



Clutton  
Primary School

*A Partnership in Discovery*

## IMPROVING PARENT COMMUNICATION Communication Protocol

### Introduction

In response to our recent communications survey, the purpose of this document is to set out expectations for how school and home can successfully communicate, to ensure the best partnership of support for each child's learning. On-going research continues to demonstrate the vitally important role parents/carers play in the education of their child.

*"Parental involvement in children's education from an early age has a significant effect on educational achievement, and continues to do so into adolescence and adulthood ... Effective home-school partnerships are essential to ensure that each child gets the most out of their school and the education system"*

*"The Impact of Parental Involvement on Children's Education"  
Dept for Children, Schools and Families*

This document should be read alongside the Home School Agreement, signed at the beginning of your child's time at Clutton Primary School. A copy is available on the school website, or on request from the school office.

The Trust's Complaints Procedure is a separate process, and should be followed when normal communication protocol is not effective / not appropriate.

### Why partnership and good communication is important to us all

At Clutton Primary, we believe:

- that every child is entitled to the best learning opportunity and we are committed to working in partnership with parents/carers to deliver this.
- that the child is the most important consideration of any conversation
- that a three way process of communication between the child, home and school is essential for all children thrive and flourish
- that all communication should be open, accessible, timely, respectful and appropriate
- that communication is about more than information exchange: it is about the development of positive relationships
- that communication involves active listening
- when parents/carers understand what a school is aiming to achieve and work with the school to achieve this, they are able to help their own children more.

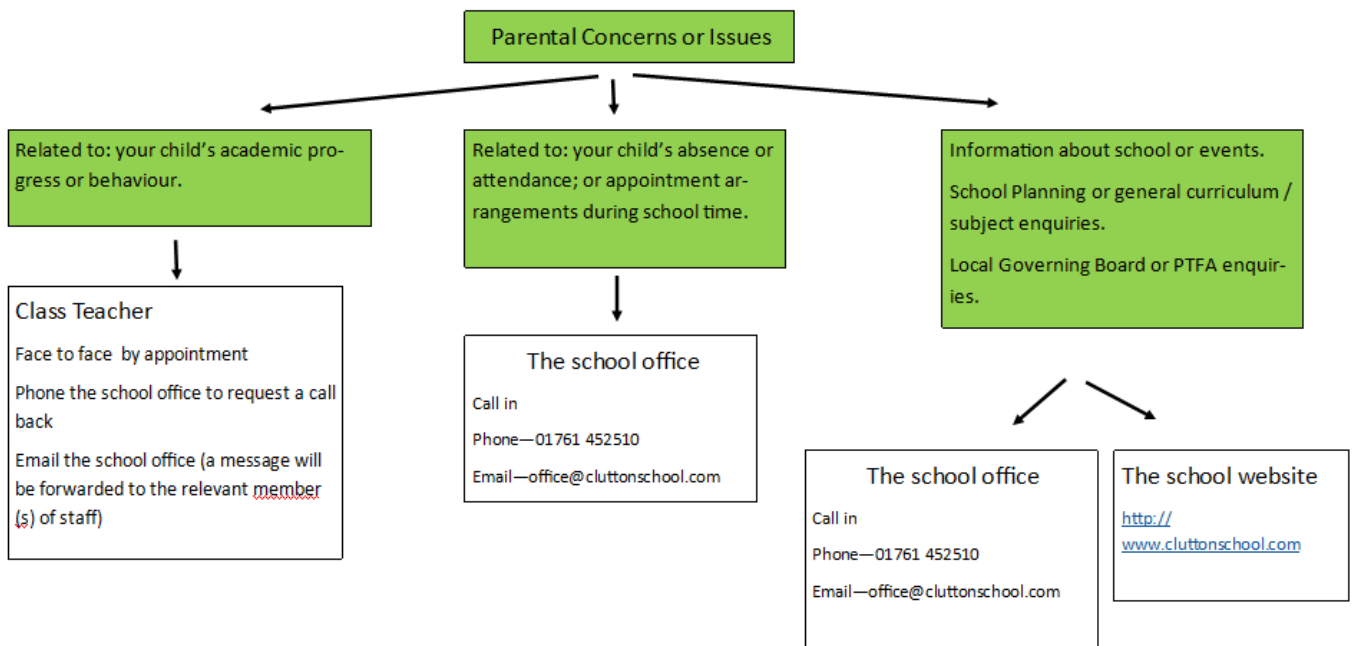
## Methods of Communication

We continually seek to refine how we liaise with parents/carers in order to meet our aim of providing you with all the information needed to be active partners in your child's learning journey.

