

Communication Guidance

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1. Introduction and aims

We believe that clear, open communication between the school and parents and carers has a positive impact on children's learning because it:

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

The aim of these procedures is to promote clear and open communication by:

- explaining how the school communicates with parents and carers
- setting clear standards and expectations for responding to communication from parents and carers
- helping parents and 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

2. Roles and responsibilities

All **staff** are responsible for:

- responding to communication from parents and carers in a timely manner; and
- working with other members of staff to make sure parents have access to timely information (if they cannot address a query or provide the information themselves).

Parents and Carers 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;
- respond to communications from the school (such as requests for meetings) in a timely manner; and
- checking all communications from the school.





How the school communicates with parents and carers

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.

Inclusion

It is important to us that everyone in our community can communicate easily with the school. Parents who need help communicating can request interpreters for meetings. Please speak with the School Office and a member of the SENDCO team will be in touch to organise this.

<p>School website</p> 	<p>Key information about the school is posted on our website, including:</p> <ul style="list-style-type: none">• Key dates on the school calendar• Term dates• Curriculum information• Policies and procedures• Information about before and after-school provision• Parent handbook
<p>School calendar</p> 	<p>Key dates can be found on the Google Calendar on the school website. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including special assemblies or visitors, or requests for pupils to bring in special items or materials). Please check the calendar regularly as events will be added during the year.</p>
<p>Email</p> 	<p>We use email to keep parents and carers informed about:</p> <ul style="list-style-type: none">• upcoming school events, including Parent Conferences, trips and musical concerts• school clubs and payments• school surveys or consultations
<p>Phone calls</p> 	<p>The school will call you if your child is off sick and you have not been in contact with the school.</p> <p>You may also get a phone call from the class teacher or other member of staff to discuss your child's progress and/or behaviour.</p>
<p>Text messages</p> 	<p>We will text parents and carers about:</p> <ul style="list-style-type: none">• short-notice changes to the school day• emergency school closures (for instance, due to bad weather)
<p>School Newsletter</p> 	<p>A monthly newsletter is sent to parents and carers with news about different events from across the school.</p>

<p>Google Classroom</p> 	<p>You will receive weekly updates on the Google Classroom about your child's learning. Log into the Google Classroom and read about the learning that has taken place. Updates will normally take place at the end of the week.</p> <p>You and your child/ren can also access resources on the Google Classroom to support their learning in school and at home.</p> <p>Your child's class teacher will provide you with the login details.</p>
<p>Meetings</p> 	<p>If you would like to arrange a meeting with your child's teacher, please contact the school by emailing parentmessages@williamtyndale.islington.sch.uk and the class teacher will confirm an appointment.</p> <p>At the start of the academic year, a parent and carer information meeting is held to outline the aims and expectations for the year. Class teachers will give you an overview of the curriculum and how to support your child at home.</p> <p>An Autumn Term Parent Conference meeting takes place in November. You will be invited to sign up for a ten-minute appointment.</p> <p>In February/March, a Spring Term Parent Conference meeting will take place. You will be invited to sign up for a ten-minute appointment.</p> <p>In July, a written report is sent home. Parents and Carers are welcome to make an appointment to discuss the report with the class teacher if they have comments or questions.</p> <p>Parents of children with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings.</p>
<p>Reports</p> 	<p>At the end of the academic year, Parents and Carers receive an end-of-year report covering your child's progress and achievement in each part of the curriculum. It also includes their attendance, punctuality and any additional support provided.</p>
<p>X</p> 	<p>Please follow the school's X account @WTyndalePrimary to get a snapshot of some of our curriculum events.</p>





How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Parents should **not** expect staff to respond to their communication outside of core school hours (8.30 – 4pm) or during school holidays.

Inclusion

It is important to us that everyone in our community can communicate easily with the school. Parents who need help communicating can request interpreters for meetings. Please speak with the School Office and a member of the SENDCO team will be in touch to organise this.

<p>In person</p> 	<p>If you have a general query or urgent enquiry, please come to the School Office and a member of the team will be happy to assist.</p> <p>Opening hours are 8am - 4pm.</p>
<p>Email</p> 	<p>Parents can email the school about non-urgent enquiries in the first instance via parentmessages@williamtyndale.islington.sch.uk.</p> <p>Please put the subject and the name of the relevant member of staff (from the list below) in the subject line. You will receive an automated response to confirm that your email has been received. The office will then pass on emails and messages to the relevant staff. <u>Staff will aim to respond within 48 hours.</u></p> <p>Please note that communication will take place during core school hours (8.30 – 4pm), or the member of staff's working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.</p>
<p>Phone calls</p> 	<p>If a query or concern is urgent, and parents need a response sooner than this, they should <u>come in person or call the school office on 0207 2266803.</u></p> <p>Urgent issues might include things like:</p> <ul style="list-style-type: none"> ● family emergencies ● safeguarding or welfare issues
<p>Meetings</p> 	<p>If parents would like to schedule a meeting with a member of staff, they should email the school (including the subject and the relevant member of staff in the subject line) or call the school to book an appointment.</p> <p>We will aim to schedule all meetings within 3 - 5 working days of the request.</p> <p>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:</p> <ul style="list-style-type: none"> ● any concerns they have about their child's learning ● updates related to pastoral support, their child's home environment, or their wellbeing.



