



# Twyning School

## Communications Policy

**Date Created:** September 2023

**Last reviewed on:** September 2023

**Next review due by:** September 2024

**Governor Committee:** Communications and Standards

## **1. Introduction and Aims**

At Twynning School, we believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

In the following sections, we will use 'parents' to refer to both parents and carers.

## **2. Roles and Responsibilities**

### **2.1 Headteacher**

- The headteacher is responsible for:
- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

### **2.2 Staff**

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will aim to respond to communication during core school hours (8-5pm Mon-Fri), or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff are not expected to respond to communications outside of these hours.

### **2.3 Parents**

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance - see flow chart (Appendix 1)
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct. Parents should not expect staff to respond to their communication outside of core school hours (8-5pm Mon- Fri), or during school holidays.

### **3. How we Communicate with Parents and Carer**

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

#### 3.1 Email or Spider

We use email to keep parents informed about the following things:

- Upcoming school events
- Emergency school closures (for instance, due to bad weather)
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments / voluntary contributions
- Short-notice changes to the school day

#### 3.2 Class Dojo

We use Class Dojo to share class updates and to record and celebrate house points. We do not use it for messaging individuals. (We ask parents **not** to use Class DOJO as a form of communication to the teachers please.)

#### 3.3 School calendar

Our school website includes a full school calendar for the month.

Where possible, we try to give parents at least 1 - 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

#### 3.4 Phone calls

Our School Administrator, carries our first day calling on a daily basis and will contact parents of any child where there has not been a message left via phone or email to identify the reason for the absence and give support, advice if needed.

#### 3.5 Letters

We send the following letters home regularly (normally electronically):

- Letters about trips and visits
- Consent forms
- Our weekly newsletter

#### 3.6 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A verbal report from the class teacher at Autumn term and Spring term parent's evenings
- A report on statutory assessments
- A report on the results of public examinations (on the school website)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.7 Meetings

We hold two parents' evening(s) per term in both Autumn and Spring. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern. The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs as well as to attend their annual review if they have an Education Health Care Plan.

### 3.8 School website

Key information about the school is posted on our website, including:

- School times and term dates

- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

- Information about before and after-school provision Parents should check the website before contacting the school.

### 3.9 Information evenings

We regularly hold additional information sessions for parents throughout the school year. These include information evenings about E-safety; particular subjects; residential trips ; and many more.

## **4. How Parents and Carers can Communicate with the School**

### 4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) following this.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

### 4.2 Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the

school office and the relevant member of staff will contact them within 5 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 working days of your request.

If the issue is urgent, parents should call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues etc...

For more general enquiries, please call the school office.

#### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

#### 4.4 School Spider

Parents can notify us of their children's absence from school using the School Spider app

#### 4.5 Completing surveys

We send regular surveys to all parents so that we can engage with feedback. We share surveys using School Spider which parents then fill in online. Survey responses are anonymously collated and shared on the school website.

### **5. Inclusion**

It is important to us that everyone in our community can communicate easily with the school. We currently make whole-school announcements and communications (such as email alerts and newsletters) in English. We can make additional arrangements for translation if necessary, for example if we do not have a member of staff speaking a language needed. Please contact the school office to discuss this.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages verbally
- Interpreters for meetings or phone calls

### **6. Monitoring and Review**

The headteacher monitors the implementation of this policy and will review the policy every three years. The policy will be approved by the governing body.

### **7. Links with other Policies**

The policy should be read alongside our ICT policies. Links to our policies are all on the school website under the policy section:

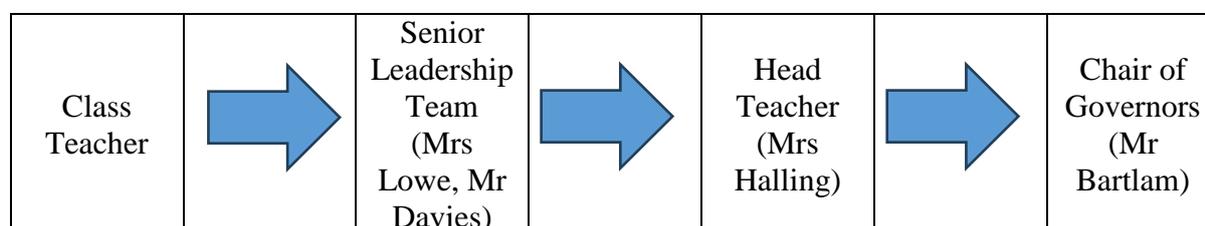
[School policies on website](#)

Appendix 1:



Guidance for Parents and Carers on contacting Twynning School

If you have any questions, queries or things to discuss, please come in to talk to the class team. We have an open-door policy and we will be happy to discuss anything with you. We are also available via email but please note that we will not respond to emails between 7pm and 8am during weekdays and throughout the weekends. If you feel you would like more clarification of something or feel like something has not been resolved, then please follow the communications procedure below.



The grid below shows who to contact for different scenarios.

Message, Queries, Concerns	Person to Contact
If your child is absent from school or has a medical appointment	Please notify the school office each day of absence via School Spider. (Please note that this notification does not guarantee that absences will be authorised).
If you have a quick message for your child's teacher about collection, questions or homework/spellings	Please speak to Mrs Bowen in person or via email ( <a href="mailto:admin@twynning.gloucs.sch.uk">admin@twynning.gloucs.sch.uk</a> ) who will take messages for you and pass onto the class teachers.
If you would like to talk about your child's learning.	Please email your child's teacher to make an appointment to come into school for a meeting. If following your discussion you would like more information, please make an appointment to meet with one of our senior leadership team.

