

## **Goldington Green Academy**



## **Parents Communication Policy**

### **Statement of Intent**

The Equality Act 2010 makes it unlawful for staff to discriminate directly or indirectly, or to harass staff or pupils due to any of the nine protected characteristics.

Goldington Green Academy aims to create a culture that respects and values each other's differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential.

Everyone within the school community has a responsibility to ensure that this statement is adhered to. Senior Leaders in particular, should lead by example, identify any inappropriate behaviour when it happens and take prompt action to deal with inappropriate behaviour.

We aim to remove any barriers, bias or discrimination that prevents individuals or groups from realising their potential and contributing fully to our school's performance. In removing these barriers we aim to develop a school culture that positively values diversity.

We are committed wherever practicable, to achieving and maintaining a workforce that broadly reflects the local community in which we operate.

Every possible step will be taken to ensure that individuals are treated fairly in all aspects of their employment, engagement or whilst volunteering at our school.

### **Safeguarding Children**

Goldington Green Academy recognises it has a statutory duty under Section 175 of the Education Act 2002 to ensure arrangements are in place for safeguarding and promoting the welfare of children. We recognise that children who are abused or witness violence may find it difficult to develop a sense of self-worth and that school may be the only stable, secure and predictable element in the lives of children at risk. Our school will endeavour to support these pupils by providing an ethos which promotes a positive supportive and secure environment, providing a sense of being valued. All staff, governors and volunteers must be made aware of, and adhere to the safeguarding policy and procedures within the school.

At Goldington Green we recognise our legal and ethical duty to keep pupils safe from radicalisation and extremism. As such we incorporate the principles of the PREVENT agenda into all practice including the curriculum. Additionally we ensure that all speakers are carefully vetted by senior staff and that all material available in school, both electronic and otherwise, is suitable. We also ensure that sufficient training is in place so that all staff understand what radicalisation means and why people may be vulnerable to being drawn into terrorism as a consequence of it. Staff know what measures are available to prevent people from becoming drawn into terrorism and how to challenge the extremist ideology that can be associated with it. Any concerns are dealt with in line with our safeguarding policy working in conjunction with Bedfordshire Police and other agencies as appropriate.

Goldington Green Academy endeavours to give all children the best educational opportunities within a community that values the individual, recognises the worth of each person and welcomes everyone.

## **1. Aims**

We aim to communicate in the following ways:

- Electronically through our text messaging and via the school website, school app and Parent Pay.
- Additional letters when further opportunities become available to the children
- Informal meetings
- Formal meetings
- Notices outside (including the community noticeboard)
- By telephone
- Through our open door policy where parents are welcomed in for a chat at a mutually suitable time.
- Using the TV screens/ Podium
- Social media platform.

In addition, parents have the following opportunities for providing views:

- Email, including via the website
- Feedback forms
- Annual parent questionnaire
- Parent forums

## **2. Procedures**

a) Electronic communication:

- I. Our website can be found at: [www.goldingtongreenacademy.co.uk](http://www.goldingtongreenacademy.co.uk). It contains all policies, newsletters and term dates, class information, curriculum information, management information, interesting links, pictures and videos. For parents who request a paper copy of newsletters, these are available at the school office.
- II. Our email address is [admin@goldingtongreenacademy.co.uk](mailto:admin@goldingtongreenacademy.co.uk) Parents and external service providers are welcome to contact all school staff through this central point. Emails will be forwarded to staff as appropriate.
- III. All teachers have direct emails which can be located on the website.
- IV. Text. The school will text parents for updates, reminders or specific alerts as appropriate.

b) Written information:

From school:

- I. Information giving letters are:
  - a. Placed on the website
  - b. Placed on the school app
  - c. Added to playground podiums
  - d. A text message sent out at the same time to alert families that this has taken place

- II. Letters go out that require a proforma or reply slip to be returned to school, including trip letters. They will be sent out with adequate notice and will contain any relevant information (eg lunch / clothing requirements).
- III. Individual letters are sent home when the school is responding to the requirements of the behaviour policy or the SEN policy. They may also be sent to parents as a response to a letter from home asking a specific question or raising a concern. The importance of this will be judged and responded to by letter, phone or meeting within an appropriate time frame.
- IV. Children may come home with a wristband about a bumped head. If staff have serious concerns regarding head injuries parents will be contacted immediately.

