



"United we, Empower, Nurture and Challenge."

"Wrth uno mae'n ein arfogi i feithrin a herio."

# Blackwood Primary School Ysgol Gynradd Coed Duon

## Communication Policy *Polisi Cyfathrebu*



## SCHEDULE FOR DEVELOPMENT, MONITORING & REVIEW

Policy Reviewed & Adopted	
This policy is due to be reviewed:	
Ratified by Governors (sign):	
Headteacher's Signature:	

## Mission Statement

***“United we Empower, Nurture, Challenge”***  
***Wrth uno mae’n ein argofi i feithrin a herio***

### ***Empower***

***We empower our community to take ownership of their learning and pursue their aspirations.***

### ***Nurture***

***We nurture by fostering an inclusive environment that values empathy and resilience.***

### ***Challenge***

***We challenge individuals to set high standards, encouraging motivation and critical thinking for continuous improvement as lifelong learners.***



This policy aims to give all members of the school community clear guidance about the rationale, principles, strategies and expectations of effective communication at Blackwood Primary School.

### ***Rationale***

*At Blackwood Primary School we believe in building strong partnerships with families and collaborating effectively with all stakeholders. We believe that effective communication between home and school is essential if children are to achieve their true potential. This requires good communication from all parties across the school community. An honest, open and transparent dialogue is required to successfully support the children and employees within our care and safeguard their wellbeing.*

Blackwood Primary seeks to develop and improve communications within the school community and beyond by the following means:

### ***Aims***

*To maintain effective, proactive communication systems*

*To develop positive relationships*

*To support the development of pupils*

### ***Objectives***

*All communications at Blackwood Primary School:*

- *Keep staff, students, parents and other stakeholders well informed*
- *are open, honest, ethical and professional*
- *are jargon-free and easily understood by all*
- *will be conducted in a timely manner*
- *Use the method of communication most effective and appropriate to the context, method and audience*



- *Are in line with agreed policies*

## **How we will communicate with you:**

### **Parentmail**

Parentmail is the chosen platform for sharing communication from the school. Please read all information that is sent from school and note the items that are relevant to you and your child.

### **Newsletters**

The school issues newsletters monthly via parentmail and are available on the school website. These contain information and news about events and initiatives at school. It is intended that these newsletters will provide a shop window for the children's work and achievements. Paper copies are available via request.

### **Website**

The school website [www.blackwoodprimary.org](http://www.blackwoodprimary.org) contains a huge amount of information for pupils, parents/carers and the wider community. For example, the prospectus, school policies and an active parent calendar that shares dates of whole school and class events.

### **X (Twitter)**

The whole school X (twitter) page is @Blackwood\_PS, we retweet selected information from each year group and the other Blackwood Primary X pages. Please either follow the Blackwood Primary X page or choose your child's year groups X page. All year groups tweet regularly to share and update learning experiences and activities.

[@YearSix BPS](#) - year 6

[@YearFiveBPS](#) - year 5

[@YearFourBPS](#) - Year 4

[@YearThreeBPS](#) - Year 3

[@YearTwoBPS](#) - Year 2

[@YearOneBPS](#) - Year 1

[@ReceptionBPS](#) - Reception

[@NurseryBPS](#) - Nursery

### **Meet the Team - Autumn Term**



During the first half of the Autumn term, parents/carers are invited to a 'Meet the Team' meeting with the teachers and supporting staff in their child's year group. This is an opportunity for staff to share rules, routines, expectations and learning for the term. Parents/carers will be introduced to the rich learning environment both indoors and outdoors.

### **Parent/Carer Teacher Consultations**

You will be invited to meet individually with your child's teacher on two occasions during the academic year to discuss your child's progress.

During the Autumn and Spring terms Parent/Carer Consultations are available in person to discuss your child's progress. Parents/carers who do not attend the consultation at school will receive a phone call from the class teacher. Before this meeting you will have an opportunity to look at your child's books. During the meeting we will ask for your input to review the individual pupil profile. This allows for parents/carers, staff and children to share information about how they prefer to learn and their individual targets.

At the end of the school year we will provide a comprehensive written report for your pupil. Parents/carers are offered an opportunity to respond to and discuss these reports with the class teacher.

### **School Prospectus**

Our school prospectus contains a range of information providing new and prospective parents/carers a full picture of the provision we offer at Blackwood Primary School. This document is updated annually and is available on the school website. A hard copy is also available in the school office.

### **Parental Involvement and Engagement**

At Blackwood Primary School we believe that our children's education is based on a positive partnership between home and school. We believe that parents/carers take an active role in their child's education. We continue to work with our community and families to actively participate in the life of the school.

Meetings and workshops may be held for parents /carers throughout the year, offering information on areas such as the curriculum, e safety, new initiatives, and advice on how you can support your child at home.

