



# Communication Policy

## **Mission Statement**

- We will create a happy, secure and stimulating learning environment in which all children can grow in confidence, develop their full potential and where academic excellence can be achieved.
- We will provide a nurturing environment and value and recognise the uniqueness of every child.
- We will equip the children with the resilience and perseverance to become creative and independent thinkers and to become learners for life.
- We will provide engaging and varied learning activities across the full breadth of the National Curriculum and equip the children with a thorough understanding of the basic skills of English, Mathematics, Science and Computing.
- We will challenge the children's minds and bodies and give them a desire to learn and achieve.
- We will promote British Values and ensure the children become caring, tolerant and respectful citizens within the school and wider communities.
- We will prepare children well for the next steps in their lives by promoting self-discipline and the positive mindset which will allow them to aim high in all they do.
- We will ensure children know how to keep themselves safe when using technology.

**RESPECT- RESILIENCE- RESPONSIBILITY**

# Our Values:

At Larkholme Primary School, we have 3 core values that underpin everything we do.

The 3 core values are:

- Respect
- Responsibility
- Resilience

Alongside our core values, we also promote the fundamental British Values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs.

# Research:



# Our Rules:

- Ready
- Safe
- Respectful



# Larkholme Communication Policy



## Introduction

Positive communication is an essential element of the aims and vision of Larkholme Primary School. This enables our children and families to feel valued and listened to. The majority of this communication takes place through the frequent verbal interactions between families and staff as children are brought to and from school as well text, email, telephone, social media and letters.

## Aim

To ensure that Larkholme Primary School is a thriving and successful school, we must communicate effectively with each other, with our children, with their families and with other members of the wider community. We need to ensure that communications between all members of the school community are open, honest, respectful, ethical and professional.

## Contact details

The school holds emergency contact details for all children on the School Information Management System (SIMs) and families are contacted on an annual basis to ensure that these are up to date. Families are expected to inform the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means to contact families.

## Communications with Families

*Hereafter the term 'families' will be used to refer to all those individuals who have a role in the up-bringing and care of the child.*

Families are welcome to visit the school to discuss their child's progress, ask questions, and gain support or to have the opportunity to talk about their child/home issues with their child's class teacher first. If further discussions are required, please make an appointment to meet with either a member of the pastoral team or the senior leadership team (SLT).

Outside of teaching their designated class all staff have additional duties which they perform either before school, during break/lunch or after school. These duties will include care of children, organisation of extra-curricular activities or whole-school coordination of a curriculum subject. We aim to be able to facilitate requests for an immediate meeting, however for the reasons stated above, when this is not possible, staff may not be able to facilitate an immediate, unscheduled appointment but will aim to do so **within 5 school days**.

Arranging a mutually convenient appointment allows the school time to organise cover to make staff available to speak to the families and to gather any necessary information prior to the meeting. This process will make the meeting much more conducive.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All response times are indicative and where extensions are needed i.e. for further investigation a holding response will be given to the family along with an updated expected response time.

## **Newsletters**

Families will receive a fortnightly Newsletter via email. This will celebrate children's achievements, enrichment opportunities and learning. It will also contain information on key dates and support services

## **Emails and Electronic Information**

The school subscribes to Teachers2Parents allowing us to email letters to families. Not only is this more environmentally friendly as it decreases paper usage, it also reduces photocopying and other costs in the school. We urge families to provide us with a valid email address.

Families are permitted to use e-mail as a means of providing a quick, effective way of communicating information about their child or to arrange a meeting with their teacher. This is co-ordinated by the school office ([office@larkholme.lancs.sch.uk](mailto:office@larkholme.lancs.sch.uk)). If there is an important message that needs to be relayed to the school, we request that families ring the school office (01253 874024).

We aim to respond to all emails requiring an answer **within 3 school days**. However staff are only expected to respond on days that they are working, therefore if a staff member is part time then the response may take longer.

Where it is not possible to use email, most written correspondence is passed on to families through face to face interaction at the end of the school day. Where this is not appropriate, it is forwarded through the Royal Mail postage service.

## **Home/School Communication Text**

The school has a Text system (Teachers2Parents) which is used to communicate with families. Text messages are sent both Primary and Secondary contacts. This is not a reply service.

## **Telephone calls Inbound**

All telephone calls will be answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a telephone call unless it is an emergency. Messages are taken and forwarded to the relevant person. If the call requires a response from a member of staff, we aim to do this **within 3 working days**.

## **Outbound**

Telephone calls will be made where immediate contact with a family member is required i.e. for injuries or accidents. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers, where possible.

## **School Facebook Site**

Staff are advised not to communicate with families via social networking sites or accept them as “friends”. Our Facebook feed is designed to highlight positive aspects of our school only. Any negative comments or complaints will be deleted and the school reserves the right to ‘block’ any user from the school’s page. We advise families not to use Facebook Messenger to communicate with school, as we cannot guarantee the message will be seen.

## **Written Reports**

Once a year, we provide a full written report to each child’s families on their progress. This report identifies areas of strength and next steps.

## **Parent’s Evening**

All families are provided with two meetings each academic year. Families are asked to sign up for an allocated date and time. Should an appointment day not be suitable, families are asked to contact their child’s teacher who will make every effort to arrange a more mutually convenient time.

Families are encouraged to request additional meetings should they have a concern regarding their child’s progress or well-being. Likewise, staff will arrange additional meetings if necessary.

## **Annual Reviews for Children with an Education, Health and Care Plan**

All children with an Education, Health and Care Plan will have an Annual Review each academic year to discuss their progress in relations to the aims and objectives of their plan and half termly review meetings are held to ensure provision and support is appropriate.

## **Personal Plans**

Children on the Special Educational Needs Register, have an updated Pupil Passport every term which is provided to families. Each Pupil Passport offers practical advice to families on how they can work with school staff to support their child in achieving targets to assist the child’s progress.

## **School Website**

The school website <https://www.larkholme.lancs.sch.uk/> provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

## **Complaints**

All formal letters of complaint will be dealt with in accordance with the school's separate Complaints Policy. All formal letters to families must be approved by the Headteacher before they are sent.

## **Requests for Information**

Please refer to our Data Protection and GDPR Policy for copies of children's records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings.

When communication becomes inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it is unacceptable, then actions will be put in place in line with our policies.

**Review Date:** March 2026 (Every 2 Years)