success and is sent out via Parent Mail.

Twitter - Photographs and celebrations are communicated to a wider audience than Class Dojo. This is updated on a regular basis. Please follow us @PenyfaiPrimary.

School Website - This contains fairly static information such as policies and information about the vision and values embraced by the school community. This also contains our live Twitter feed and also the school calendar.

At the door - Occasionally, a member of staff may ask for a quick chat at the end of the day. This will always be done as sensitively as possible and will simply be to inform you about an incident that has occurred that day that you may need to be aware of.

Telephone Call - From time to time, staff may feel that the most appropriate form of communication is a telephone call. This may be the case if a message needs to reach you very quickly or if something of a very sensitive nature needs to be communicated and it is not felt that catching you at the door at the end of the day is the most appropriate method. This may lead to a face to face meeting. Please note that an 'exceptional' face to face meeting will not be requested in writing.

Parents Evening - These are held in Autumn Term 1 and Spring Term 2. They are 10 minute appointments which are held in the school hall. This is an opportunity for the class teacher to inform you of your child's current rate of progress and areas for them to work on. There will also be the opportunity for you to discuss any concerns that you may have with your child's class teacher during these appointments.

Meet the Teacher - At the beginning of the Autumn term, there will be a 10 minute presentation from the class teacher to parents in order to inform parents

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of class routines etc. Once will be held at 3.30pm and then another at 5pm to enable as many parents as possible to attend.

Written Reports - You will receive a full, written report about your child in the second half of the summer term.

Special Meetings - From time to time, we will hold special meetings for parents in the school to provide additional detailed information such as when our Year 5 and 6 pupils attend residential trips or when a new initiative is being introduced to the school curriculum.

Parent Questionnaires - Once a year, we like to receive feedback from our parents about ways in which we can improve our current levels of service. Parents will be informed of these electronic surveys via the newsletter and Class Dojo.

Communication from Home to School

Should you wish to communicate some important information with us then it is very important that you have the mechanisms to do so in a way that is convenient to you and so that any concerns can be actioned as soon as possible.

At the door - If you have some information that you would like to pass on, that is not sensitive in nature, then please do so at the end of the day if a member of staff is available. Please do not do this at the beginning of the day as staff are preparing to teach.

Via the Office - Please telephone (01656) 815930 or email (admin.penyfai@bridgend.gov.uk) the school office if you have any information that you would like to pass on to the class teacher. This may be simple information or a request for a phone call back from a member of staff. Where requests for a more private meeting with a member of staff are made, this will probably be after school or can be arranged for very early in the morning. Members of staff will make every effort to respond initially within twenty-four hours but may need more time should follow-up be necessary.

In writing - directly to a specific staff member - We understand that there are occasions where you may want to raise concerns directly to a member of staff. If this is the case, please use the form below (Appendix 3) so that we are able to deal with your concerns as effectively as possible. Please then place this form in an envelope marked for the attention of the staff member concerned at hand it in to the Reception. Alternatively, you may email this form to the office as an

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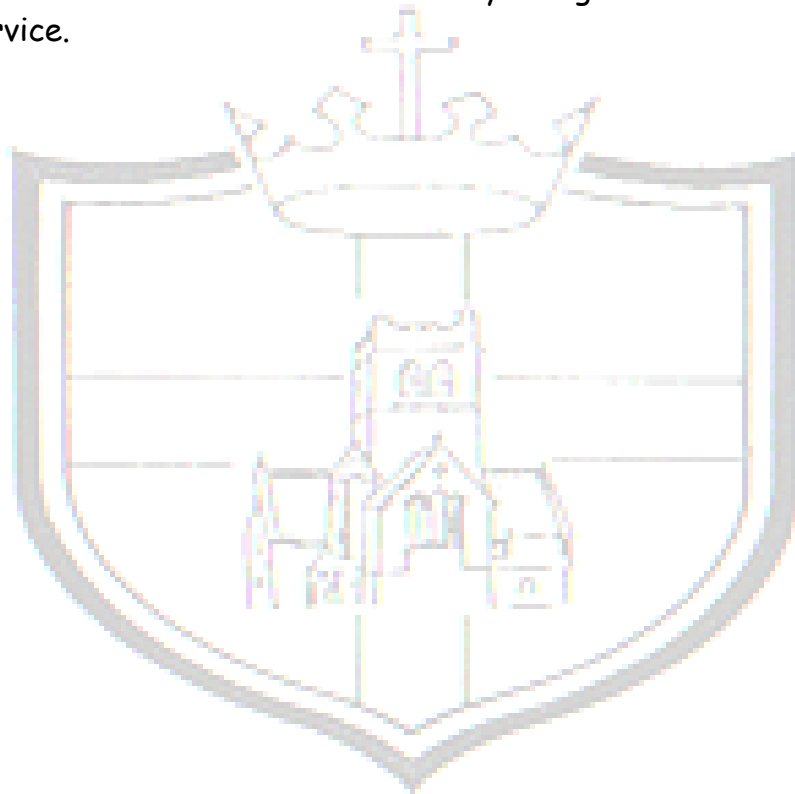
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attachment marked confidential for the attention of the staff member concerned. Members of staff will make every effort to respond initially within twenty-four hours but may need more time should follow-up be necessary.

