*Exec. Headteacher: Mr. J Rolt*

# St. James' Church of England Primary School Communication Plan

**Communication Plan developed by Mr. Rolt (Exec. Headteacher) in consultation with FA1 Central Team**

**Communication Plan approved by Karen Bramwell, CEO FA1**

**Communication Plan shared with staff and shared on the school website:**

St James' CE Primary School

## Our Vision

***"Let us run with determination the race that lies before us." Hebrews 12:1***

***Our vision is to build a great school – to be the best that we can be.***

## Our Mission Statement

Our mission is to develop a happy community with **enquiring minds**, a spirit of curiosity and a love of learning where there is **respect** for self, others and the environment. We are determined that every member of our team has the skills, confidence, resilience and adaptability to thrive in a rapidly changing world.

Jesus said: 'I have come in order that you might have life - life in all its fullness.' John 10:10. It is this flourishing in the love and grace of God that will enable every member of our school family to be wise, hopeful, **aspirational** and live well together with dignity and respect in God's world.

Our school serves a vibrant and diverse **community** and each individual brings with them their own unique qualities. By putting our inclusive Christian **values** of **Forgiveness, Hope, Love, Respect, Service and Wisdom** into practice, we aim to empower our whole community to grow spiritually, academically and morally to build a better world for the future. We are stronger together. Together in faith, we achieve the **RACE**.

## Rationale

This plan sets out the different methods of communication used by school and states who is responsible for each part. The second table in this plan states the appropriate personnel to contact regarding different individual issues.

## Aims

- To fulfil the requirements of the values and principles in society, especially for the Church of England:
  -Trust
  -Mutuality
  -Empathy
  -Inclusion
  -Loving Kindness
- To provide a fair and proportionate contact system for all – parents/carers and staff.
- To ensure that situations are dealt with fairly and reported proportionally, reflecting the hierarchy of the Behaviour and Relationships Policy – class issues are not disproportionately handled by a senior leader or the Headteacher.
- To respect the roles and responsibilities of each staff member (Class teacher/Subject leader/Pastoral Manager (Designated Safeguarding Lead) are the first contact point for parents/carers, not the Headteacher).

## Objectives

To ensure that we fulfil the aims above, we will provide the following:

- List key contacts in this Communication Plan.
- Outline and share timeframes for a response in the Plan.
- School will only work towards the timeframes outlined in this Communication Plan.
  (exception: if a formal complaint is made, then please refer to the Complaints Policy for the timeframes within that policy:
- Have a hierarchical response to parental queries/concerns, for example: class issues are brought to the attention of the class teacher etc. This provides all parents/carers with a clear pathway if their query/concern is not resolved.
  - Class teacher / SENCo / subject leader (depending on the nature of the query)
  - Progress to include a member of the senior leadership team, along with the initial staff member dealing with the situation.
  - Progress to the Exec Headteacher
  - If after following the plan and the issue is still unresolved, then parents/carers should submit a formal complaint as they have fully exhausted a hierarchical response route.
- Encourage parents/carers to share the nature of their communication in the first contact with school, so that it can be sent on to the most appropriate staff member. This also provides time for staff to begin to look into the situation so that a more timely and effective response can be given.
- Encourage parents/carers not to mark their contacts for the attention of the Exec. Headteacher (as this can often cause a delay in a response, especially if submitted during DfE / financial statutory time periods).
- Reduce the risk of enforcing parental bans (bans from the school site and communication bans).

For reference, schools are private grounds and parents/carers do not have a right to be on the grounds during the day. Parents/carers have an implied license to be on the grounds at the start of the school day, end of the day and at agreed times (Class Worship, Open Afternoons, Parents' evening etc.). **Click here to access the DfE document**. Inappropriate communication from parents/carers, can lead to communication plans being actioned. Examples of inappropriate communication include but are not limited to:

- Threatening or inappropriate language.