To school:

- I. Letters received from parents to a classteacher or the Headteacher will be responded to either with a phone call, an email, by making an appointment or by meeting a parent at the end of the day, depending on the content of the letter or its urgency. We do endeavor to deal with all matters as quickly as we can.

c) Notices/other

- I. Notice boards may be used outside the front of the school to inform parents of last minute changes.
- II. General information, leaflets and flyers can be found on display in the school reception.
- III. The Governing Body send out an annual questionnaire seeking parents' views.
- IV. Feedback forms from class / school meetings /Parent Forums are used to give parents an opportunity to make comments / request further information.

d) Informal meetings:

- I. The Headteacher is usually on 'meet and greet' duty at the front of the school between 8.45 and 9.00am. The Headteacher and office staff will take daily information from parents to teachers where necessary. If you should wish to make an appointment to speak to the Headteacher, an appointment could be made at this time.
- II. The Family Support Worker is available in the mornings 8.30 am – 12.30am to meet with any parents that request some form of support.
- III. At the end of the day, teachers take their class to the playground meeting points. This is an opportunity for them to discuss matters of the day with parents. They may ask parents to come inside for a discussion, or a parent may at this time approach the teacher to discuss something. The teacher will assess whether they can deal with it instantly or whether they will need to book an appointment at another time. This may be because the teacher has another commitment straight after school.
- IV. Parents may request by phone, letter, email or in person to make an appointment to see the class teacher, Special Educational Needs Co-ordinator (SENDSCO) or the Headteacher. Appointments to see the class

teacher or SENDCO are preferably after 3.20pm. Appointments to see the Headteacher may be during the school day.

e) Formal meetings:

- I. There are Parent's Consultations in the autumn and spring terms. On these occasions parents have an opportunity to look at their child's work and to talk to the teacher for ten minutes. This is a time for a general discussion. If there is a concern that the parent or teacher has with a child, meetings should have been previously arranged.
- II. Parents of children on the SEND register are invited termly to discuss their child's Individual Pupil Plan (IPP) and progress. These meetings are arranged with the class teacher. Parents of children with an Education Health & Care Plan or Statement are also invited to attend annual reviews.

f) Telephone calls:

- I. Parents are asked to contact the school before 9.15am by phone or email if their child is unable to come to school. The phone messages will be picked up by answering machine. Parents should state the reason for their child's absence. If we have not heard from Parents by 10.15am we will start to call all the contact numbers that have been provided in order to gain an explanation for the absence, If we still have not been able to ascertain where their child is then we may make a home visit. However if we still haven't been able to get a response then we will report it to the police as the child will then be classed a 'missing child'.
- II. Parents are welcome to phone the school and speak to the class teacher after 3.30pm if they are available. They are welcome to phone to speak to the Headteacher at any time she is available. When unavailable, there may be another person who can help or the details will be taken and passed to the appropriate person at an appropriate time.
- III. The school will phone parents if their child is unwell.
- IV. The class teacher or Headteacher may phone the parents to discuss a concern if they have been unable to see the parent at the end of the day.

It should be noted that all communications should be polite and follow conventional written rules. Underlining or capital letters are taken as shouting and are unacceptable. Telephone communication is also expected to be polite and abusive language will not be tolerated. Governors may be asked to intervene if staff receive continual communication of this fashion. We aim to work closely with parents to support all children, and good working relationships are vital and constituent parts of this work, therefore we politely request that all communication remains civil.

This policy was agreed by staff and governors of the school.

This policy will be reviewed annually by F&GP

Next review Spring 2020

Reviewed – April 2019