



# EAST SHEEN PRIMARY SCHOOL

## COMMUNICATIONS STRATEGY

At East Sheen, good communication between school and the home is essential. Children achieve more when schools and parents work together. Parents can engage and help more if they know what the school is trying to achieve, and how they can help.

In our school we aim to have clear and effective communications with parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

### Principles:

- To share as much information as possible
- To have a two way communication with parents and the community
- To work as transparently as possible by offering clear explanations for major decisions
- To communicate in a timely fashion and try to avoid parents receiving information about the school from other sources first
- To communicate in a voice which is courteous, jargon free and warm
- To direct people to any information relating to the school which is available in the public domain
- Acknowledge that some information is of a confidential nature and will always respect that confidentiality

### Strategies

We communicate with parents through a range of different strategies. Some of our communications are the result of a statutory requirement; others reflect what we believe is important to our school.

#### Talking with staff

Class Teachers are always available for a 'quick word' at end of the day. However, if parents need to talk with the class teacher in more detail, they can make an appointment, either through the office or made directly with the classteacher, for a telephone conversation or a meeting in person, as talking at length in the playground after school is difficult for the teacher and the children.

A member of the Leadership Team will regularly be in the playground at the start and end of the day. Many parental queries and concerns can be dealt with at this time. It is also possible to make appointments through the school office.

## Meetings

There are a number of meetings throughout the year which provide opportunities to discuss current developments in the school:

- **New parents** - a meeting for new parents each July to gain an overview of the school/ Early Years and transition arrangements for their children. The school also organises coffee mornings for new parents at the start of the Autumn term which is a social opportunity for parents to meet each other and members of the school Leadership team
- **Home Visits** - The EYFS team make home visits in the Autumn term to meet the children and share information with new parents and to complete on-entry records which contain information about the child
- **Transition meetings** – Classteachers in each year group hold Curriculum Evenings for parents to learn about the curriculum covered during the year/trips and general organisation
- **Year 6 journey and other residential trips** – where a major trip is taking place, such as the year 6 residential trip, the trip leaders will organise a meeting for parents well in advance to provide detailed information about all aspects of the trip
- **Discussion Forums** - this is a forum chaired by members of the PTA Executive Committee to discuss PTA related activities, discuss progress and hear parental views on school issues. Meetings are held half termly. A member of the Leadership Team is always present at these meetings
- **PTA AGM** – opportunity for parents to hear about PTA fund raising events and express views for future work and vote on expenditure

## Website

The school website <http://www.eastsheenprimaryschool.co.uk> has detailed information regarding all aspects of school life. This includes curriculum coverage, up to date policies and current news about what is happening in school. The school diary can also be found on the website and is regularly updated.

## Parentmail Communication

The school uses the Parentmail system as a method of e-mail communication. Parents are asked to indicate their preferred method of communication on admission into the school. If Parentmail is chosen as the preferred method then newsletters, whole school and group letters will be sent electronically, wherever possible, replacing the paper copies.

## Weekly Newsletter

Details of school events, reminders, requests for help and news are shared in our weekly newsletter. The newsletter is also published on the website and available to download.

## Headship Headlines

Published every half term to inform parents/carers of school strategic planning by the leaders and managers of the school.

## Governors' Newsletter

Published twice a year to inform parents/carers of school governance, relevant educational information and ESPS achievements.

## **Open Forums**

Governors/Headship Team plan evening events to share with parents any information/school organisation/priorities etc. It is attended by parents and the Senior Leadership Team. It gives the school community opportunities to openly discuss areas of interest together.

## **Parent to School E-mail**

Parents can contact the school or a member of staff through [info@eastsheen.richmond.sch.uk](mailto:info@eastsheen.richmond.sch.uk). Office staff then disseminate these to the appropriate member of staff to action.

## **Discussion Forums**

Lead Class representatives run regular discussion forums for all class representatives. A member of the Headship Team attends.

## **Satisfaction Surveys**

Parent Satisfaction Surveys and Pupil Satisfaction Surveys are run annually. The Parent Satisfaction Survey is managed and the results are analysed by Governors and shared with staff. An action plan is drawn up and impact shared with parents through the Governors' Newsletter. The Pupil Satisfaction Survey is managed, run and analysed by the Headship Team. Results are shared with staff and pupils and an action plan drawn up. Survey results can be found on the school web-site.

## **Staff Communication to Parents and Carers**

Letters from staff are sent via Parentmail or hard copy in book bags. Copies of letters sent home are available from the school office.

## **Parent/Carers Communication to Parents and Carers.**

Class Reps send e-mails to parents in their class/year group regarding day to day organisation/trips/events/classroom helpers/fundraising etc. This communication is aimed to improve communication between classteachers or PTA to parents/carers. **[Appendix 1]**

## **Parents evenings and school reports**

Parents are expected to show an interest in the school's teaching methods and in their child's progress by attending Parents' Evenings, workshops and open days and reading their child's reports. Parents are also invited to meet their child's class teacher in September at the year group's Curriculum Evening to have an overview of the academic year ahead and to be able to see how the learning environment is organised.

We do encourage parents to contact the school at any time if any issues arise regarding their child's progress or well-being, but we also provide two formal opportunities to meet one to one with the class teacher during the academic year. The first meeting is midway through the Autumn term and identifies areas of strength and targets for future development. For KS2 parents the targets are recorded for parents to take away as a tool to support their partnership work. Parents are also invited to meet with their child's teacher again during the Spring term to review their child's progress. For KS2 children progress towards the updated targets are shared in writing with parents. Parents are able to look at their child's work during these meetings. Parents will be given information and advance notice about such events in the newsletter and on the website.

At the end of the Summer term children will receive an end of year written report and parents can subsequently arrange to meet with teachers if there are any concerns. We also give parents/carers of children in Year 2 and Year 6 the details of their performance in the national tests.

Parents of children with SEN are invited to attend termly meeting with the school Senco to discuss their child's progress.

### **Home School Agreement**

The home-school agreement explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children. We ask parents to sign this agreement when their child starts in our school.

The agreement covers the standard of education in our school, the ethos of the school, our expectations on attendance and good behaviour, and our expectations about homework. Our governing body reviews the agreement annually.

### **Staff communication with parents**

At the beginning of each term all teachers will share a summary of the term ahead in the year groups' Curriculum Bulletins.

### **Public access documents**

The school makes available a range of documentation for parents. We keep a master set in the school, and we make this available on request. It contains copies of all school curriculum policies and copies of statutory policies that the governing body are required to have. Any statutory policies can also be viewed on the school's web-site.

### **Staff to Staff e-mails**

Staff exchange communication via their school e-mail addresses. Staff are permitted to send e-mails outside school hours on the understanding that a reply will not necessarily be responded to outside school hours. [In an emergency staff must phone]

## **APPENDIX 1**

### **Class Representatives to Parents/Carers Protocol**

As a broad overview, e-mails should be used for communicating essential school information only. This should reflect classteacher's communication to enhance supporting the class and the school

#### **E-mails should be a form of communication to**

- Remind parents of forth coming events at school for their children
- Request for help from classteacher
- PTA events/meetings

#### **E-mails are not to be used to**

- Advertise anything which isn't authorised by the school
- Conduct surveys
- Promote personal opinions
- Make judgements

