



Iver Heath Junior School

Communication Policy



We are **ACHIEVERS!**

We are a COMMUNITY!

We are PROUD!

We are INCLUSIVE!

Communication

Good, open and honest communication is vital to successful relationships between school staff, children, parents, carers and the wider community.

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve. In our school we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values, through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.

Aims

At Iver Heath Junior School we aim to ensure that communications are:

- Clear
- Comprehensive
- Two way
- Timely
- Respectful

Responsibilities for communication

Communication between school, children and parents is vital to success. As such we have identified the following responsibilities to ensure this is possible.

School will ensure:

- Children and parents/ carers are provided with clear means of communication, such as homework diaries.
- Parents and carers are provided with clear guidance about the most effective line of communication for each situation.
- Children and parents are informed of upcoming events in a timely manner unless this is not possible.
- All communication is regarded as confidential within the school context.
- Communication is respectful and appropriate to the situation.
- Celebration of children's successes will be timely.

Children will ensure:

- They use their homework diary appropriately and they have it out on the desk each morning open to the correct page.
- They discuss their school life honestly with their parents/ carers to keep them informed about events.
- Parents/carers are given any written communications on the day they are sent home, for example responses in the homework diary.

Parents and carers will ensure:

- They read all communications provided by the school.
- They act and respond to any communications that require it within set timelines, for example parents evenings, school trips etc.
- They communicate with the school using the requested line of communication and most appropriate person.
- They ensure that school has any information it requires in agreed timelines unless this is impossible, for example medical appointments, changes to home time arrangements, issues that may affect your child at school etc.

- They communicate respectfully, including not discussing school issues on social media.

Key information and how to communicate it

Prearranged absences

If you know your child will be unable to attend a whole or part of a school day, for example with a hospital appointment, please inform their class teacher via the homework diary. You will be required to provide proof of these appointments. This can be provided to the class teacher or office. It must be received no later than 3 school days after the appointment.

End of day arrangements

Bus

If there is a change to the usual arrangements regarding your child's use of the bus, please ensure you have informed the class teacher in their homework diary. If it is not possible to do this please ensure you have informed the office via, email/phone call no later than 2:30pm on the day of the change.

We are only able to make adjustments to these arrangements after this time in emergency situations.

Clubs

If there is a change to the usual arrangements regarding your child's attendance at a club, please ensure you have informed the class teacher in their homework diary.

Please note that children are not allowed to make a change to their attendance to a club without a formal communication from a parent/ carer. If this does happen they may be asked to leave the club without refund of any money paid.

Changes to usual pick up

If there is a change to the usual arrangements regarding who collects your child after school/ clubs please ensure you have informed the class teacher via the homework diary.

Methods of communication

As a school we have a wide range of communication methods which we will deploy.

As a parent your most important line of communication is through your child's classroom teacher using the homework diary.

Homework diary

This will be checked every morning in school by a teacher or LSA within your child's class. As such it is the most effective way of communicating most things to the school. Please use it to inform us of anything important unless what you want to communicate is not appropriate to write in there.

In instances that the information you want to share is of a sensitive nature or you feel is inappropriate to write in the homework diary please write a note asking the teacher to contact you regarding the information.

Any communications within the homework diary will be responded to on the day they are received. Please understand that sometimes the teacher may need to gather more information or discuss issues with other members of staff before a full response can be given. In these instances the teacher will acknowledge the note and respond in due course when they are able to or refer it to the most appropriate person if they are unable to.

Face to face

As a primary school, speaking with children and parents is one of our most valuable forms of communications. Teachers will be available at the end of the day on the playground without appointment. Please note that if the teacher feels the situation you want to discuss would be more appropriate to discuss in a different setting or that you

need to speak to a different member of staff you may need to book an appointment for a future time. (Please see appointments section below).

Teachers will **not** be available for drop-in meetings before the start of the school day. If you wish to meet a teacher before school please request an appointment (please see appointment section below). On the rare occasions where there has been a family or medical emergency overnight teachers will try to make themselves available before school without appointment however, unfortunately this cannot be guaranteed.