We recognise that everyone has their own preferred method and availability and we aim to accommodate this wherever possible, but hope that what we have set out in this document will put you in contact with the person best placed to help you as soon as possible.

## Communication Flow Chart

To be read alongside the communication protocol



More details of the communication flow chart, can be found in Appendix 2 – Communication Process.

We are committed to being a 'listening' school and always welcome parents/carers who want to meet with our staff. However, we do recommend that an appointment is made if you have a particular issue you wish to discuss as this will ensure the member of staff you wish to see is focused on you.

Appointments can be made in a number of ways:

- sending a note in with your child addressed to the class teacher;
- telephoning the office to leave a message,
- emailing the school office to forward a message on.

Generally speaking, we would always recommend that you discuss concerns with your child's class teacher in the first instance, as this will be the person who will know you and your child best. If this doesn't provide you with the information you need or you feel the issue hasn't been resolved, then we would ask you to contact the member of staff identified in Appendix 1 Clutton Primary Staff and Responsibilities.

## Staff Availability

Staff will endeavour to meet with parents as soon their timetable allows. Please bear in mind that teaching commitments have to be met and that there are other circumstances that lead to staff not being available at school. All teaching staff have Preparation, Planning and Assessment (PPA) time as part of their working week, there are also times that they may be absent for training or liaison with other schools or agencies to ensure we are continually reviewing and updating our practice in school..

Members of the Senior Leadership team are also required to attend meetings with External Agencies, such as the Local Authority or Ofsted, often away from school and they have also more meeting commitments with other local schools, or Leaders of Education, again to ensure we are delivering the best learning to your children. Should the member of staff you need to speak with be away from the school, arrangements will have been made for someone to deputise or for the meeting to be fitted in at the earliest opportunity, in discussion with yourself.

## Regular Meetings and Correspondence

Throughout the course of the school year, we will provide information relating to your child's learning, achievement, activities as well as offering you opportunities to come into school for formal and informal meetings. We have set out a detailed programme of meetings and correspondence, so that you know what to expect and when, which is attached at Appendix 2 - Programme of Regular Meetings and Correspondence

## Other Communication Options

We know that open and effective communication between home and school helps children to learn, thrive and achieve their potential. We do try very hard to provide all the information needed to help you to be an active partner in your child's personal learning journey. Please let us know if there is anything else we can help with. We really do value your thoughts and ideas on how things might work better and will try to accommodate them wherever possible.

All the information published by the school can be found on the website <http://www.midsomernortonschoolspartnership.com/clutton> . Each class has its own class pages which can be accessed by clicking on the appropriate tab. We are committed to being as environmentally friendly as possible so we do try to limit the amount of paper used and ask for your support by requesting as much information as is possible be sent via email. We also send reminders and short information notices using the Teachers2Parents text service. The school office will ask you about adding your email address and mobile number to our communication data base (a contact sheet is issued at the start of each year for you to check – if you do not think you are receiving correspondence, please tell us as many times as necessary – you receiving information is vitally important).

From time to time letters need to be sent out directly to parents and require a paper response. These will be sent out via email using the Teachers2Parents service and will be uploaded to the school website. As above, if you think you are not receiving messages, please check that the school office have the most suitable email address for you.

## Communication Protocols

The Governing Body of Clutton Primary School is clear about the immeasurable value of support parents/carers give to their children. The staff are expected to engage positively with all members of our community and work to foster the positive relationships that will help children to learn, thrive and flourish so that they can achieve their potential. We want parents/carers to feel they are active partners in their child's learning at school.

The school is committed to the concept of partnership in supporting your child. To this end, we have set out here the commitment we make to sharing information with you and how we can be contacted for any matter that you wish to talk through with us. As you would expect, if you feel any of our staff have not met the commitments set out in this policy, we ask that you bring this to the attention of the senior leaders or staff immediately. The Trust-wide Complaints Process and Policy is available on our website.

The Governing Body wish to make clear that they will always listen to concerns or complaints from any member of the community, which includes staff at the school as well as parents/carers or children. We greatly value the professionalism of all our staff and expect them to be treated with respect appropriate to their position within the school community by all. We would like to take this opportunity to re-affirm our belief that communication is a two-way process that involves active listening by all parties.