Please do not;

- Go up to the classrooms expecting to talk with a member of staff without a prior appointment.
- Walk around the school without having been signed in or given a visitor's badge.
- Expect a member of staff to discuss a child other than your own.
- Contact members of staff directly using the Class Dojo Messenger service.



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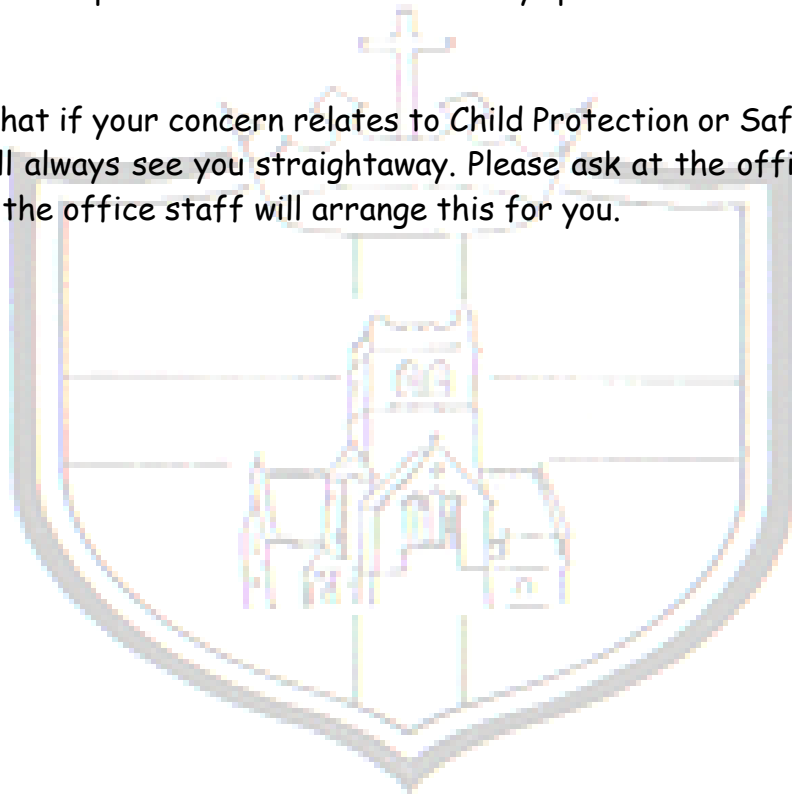
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Home School Agreement (Appendix 2)

This document explains the school's vision and values and sets out expectations of parent/pupils and staff. This document must be signed by parents prior to your child commencing school with us at Pen-y-Fai and the expectations adhered to at all times.

Please bear in mind that, if you have any concerns, it is always better to address these with the school as soon as possible rather than discuss issues on the playground as simple clarification can usually prevent undue upset for all concerned.

Please note that if your concern relates to Child Protection or Safeguarding 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.



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As a parent, you have the right to express any concerns that you have directly to us. We will always listen and try our best to do all that we can do to resolve any issues.

We will always be honest, treat you with respect and act with kindness as we attempt to bring joy and happiness into your family life. We expect to be treated in the same manner.

We want our school to be a safe and happy place for us all.

Therefore, anyone who does not act in the way described above may be asked to leave the premises and further action may be taken against them.

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Appendix 3:

A parents guide to raising your concerns;

If you are worried about anything to do with your child's schooling or your child expresses concerns to you and you feel that you would like to share these with someone at the school, then please telephone (01656 815930) or email (admin.penyfai@bridgend.gov.uk) the school office who will arrange a meeting or phone call with the relevant member of staff or Governor as soon as possible. Below is the suggested flow of who to contact;

1. The class teacher;
2. The anti-bullying coordinator (if your concerns relate to others being unkind to your child)
3. A senior leader (normally the Headteacher)
4. The link governor
5. The Chair of governors
6. The Governing Body Complaints Committee

If you are not satisfied that your complaint has been dealt with effectively, please complete the complaints form (appendix 3) and return it to the school office who will then pass it on to the relevant person on your behalf.

Please note that all members of staff and governors will always attempt to;

Be Honest;

Show Respect;

Act with Kindness; and

Spread Joy when dealing with any issues that you discuss.

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You have the right to say what you think should happen and to be listened to (Article 12)

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Appendix 4:

You have the right to say what you think should happen and to be listened to (Article 12)

Complaints form (this is available to download from our website)

1. Name of pupil	2. Name of adult completing this form on behalf of this child (relationship to the child)
1.	2.
3. Date of correspondence	4. Who would you like to address your concerns to? (see appendix 2 for a suggested flow of concerns)
3.	4.
5. Give a brief description of concerns (use bullet points if necessary)	
5.	
6a. Have you raised these concerns with a member of staff previously? (if no, go straight to 7)	6b. Were you happy with the way that it was dealt with? (If yes, go straight to 7)
6a.	6b.
6c. If you were unhappy with how this was dealt with, please explain why.	7. What would you like to see happen next? (use bullet points if necessary)
7.	6c.
8. How would you best like to be contacted?	9. If you would like to meet or be telephoned, is there an appropriate time to do so?
8.	9.