	If following this discussion you would like more information, please make an appointment to meet with Mrs Halling.
If you are concerned about social behaviour or bullying.	Please email your child's teacher to make an appointment to come into school for a meeting. If following your discussion you would like more information, please make an appointment to meet with one of our senior leadership team. If following this discussion you would like more information, please make an appointment to meet with Mrs Halling
If you are concerned/would like advice about your child's wellbeing.	Please talk to your child's teacher about making an appointment to come into school to discuss this further or email to make this appointment.
If you would like discuss your child's additional needs.	Please talk to your child's teacher about making an appointment to come into school or email about your concerns. If following this discussion you would like more information, please make an appointment to meet with our SENDCo, Lisa Lowe.
If you would like to find out about after school clubs organised by teachers or have a general related query.	Check our school website, newsletters or ask Mrs Bowen.
If you have a query about our Before and After School Care Facility (BASC)	Please speak to Mrs Bowen in person or via email ( <a href="mailto:admin@twyning.gloucs.sch.uk">admin@twyning.gloucs.sch.uk</a> )
If you have a school dinner enquiry.	Please speak to Mrs Bowen in person or via email ( <a href="mailto:admin@twyning.gloucs.sch.uk">admin@twyning.gloucs.sch.uk</a> )
If you would like to make a formal complaint.	Please refer to and follow our complaints policy which can be located on our school website.

Appendix 2: Contacts and emails for parents – see letter sent to parents and available on website below.

## Communication:

We believe that pupils are likely to get the most from their education when there is a strong sense of partnership between home and school. This partnership must be based on good communications and we would encourage you to contact the school whenever you feel this is necessary.

## Class Dojo:

We use Class Dojo to share class updates and to record and celebrate house points. We do not use it for messaging individuals.

## Email & School Spider:

Our main forms of communication are email and School Spider. School Spider is an app, that if notifications are enabled, will promptly notify you of any communication from us. School Spider is predominantly used to communicate general information with you. If we require a text response from you via spider, this will be made clear in the body of the message, otherwise, please use email or telephone the office.



We understand that there will be instances when you may need to contact an individual member of staff; therefore I am providing the relevant email addresses for you, should the need arise (please see overleaf for these).

## Website:

Our school website is where you will find information relevant to your child's class. Teachers update the Class Pages section of the website regularly to share information with you. Photographs of the children (where authorised) will also be posted here when appropriate. Please note that this is an information page, and not a social media feed. It will be updated when new information needs to be communicated.



## Who to contact if you have a query:

**If your query relates to a non-academic issue**, we ask that you contact Mrs Bowen [admin@twyning.gloucs.sch.uk](mailto:admin@twyning.gloucs.sch.uk) or Mrs Halling [head@twyning.gloucs.sch.uk](mailto:head@twyning.gloucs.sch.uk) who are the first point of contact regarding any pastoral issues. They will liaise with your child's class teacher if this is necessary.

**If your query relates to an academic issue**, we ask that you contact your child's teacher in the first instance. It may be appropriate on certain occasions to contact Mrs Halling or Mr Davies first, rather than the teacher directly; however, this should not normally be the case.

## How to contact us:



### Telephone

The Office can be reached on 01684 293577 up to 16:30 Monday – Friday.



## Email addresses

If you need to email a member of staff, our staff email addresses are listed here:



**Owls** – Mr Davies – [mdavies@twyning.gloucs.sch.uk](mailto:mdavies@twyning.gloucs.sch.uk)



**Hedgehogs** – Miss Taylor (Monday – Thursday) – [itaylor@twyning.gloucs.sch.uk](mailto:itaylor@twyning.gloucs.sch.uk)



**Foxes** – Mrs Mulligan – [emulligan@twyning.gloucs.sch.uk](mailto:emulligan@twyning.gloucs.sch.uk)



**Squirrels** – Miss Ray (Monday – Wednesday) – [hray@twyning.gloucs.sch.uk](mailto:hray@twyning.gloucs.sch.uk)



**Squirrels** – Mrs Wiseman (Thursday & Friday) – [jwiseman@twyning.gloucs.sch.uk](mailto:jwiseman@twyning.gloucs.sch.uk)

**Rabbits** – Miss Copson – [hcopson@twyning.gloucs.sch.uk](mailto:hcopson@twyning.gloucs.sch.uk)

**SENDco** – Mrs Lowe – [llowe@twyning.gloucs.sch.uk](mailto:llowe@twyning.gloucs.sch.uk)

**P.E.** – Mrs Leggett – [jleggett@twyning.gloucs.sch.uk](mailto:jleggett@twyning.gloucs.sch.uk)

**Headteacher** – Mrs Halling – [head@twyning.gloucs.sch.uk](mailto:head@twyning.gloucs.sch.uk)

We ask that you only send the email directly to *one* person, although in some cases you may wish to copy (cc) another member(s) of staff for information, so that they are aware of your contact.

Typically, emails will normally be responded to within 2 working days during term time. This response time may be slightly longer if the query is directed to part-time staff. Staff emails are not monitored outside of school hours; however, some members of staff may choose to respond to emails outside of their working school day. This is actively discouraged in order to promote a healthy work/life balance for our staff.

### Meetings in person:

There are times when you may prefer to have a conversation in person with a member of staff. If this is the case, please use one of the above forms of communication to request a meeting at a mutually convenient time. Individual staff are unlikely to be available to deal personally with an issue if parents arrive at school without an agreed appointment.

On extremely rare occasions, staff are faced with abusive, aggressive and unreasonable conduct. As in many organisations, behaviour of this nature will not be tolerated either face to face or over the telephone.

### Emergencies:

In the case of an urgent message, needing to be relayed to your child or a member of the school's Senior Leadership Team, please telephone the School Office.