The Governing Body will not tolerate violence, aggressive, threatening behaviour and/or abuse (verbal, physical or emotional) against any member of the school community, including staff, and we reserve the right to remove right of access to the school from any member of the community who does not behave in an appropriate manner. Any such incidents would be dealt with formally, through the correct official channels. All members of the school community have a right to expect that the school is a safe place in which to work and learn.

The protocol should be read in conjunction with the following Trust policies and documents

- Home School Agreement
- ICT / Social media policy
- Attendance Policy
- Complaints Procedure
- [www.Cluttonschool.com](http://www.Cluttonschool.com) website

## Document Review Schedule

This protocol will be reviewed and approved annually by the Local Governing Body and will be updated on the school website.

Communication Protocol

APPENDIX 1 – Clutton Primary Staff members and areas of responsibility (2017-2018)

Name	Responsibilities
Miss Elizabeth Ennew	Headteacher
	Designated Safeguarding Lead (DSL)
Mrs Jane Parkes-Cordock	Cherry Class teacher
	EYFS leader
Mrs Laura Muckley	Maple Class teacher
	SENCO (Special Needs Co-Ordinator)
	KS1 Leader
Mrs Lucy Cowgill	Maple Class teacher
	Deputy Head
Ms Christine Orange	Sycmore Class teacher
	KS2 Leader & Designated Safeguarding Lead (DSL)
Miss Louise Douglas	Oak Class teacher
Mrs Sue Bruegger	Specialist Literacy Support
Mrs Helen Morris	PPA Cover
Mrs Shirley-Anne Morgan	Teaching Assistant
Mrs Nicola Evans	Teaching Assistant
Mrs Juliette Sebright	Teaching Assistant

## Communication Protocol

Miss Lisa Fry	Teaching Assistant
Mrs Sarah Worle	Teaching Assistant
Miss Faye Miller	Teaching Assistant
Mrs Angela Wilcox	Teaching Assistant
Mrs Kim Gooding	Teaching Assistant
Mrs Karen Vailes, Mrs Beverley Garrett	Catering Assistant
Mrs Wendy Rogers, Mrs Beverley Garrett	School Meals Supervisory Assistant
Mrs Lorraine Appleyard, Mrs Francesca Anthony	Playworker
Mrs Mich Wallis, Miss Claire Smith	School Administrator
Mr Henry Jennings	Caretaker

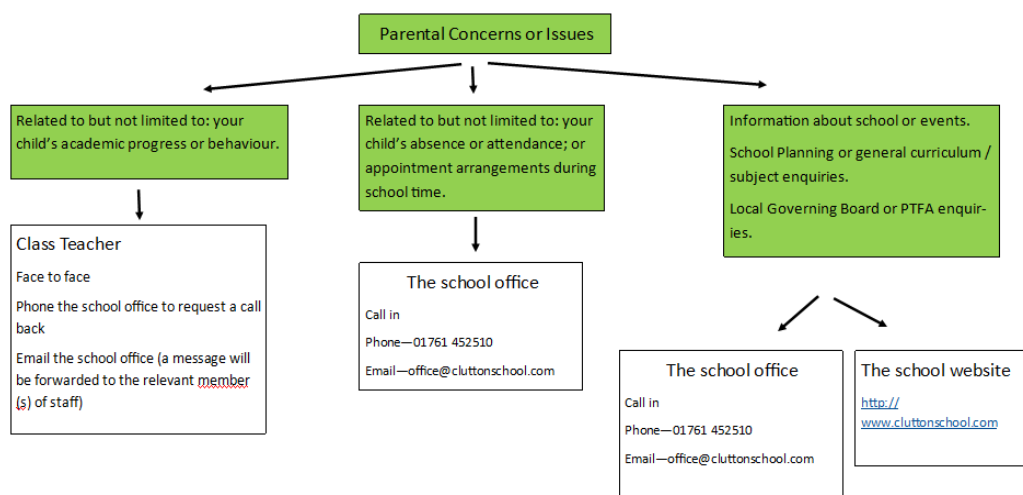
Appendix 2 – Communication Process (2017 – 2018)

We have set out below the staff who we believe will be best placed to respond to various types of enquiry:

Type of Query	Member of Staff to Contact
Any issue relating specifically to your child (learning, behaviour, equipment, timetable) ----- If you feel that any issue, as described above, has not been resolved or you need more advice following these discussions, please follow these stages:	Your Class Teacher ----- Stage 1 – Key Stage Leader (Appendix 1) Stage 2 – Miss Ennew (Headteacher)
Any issues relating to other children in the class	Stage 1 - Class Teacher Stage 2 - Key Stage Leader (Appendix 1)
Serious Concerns or Complaints	Miss Ennew – Headteacher
Formal Complaints (as per Trust Complaints Policy)	Kerrie Courtier – Chair of Governors
Curriculum and/or whole school pupil enquiries	Miss Ennew - Headteacher
Further information about Special Educational Needs and Disabilities and Outside Agency Involvement with your child	Mrs Laura Muckley - SENCO
Child Protection/Safeguarding	Miss Ennew – Headteacher or Ms Orange – Deputy DSL
Health and Safety, Finance and payments	Miss Smith – School Administrator Mrs Wallis – Support Administrator
Letters, school events, administration, attendance, admissions, school dinners and clubs	Miss Smith or Mrs Wallis - Administrators

Communication Flow Chart

To be read alongside the communication protocol



### Appendix 3 - Programme of Regular Meetings and Correspondence

Throughout the course of the school year, the following meetings and information will be provided to all parents/carers:

#### Beginning of the year

In 'Meet the Teacher' session your child's class teacher will provide you with lots of information including:

- curriculum information for the year, which is published on the school website
- homework information
- how you can help your child at home with their learning

#### Termly Information

- update on the class website will tell you all about the learning that has taken place
- an overview of the learning each term in the form of a topic web. This will be available on the website by the last week of the previous term.
- Reception classes will receive information updates via the class page on the school website.
- School newsletter including Governing Body communication

#### Text Service

We use the Teachers2Parents text service to provide urgent information, reminders and updates for parents and carers as it is a great way for the school to communicate quickly and briefly. Class teachers are able to use this service also to specifically contact the parents and carers of their class. Any parents/carers who choose to sign up to this service must make sure they keep the school office notified of any changes to mobile numbers or any concerns that they are not receiving messages.

#### Teacher and Parent Consultation Meetings

These are important meetings where class teachers meet 1:1 with parents/carers to discuss their child's progress, behaviour and attitudes so that we can work together to help unlock your child's potential.

- home visits in first two weeks of term for Reception Parents/Carers
- Term 1 meeting for YR-Y6 - this is an information sharing opportunity to discuss how your child has settled into their class and identify any concerns or ways parents/carers/school can support a child.
- Term 2 meeting for all year groups - this is an opportunity for parents/carers/class teachers to discuss a child's progress, identify strengths and next steps in helping them to move forward as a learner.
- Term 6 - you will be invited to make an appointment at a mutually convenient time with your child's class teacher to discuss your child's report and any transition concerns and/or ways to help your child maximise the learning progress and opportunities right until the end of the academic year. Not all parents/carers feel it necessary to make an appointment but if you have anything you wish to discuss with your child's teacher this is an ideal opportunity.



### Annual Report to Parents

- This year reports will be sent out in Term 6 for Yr R to 6. As above, you will be invited to make an appointment at a mutually convenient time with your child's class teacher to discuss your child's report and/or ways to help your child maximise the learning progress and opportunities right until the end of the academic year.

### Statutory Test Reports

- Throughout their time at school, children are required to take a number of statutory tests which are set by the government. The results of these tests will be sent out to parents.
- Y1 Phonics Screening - Middle of Term 6 a separate letter will be sent out to parents clarifying the next steps for children for those children who did not meet the threshold.
- KS1 SATs – Results form part of the overall judgement of whether a child has met / not met / exceeded Age Related Standards (ARS). If you wish to know your child's test score, please see the class teacher.
- KS2 SATs - End of Term 6. Test results and teacher assessment grades are provided separately at the end of term 6, once details reviewed in school.  
The Headteacher / Yr 6 class teacher will share test results with children individually to celebrate the efforts and personal progress, prior to the letter going home.
- For parents/carers with children in these year groups, meetings will be held to explain what these tests are, how and when they take place.