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Appendix 5:

Staff's guide to dealing with concerns:

If you have any concerns at all about the way that children are treating each other, it is your responsibility to ensure that these concerns are passed on to the correct person.

If the problem persists after you have reported the problem then feel free to go back to the member of staff to ask them what the next steps may be. If you are not satisfied that the issue is being dealt with effectively, please make sure that you tell another member of staff what has happened. A child's safety and wellbeing is always the utmost priority!

Here is a suggested flow of who to speak to;

1. The class teacher;
2. The anti-bullying coordinator (if your concerns relate to others being unkind to your child)
3. A senior leader (normally the Headteacher)
4. The link governor
5. The Chair of governors
6. The Governing Body Complaints Committee

Please note that where there are safeguarding concerns about a pupil, please report immediately to the school's safeguarding officer (the Headteacher). In the absence of the safeguarding officer, please contact the deputy safeguarding officer (the deputy Headteacher). If your safeguarding concerns are about the Headteacher, then please report to the Chair of Governors (Details of how to contact the Chair of Governors can be found on the school website or by asking at the school office)

Please note that all members of staff and governors must always attempt to;

Be Honest;

Show Respect;

Act with Kindness; and

Spread Joy when dealing with any issues that you discuss.



You have the right to say what you think should happen and to be listened to (Article 12)

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Appendix 6: (Whole School Communication Strategy)

We keep stakeholders informed by using the following strategies:

Parents	<ul style="list-style-type: none"> • School Prospectus • Half termly Newsletter • Periodic information letters • Termly Parents Forums • Parent-Teacher Consultations • Pupil's Annual Report • Annual Report from the Governing Body • School Website • Parent Mail • First Day Contact telephone call • Meetings by appointment with school personnel • Social Media – Class Dojo and Twitter
School Personnel	<ul style="list-style-type: none"> • Staff Handbook • Gmail • Class Dojo • Regular Feedback Questionnaires • Google Calendar • Meetings • Training • Individual discussions with Senior Management Team
Governors	<ul style="list-style-type: none"> • Headteacher's Report to Governing Body • Governing Body meetings • Newsletters • Regular email contact • Visits to school • Dialogue with the Headteacher
Pupils	<ul style="list-style-type: none"> • School Council • Various Pupil forum Groups • Dialogue with staff members • Newsletters • Collective Worship
Local Authority	<ul style="list-style-type: none"> • Headteacher's Report to the Governing Body • Annual Report to Parents • Meetings • Email
Local Community	<ul style="list-style-type: none"> • Press reports • Local radio

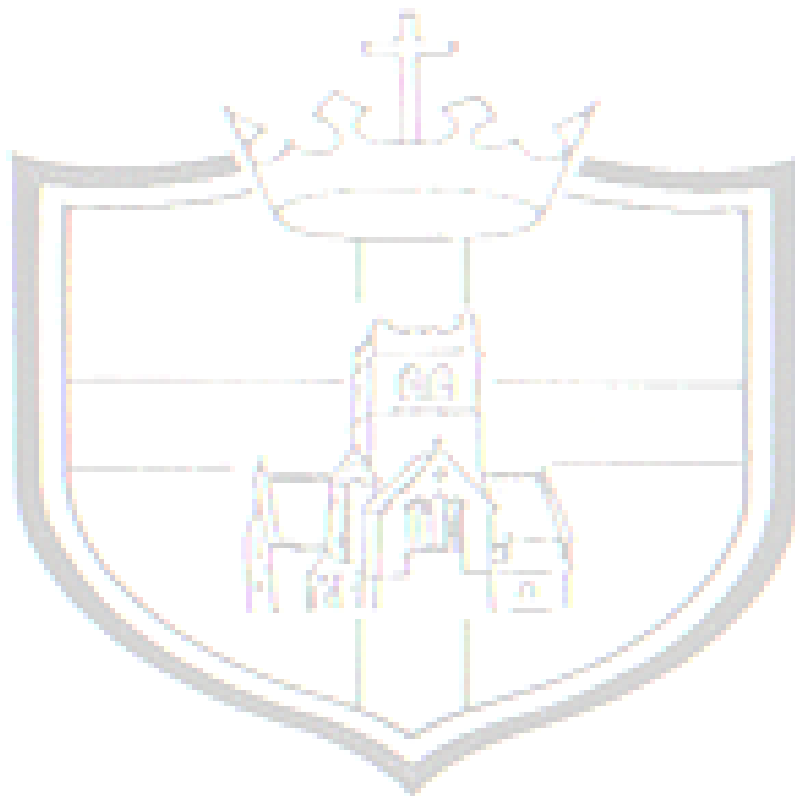
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- Visits from community representatives who speak at morning assembly

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