Communication through Whatsapp



Whatsapp is an effective way of connecting parents and sharing information. To ensure that communication is positive and that our whole school community is protected and kept safe, we ask all Parents and Carers to follow the following **code of conduct** when using Whatsapp groups to communicate about items related to school:

1. **To add a new parent or carer to a group, please send the parent/carer's name, child's name and telephone number to the Class Rep for that year.** The Class Rep will then check their details with the school office before adding them. No new user should be added to the group without going through these important checks. This is very important for keeping children safe.
2. **Only the Class Rep may be group Admin** and make changes to the group. No other parent/carer should be added as an Admin.
3. **No photographs of children or personal data should be shared on the school Whatsapp groups.** This is for safeguarding reasons and is in line with the school's Child Protection and Data Protection policies. Parents may create their own Whatsapp group and may choose to join. These Whatsapp groups are separate to the school however we advise that similar guidelines are provided to ensure that all communication remains positive.
4. Whatsapp groups should not be used to discuss specific children, parents, carers or school staff, to advertise anything (e.g. items for sale or businesses), or to share any sensitive information. Any inappropriate information will be removed by the Class Rep(s).
5. Any concerns about the school or questions will be directed to the school so that accurate information can be given to that parent or carer or communicated by the school to the parent community.
6. Any parent or carer who leaves the school will be removed from the Whatsapp group.

Our school will not tolerate violence, threatening behaviour, aggression, intimidation, disrespect and abuse by parents or carers, against school staff or other members of the school community.

This includes face-to face as well as online. All members of the school community have a right to expect that their school is a safe place in which to work and learn.

Unacceptable behaviour towards staff or members of the school community will not be tolerated and may lead to a fixed term ban from the school premises, (Behaviour Policy, p14)

Thank you for following this code of conduct so that our whole school community is a positive and safe environment for all.

Appendix 1: School Contact List

Who should I contact?

Please remember to check our website first as much of the information you need is posted there.

If you have questions about any of the topics in the table below, or would like to speak to a member of staff, please:

- email the school office via parentmessages@williamtyndale.islington.sch.uk or call the school office on 0207 2266803
- put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- we will forward your request on to the relevant member of staff and they will aim to respond in 48 hours

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning	Your child's class teacher via parentmessages@williamtyndale.islington.sch.uk
My child's wellbeing and pastoral support	Your child's class teacher via parentmessages@williamtyndale.islington.sch.uk
Bullying and behaviour	Your child's class teacher via parentmessages@williamtyndale.islington.sch.uk
School trips	Your child's class teacher via parentmessages@williamtyndale.islington.sch.uk
Payments	The School Office, in person via email parentmessages@williamtyndale.islington.sch.uk or by phone on 0207 226 6803.
Attendance and absences	If you need to report your child's absence, call 0207 226 6803.
School events and Key dates	See the school website and Google Calendar
Special educational needs (SEND)	Claire Oliver, Deputy Head and acting SENDCO via email parentmessages@williamtyndale.islington.sch.uk
Before and after-school clubs	Tina Gabriel, School Office Administrative Assistant in person via email parentmessages@williamtyndale.islington.sch.uk or by phone on 0207 226 6803.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Hiring the school premises	Claire Davies, School Business Manager
Governing board	Penny El-Nemer, Office Manager
Catering and School Lunches	Claire Davies, School Business Manager
F&SA	Penny El-Nemer, Office Manager

Complaints

In the first instance parents and carers should contact their child's class teacher if a complaint is related to your child's work or friendships. If you are not satisfied with the way in which your concern has been addressed then do please make an appointment to see Sophie Gavalda (Head Teacher), Claire Oliver (Deputy Head Teacher and acting SENDCo), Bea Mayer (Assistant Head Teacher), Olivia Ayers (Assistant Head Teacher and SEND Leader), or Michelle Georgeson (Assistant Head Teacher). In the event that none of those members of staff are available there are other senior teachers. Our school Complaints Procedure is on the website and also available from the school office.