### Curriculum Workshops, Information and Transition Meetings

- Throughout the year meetings are held to provide information about the various different methods used in school to teach your child and how you can support them with their learning.
- Dates and times for of all workshops will be published in advance in a planner for the year ahead, which will be added to should the need arise.
- We really would encourage you to attend as many of these meetings as possible, as the shared understanding between home and school of these teaching methods really does help your child to learn.
- An overview of the sessions and any other details will be placed on our website but any parents/carers who cannot attend are always welcome to contact the school if they would like to find out more information.

## Appendix 4 – Detailed Protocols for Home-School Communication

### Protocols for Email Communication

- This is an excellent form of communication between home and school but we would ask that the following be borne in mind:
- The Governing Body have asked that staff are not contacted directly. If staff have contacted you from their school email account in the past regarding an enquiry, please do not use their email for a new enquiry.
- ALL emails must go through the [office@cluttonschool.com](mailto:office@cluttonschool.com) account in the first instance.
- Please be aware that staff may need to forward your e-mails to someone else e.g. the Headteacher or a member of the Senior Leadership Team if they are unsure of how to assist you, or to obtain further information on your query.
- All of our staff will always try to help you as quickly as possible, but may need to speak to someone else first or ask another member of staff for advice before they get back to you with a response. This is so you and your child can be supported in the best way possible.
- If an urgent response is required then email may not be the quickest form of communication as there are occasions when emails cannot be accessed or responded to daily. In these circumstances, a telephone call to the school office would enable them to more quickly put you in touch with the most appropriate person, who may be able to help.

### Protocols for Informal Discussion with Class Teacher Before and After School

- Reception and class line up outside the classrooms and are met by the class teacher or TA. Yr 1 – 6 classes line up in the playground and are met by the class teacher or TA. At the end of the school day, all children are escorted safely out to the playground by the class teacher.
- A quick message (of a non-sensitive nature) to class teacher before or after school is appropriate.
- Please remember that class teachers are responsible for the safety of all children in their class at these times and will, therefore, not be able to have long conversations with individual parents.
- If you wish to discuss something urgently with the Class Teacher, please arrange a time to meet or speak on the telephone. The office staff will be able to assist with this if necessary.
- Alternatively, if the matter is not urgent, please e-mail or write to the Class Teacher (via the School Office) to make an appointment with them.

### Protocols for Meetings with Parents

- Meetings in addition to our Parents' Consultation/Information Meetings are sometimes necessary in order for Home and School to share information about an individual child's needs.
- These will be arranged in advance at a mutually convenient time.
- Meetings will be held in an appropriate and/or open area in the school.
- Staff may ask for a colleague to join the meeting in order to be able to give you the best advice possible.
- Electronic recording of meetings e.g. on mobile phones is not acceptable. A member of staff or a governor can take notes at meetings if necessary.
- Teachers and Senior Leaders will always try to help you as quickly as possible, but please be aware that they may need to ask another member of staff for information/advice before they get back to you with a response. This is to ensure that you and your child are supported in the best possible way.
- All meeting attendees are expected to speak courteously, listen to each other and have the opportunity to respond to questions and/or statements.
- If any meeting attendee becomes concerned about their safety during any meeting, it will be stopped immediately, reasons for the meeting being stopped will be given verbally and, where necessary, the party behaving inappropriately will be escorted from the school premises.
- Agreed actions will be confirmed verbally at the end of the meeting.
- Follow up communication will be issued in a timescale agreed at the meeting

## Communication Protocol

### Protocols for Attendance, (sickness, appointments during school day)

- All information regarding a child's absence must be reported directly to the school office by the parent or carer of the child.
- We understand that some medical appointments during the school day cannot be avoided. All information regarding a child's appointment (including a letter or appointment card) must be reported directly to the school office by the parent or carer of the child.
- The school office can be notified by telephone, in person or via the [office@cluttonschool.com](mailto:office@cluttonschool.com) email.
- All children leaving or arriving the school during the school day which starts at 8.50am and finishes at 3.15pm, must be signed in / out by the parent or carer with them. Children will then be taken into class or collected by a member of staff available. This is to avoid interrupting the lesson in progress, and ensuring the safeguarding and health safety of all children and staff in school.
- If the appointment is in the middle of the day, the child is expected to be in school before and after the appointment.
- For safeguarding reasons. If you need to collect or drop of your child during the lunch hour (12-1pm) for an appointment, please pick up by 12pm from the office, and drop off after 1pm to the school office.