Website

School will update the website weekly with all new communications that we have issued which relate to whole class/ year groups and/or the whole school. This will include newsletters, school trip letters, key dates and times etc.

Email

All communication school issues will be sent to the appropriate parents in the form of an email. It is vital that we have an up to date email address that you monitor so we are able to communicate effectively with you.

If you would like to email the school please send all emails to office@iverheath-jun.bucks.sch.uk

For administration purposes it is important that all emails are sent to the office, where they will be redirected between the hours of 9:00 – 4:00. However please be assured all emails are treated confidentially and are only shared with relevant staff. Please include in the subject bar who the email is intended for.

We will respond to emails within 3 school days.

Letters

Sometimes letters will be sent out in hard copy rather than an email. We endeavour to do this only when it is not possible to email the require information or the information has been provided by an outside agency.

If you would like to write a letter to the school, it can be handed in at the office, posted or sent in via the homework diary. Please ensure that the intended recipient is written on the envelope.

We will respond to letters within 3 school days.

Telephone

If we need to discuss something more urgent with you we will call you on the telephone. To ensure we can do this please ensure we have correct contact details for you and other people in the event that you are not available.

If you want to communicate about something you feel is not appropriate for the homework diary, you do not want to request a phone call in the homework diary and you are unable to meet teachers on the playground then you may call the office to leave a message.

We will respond to phone calls within 2 school days.

Appointments

If necessary, parents can visit the school to request an appointment to gain support or discuss your child with their teachers and/ or senior leaders. In these cases parents are asked to request an appointment in their child's homework diary or call 01753 651382 and give a brief explanation of the situation they would like to discuss.

This will allow the school to organise time for staff to be available to meet as well as ensuring you meet the most appropriate person to deal with your request. We aim to set appointments within 5 school days and will organise them for before school between 8:00-8:30 or after school 3:30-4:30 to best fit with parents/ carers.

If you are unable to attend an appointment please let the school know at the earliest possible time.

Please note that if you want an appointment that you prefer your child is not involved in you may need to organise child care for them.

WhatsApp

Class and year group WhatsApp groups can be an invaluable support. However, they sometimes pass on incorrect information so if you have a question, please ask a member of staff.

Written report

At the end of the academic year you will receive a written report detailing the achievements, progress and areas for development for your child. You are required to confirm receipt of this report and requested to provide feedback to the school regarding it.

Parents evening

In the Autumn and Spring terms you are invited to attend parent consultation meetings regarding your child's school life. During these meetings you will have the opportunity to look at the work they have produced and discuss anything about your child's education.

Governors

A notice board detailing the names of governors is on the school website. Minutes of governors meetings are also posted on the school website. Governors should be contacted via the school email: office@iverheath-jun.bucks.sch.uk or written communications left at the school office, which will be forwarded to the Chair of Governors.

As governors support the school in a strategic role, if parents contact them on a matter to do with the management of the school, governors will be unable to respond and will direct them to take their concern to the school.

Community communication

As a school we try to engage with a wide range of opportunities within the community. This includes working with Iver Heath Infants School, the local library, St Margaret's Church, Pinewood Studios, various extra curriculum activity; the parish council plus any other opportunities that we are able to undertake when they arise.

In these situations we try to inform and involve parents and governors about these events in a timely and effective way.

Communication with other schools

We work closely with Iver Heath Infant School and share many events throughout the year. We also work closely with a wide range of schools for a variety of reasons. We meet representatives from all schools, with which we deal with transition of pupils both in to and out from our school.

As well as this we work closely with schools as part of liaison groups, training opportunities and additional projects when they present themselves.

Communication with outside agencies

Close contact is maintained with outside agencies including Buckinghamshire Safeguarding Children Board (BSCB), Educational Welfare Officer (EWO), School Administration, Buckinghamshire County Council (BCC), School Nurse Team plus any other agencies that need to work with/ support children and families within our school. This includes contact with a wide variety of charities we have supported and continue to support.

Confidentiality

We hold information on pupils in our school and from time to time we are required to pass some of this information to others for educational and or welfare purposes. We will be compliant with the Data Protection Act 2018. Parents have a right to view the information we hold, and we have contact details of the agencies to which our information is passed.