### **Guidelines for communication for parents/carers**

#### **Appropriate use of Email**

Blackwood Primary School considers email a vital communication tool and recognises the importance of appropriate email content and speedy replies. If emailing the school please follow these guidelines for the most effective response:

- The busy main school email address is [blackwoodprimary@sch.caerphilly.gov.uk](mailto:blackwoodprimary@sch.caerphilly.gov.uk)



Parents and carers also have access to [mainoffice@blackwoodprimary.org](mailto:mainoffice@blackwoodprimary.org)

- Emails must be clear and concise, explaining your issue or question.
- If you require a response or further action from your email this should be noted in the initial email.
- Where possible, try to direct the enquiry to the most relevant person in the body of the email.

### School response to email:

- School will initially send a holding email to alert the person sending the email that the school has received the initial email. If you do not receive a holding email within 48 hours please contact the school using the telephone number – 01495 224111.
- Emails will be directed to the relevant members of staff, however, all email responses will be sent through one of the schools main email addresses:  
[blackwoodprimary@sch.caerphilly.gov.uk](mailto:blackwoodprimary@sch.caerphilly.gov.uk) or [mainoffice@blackwoodprimary.org](mailto:mainoffice@blackwoodprimary.org)
- A response where required will be sent within 5 working days of the initial email, unless an investigation is required. If this is the case an email will outline the process and timeline that school will follow.
- Occasionally, you may meet with the relevant person before an email has been sent. If this occurs a response will be confirmed through a follow up email.

### Staff availability

We operate an open door policy and encourage parents/carers to contact the school immediately if they have any concerns or queries related to their child in school. For informal arrangements to share messages, the following opportunities are available daily:

- The main gate is manned every morning with staff representatives including members of admin and well being team.
- Class teachers or members of the year group team are available at the end of the day at the classroom door
- Parents are encouraged to use [mainoffice@blackwoodprimary.org](mailto:mainoffice@blackwoodprimary.org) for any information sharing

When a parent/carer wishes to contact a member of staff to discuss matters relating to their child, contact should be made using the following approaches:

- Contact the school by phone and ask a school administration officer to arrange for the member of staff to contact you to arrange a suitable meeting time.
- Contact the school by coming to the office personally, and ask a school administration officer to arrange for the member of staff to contact you to arrange a suitable meeting time.



- Contact the school by email and ask a school administration officer to arrange for the member of staff to contact you to arrange a suitable meeting time.

If you wish to speak with a senior member of staff or the headteacher you are warmly invited to follow the same process to make an appointment.

### **Guidelines for communication - Phone**

Blackwood Primary School encourages parents/carers and staff to use the telephone as an important tool to communicate personal concerns and issues that cannot be discussed via email. It is also important that all conversations by all parties are respectful and courteous.

Telephone communication is also useful for queries, urgent messages that need to be related to teachers and relevant staff.

Where there is no response, a message can be left on the answerphone system. Staff may not always be able to return telephone calls during the normal school day and may take up to 48 hours to return the call. Email may then be used to respond to the call and arrange a meeting time.

If you are unable to get through to school or leave a message on the telephone - 01495 224111, please use [mainoffice@blackwoodprimary.org](mailto:mainoffice@blackwoodprimary.org)

### **Reporting an absence from school:**

The school operates a first day response for any absences and will contact families using the emergency contact list if we are not made aware of the absence in advance. Please support us by informing the school before 8:30 am on the day of absence either by leaving a message on our telephone or using our parent/carer email: [mainoffice@blackwoodprimary.org](mailto:mainoffice@blackwoodprimary.org).

### **Parent/Carer suggestions**

We value your input into the effective running of the school. If you feel that you have a suggestion that would improve communication or other issues, please contact the school directly through either email address. Please note that sometimes situations are out of our control and we have processes in place that will not suit all families. We consider all options and make decisions based on the safety for our pupils.

### **Parent/Carer Forum**

Parents/carers will be invited to a Year Group Parent/Carer forum every half term. These will consist of a 30 minute meeting at an agreed time and location within school. All parents will be invited via parentmail. The meetings will follow an agenda and either representatives from the governing body or members of staff will chair the meetings. Issues relating to the year group will be discussed and suggestions recorded. Any whole school suggestions will be considered and shared with the senior leadership team at school. Any agreed actions for either the year group or whole school will be shared with parents/carers via parentmail.



If you are unable to make the meetings please use the suggestion procedure above. Year group issues will be discussed at parent/carer forum if relevant.

## **Other communication information**

### **Issues arising between pupils and families**

No parent should approach children or other families with a school related issue on the school grounds. Such matters must be addressed with the appropriate members of staff and not discussed with other persons.

Any personal disagreements between families must not be brought into the school grounds. Please notify the appropriate agencies for support with any non school issues.

### **Public Access Documents**

The school makes available a range of documentation for parents/carers. Most relevant policies are housed on our website, however, we keep a master set of all school policies in the school office and we make this available on request. It contains copies of all curriculum policies, minutes of Governing Body meetings and copies of policies that the Governing Body are required to have in relation to charging and remissions, sex education, health and safety, curriculum, performance management, admissions and action planning following inspection. It also contains a range of national and Local Authority documentation.

A copying charge may be levied where requests for printed materials are made.