- Attempting to impose timeframes on school for responses.
- Repeated communications about matters which have been dealt with.
- Attempts to impose personal beliefs on school which do not reflect school policies.

## Meetings requested by parents/carers

Parents/carers to contact the office and request a meeting at a mutually convenient time.

Conversations with staff on duty (morning gate or after school) regarding class/school matters is not always appropriate and staff will politely request that you contact the office to request a meeting. (These times are not private; staff have other responsibilities to fulfil, and they may not be in receipt of the information you require and therefore the conversation becomes unfulfilling for all).

Requests for immediate meetings will not be accepted unless the nature of the meeting requires it (urgent safeguarding concerns).

School will ensure that the right staff member meets with parents. Parents may request specific staff but if it is not appropriate at that time for senior staff to attend, they will not. This ensures that parents have options to progress matters should the situation arise in the coming days/weeks.

## Methods of Communication

| Method of communication | Details | Intended recipient/audience | Who is accountable for this? |
|---|---|---|---|
| Electronic version of school newsletter - Friday Note | Communicated weekly<br>-via email to all classes<br>-via a link on the opening page of the website | All members of the school community | Exec Headteacher<br>Deputy Headteacher |
| School website | St James' CE Primary School | All members of the school community | Deputy Headteacher<br>Exec Headteacher |
| Café Church (wider curriculum) | Twice per year<br>Celebration of work<br>Parental engagement with learning<br>Builds parish links | All members of the school community | Exec Headteacher<br>Deputy Headteacher |
| Arbor App | The dates of events are updated as and when required. | All members of the school community | Admin Officer<br>Deputy Headteacher |
| Letters and emails sent to parents/carers | Information sent out as and when required, for example:<br>-key dates/termly dates<br>-school events (ATSA, community events)<br>-parents' evening information<br>-school productions<br>-swimming information<br><br>Other letters/emails are sent out as the need arises, for example:<br>-information from Tameside Council<br>-changes to staffing | All members of the school community<br><br>Individual parents or carers or an identified class | Exec Headteacher and Admin Officer<br>Deputy Headteacher |
| Showbie (1:1 devices KS2) | Checked daily | Parents/carers, pupils and class teachers | Class teachers |

## Contacting the school

Parents/carers must contact school via the office (email or phone). This provides a time stamp of contacts from parents/carers to school. A log will be kept on Arbor. Messages to school staff on the school gate should be for those minor messages that can be forwarded on to the school office, for example: my child has been a little unwell this morning, uniform issues, change of person collecting after school etc. For School Office operation times – see table below

## Role of the Exec Head Teacher/Deputy Head Teacher and staff in school

The Exec Headteacher (Mr Rolt) has a strategic over-arching role in school rather than being directly involved in the day-to-day situations of the school day. At set times in the school year, there are statutory deadlines with which we must comply. During these times, the Exec Headteacher may not be as readily available.

The Deputy Headteacher (Miss Parnell) acts as the Headteacher when the Exec Headteacher is not available. If you specifically require the Exec Headteacher (appeals to suspensions, part of the hierarchical process etc.), then you may, at times have a slightly longer wait than usual.

Staff in school have designated responsibilities (class and subject specific responsibilities). Please note, often, the person best equipped to support you with your concerns is your child's class teacher or the subject leader. Further details (including time frames where relevant) are outlined in the table below:

## Who to contact in school – Specific Queries

| Query | Who to contact | Contact information and availability |
|---|---|---|
| Absences | The school office<br><br>Mrs Andrew<br>Miss Thomas | You can report your child's absence from school by contacting the school office on:<br><br>Phone number – 0161 330 2008<br>Email – admin@sja.fa1.uk<br><br>The office at **school** is open between the hours of 8:15am and 4:15pm during term times. There is an answerphone in operation beyond these times. |
| Safeguarding concerns | Designated Safeguarding Lead<br><br>Miss Parnell<br><br>Deputy Designated Safeguarding Lead<br><br>Mrs Aarons | Telephone – school office 0161 330 2008<br>Email: safeguarding@sja.fa1.uk<br><br>Response time will depend on the nature of the disclosure and availability of external sources for support. Parents/carers should notify social care themselves if they believe the incident meets threshold.<br><br>Please refer to the Child Protection and Safeguarding Policy for full details.<br><br>**If you believe the child to be in immediate danger, then contact 999**. |
| Special Educational Needs/Disability (SEND) concerns | SENCo<br><br>Miss Parnell<br><br>Child's class teacher | Telephone school office – 0161 330 2008<br>Email – parnellc@sja.fa1.uk<br><br>Response time will depend on the nature of the concerns and availability of external sources for support. Most replies will be responded to within 3 working days. School has 5 days to respond to communications.<br><br>Please refer to the SEND policy and supporting information on the school website for full details. |

| | | |
|---|---|---|
| Pastoral Matters | Child's class teacher via the office | Please send any pastoral matters (medical or change of home circumstances, ill family members, child upset or feeling unsettled) into school via school email admin@sja.fa1.uk<br><br>Alternatively, you can contact Miss Parnell (Deputy Headteacher) or Mrs Aarons (Assistant Headteacher) |
| General queries | School office | School phone number – 0161 330 2008<br>Email – admin@sja.fa1.uk<br><br>Please note: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings/events scheduled. |
| Late arrival/ collection from school | School office | School phone number – 0161 330 2008<br>Email – admin@sja.fa1.uk |
| General complaints/ queries | School office | Your child's class teacher is the first port of call.<br><br>If it is not resolved, then you can raise the matter with the senior leader for the department. If your child's class teacher is a member of the senior leadership team, then an alternative senior leader will attend the meeting.<br><br>If the matter is then still not resolved, then a meeting with the Deputy Headteacher will be arranged and then with the Exec Headteacher. Please refer to the school complaints policy on the school website.<br><br>School has 5 working days to respond to non-safeguarding matters.<br><br>Please note: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings/events scheduled. |
| Formal complaints | School website | Please ensure you have followed the process prior to the complaint becoming formal, as the policy outlines the procedures, which must be followed, and you will be referred back to an earlier point in the process if you have not followed the process.<br><br>Please ensure you have read the serial complaints section – these outlines expected parental behaviours – Examples of inappropriate behaviour: persistent communication with school over matters arising, imposing personal or unrealistic timeframes and beliefs on school and threatening behaviour. |
| Freedom of information and subject access requests | School office | As above.<br><br>Please refer to the GDPR section of the school website for all policies:<br><br>The Trust Data protection Officer: Mrs. M Ridsdale<br>Email: ridsdalem@fa1.uk |

**Please note:** the method for communication set out in this plan are the only ways you should make contact with school/school staff.

**No staff should be contacted privately via any social media profiles or account.**

## Monitoring of this Plan

This plan is continually monitored and will be regularly updated in line with statutory changes in requirements to schools, changes to school staff and any changes in approach.

## Who to contact when I have a concern – General Guide

| General concerns | Safeguarding concerns |
|---|---|
| **Step 1** | |
| Class teacher – in the first instance for class matters. | ***Designated Safeguarding Lead – first instance for safeguarding matters which are not class based.***<br><br>If it is not about your child, we are limited in what we can share/discuss. |
| **If this does not resolve the situation, proceed to Step 2** | |
| **Step 2** | |
| Class teacher and a senior member of staff. | Exec Headteacher<br>If it is not about your child, we are limited in what we can share/discuss. |
| **If this does not resolve the situation, proceed to Step 3** | |
| **Step 3** | |
| Exec Headteacher | Trust Safeguarding Lead – Forward As One CE MAT Website<br><br>**If the concern is not about your child, we are limited in what we can share/discuss** |
| **If this does not resolve the situation, proceed to Step 4** | |
| **Step 4** | |
| Complaints Policy | Complaints Policy: school website<br><br>Safeguarding, Child Protection and Early Help Policy |