



Brindle Gregson Lane

Communication Strategy Policy

Leader	Date of issue	Review date	Other documents	Headteacher Signed	Chair of Governors Signed
L. Wilson	October 2021	Dec 2022	GDPR policy		

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1. Introduction

We recognise that regular and efficient communication between the home and school is an important part of a great educational experience. Positive communication is an essential element of the aims and vision of Brindle Gregson Lane Primary School. This enables our children and families to feel valued and listened to.

1.1 Aims

To ensure that Brindle Gregson Lane 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.

1.2 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. Parents and guardians 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 parents/guardians.

2. Communication platforms

We have many access points for parents/guardians to get in touch with the school. 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.

2.1 SeeSaw

- School platform for homework.
- Pupils set up with an account in each class and login details sent home (QR code and login names and passwords).
- Homework will be sent out via SeeSaw by class teachers every Thursday.
- Pupils should use 'journal' section to upload homework evidence including how they have practised spellings and to ask any questions to the teacher. Homework must be sent back by Tuesday.
- Teachers will provide whole class feedback to weekly homework tasks via message, video or audio upload.

2.2 Email

- Information regarding absence or appointments should go through the school office office@bgl.lancs.sch.uk. Absences can also be reported using the school telephone 01254852381

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- Each year group will have a class email account accessed by all adults working in that class (please see below).
reception@bgl.lancs.sch.uk
year1@bgl.lancs.sch.uk
year2@bgl.lancs.sch.uk
year3@bgl.lancs.sch.uk
year4@bgl.lancs.sch.uk
year5@bgl.lancs.sch.uk
year6@bgl.lancs.sch.uk
- Parents should use these to communicate class related queries (e.g. homework, curriculum).
- Parents should also use emails if they have a behavioural concern (***this should only be used to send a simple message or arrange a meeting - not for writing out a concern. Concerns should always be expressed in person or on the phone, when meeting is not possible***)

We are committed to resolving issues in a constructive manner, through an open and positive dialogue. However we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

Where issues arise or misconceptions take place, please contact your child's teacher to arrange a meeting to discuss your concerns. It is imperative to contact school first so that the issue can be dealt with swiftly, in an appropriate manner and following the guidelines set out in the relevant school policies. We aim to meet as quickly as possible, however staff may not be able to facilitate an immediate, unscheduled meeting. Therefore we aim to arrange a meeting within 5 school days.

- In the unlikely situation where issues remain unresolved, you may make an appointment to meet Miss Macdonald (if your child is in EYFS/KS1), Mr Smith (if your child is in KS2) or Mrs Esa (SEND) at the following addresses.
s.macdonald@bgl.lancs.sch.uk
s.smith@bgl.lancs.sch.uk
kesa@bgl.lancs.sch.uk
- Beyond this, if the problem remains unresolved, or you have a safeguarding concern you may request a meeting with the Headteacher, Mrs Wilson, who will aim to resolve the matter for you.
head@bgl.lancs.sch.uk
- Staff will aim to reply to any parental email within 2 working days (Monday – Friday) between 8:00am and 5:30pm. Emails sent after these times will be responded to within 2 working days, starting the following day.
- Emails will be triaged accordingly.
- Where longer responses may be necessary or requested, staff will provide a convenient time to arrange a meeting or telephone conversation.

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2.3 School Spider

- School Spider will be used for all letters, forms and general information sharing with parents
- School will aim to keep all letters, forms and general information to be sent out on Friday's, however, this is not always possible due to the nature of the communication.
- Parents and guardians will have access to a termly Year Group Newsletter via BGL school website from their child's class teachers.

2.4 Twitter/Facebook

- Twitter and Facebook platforms, which will be open to the public, will be used to provide updates and evidence of exciting events and learning happening at BGL. Both platforms are designed to highlight positive aspects of our school only. Comments will be disabled/strongly discouraged on both platforms.

2.5 Beginning and end of the school day

- Teaching staff will be available on the veranda for quick queries or passing of information before school from 8:20am and after school at 3:00pm.
- This may include staff sharing 'Over and Above' positive letters or informing parents of 'Restorative Conversations'.
- For more significant concerns, parents should arrange a convenient appointment, in person, or through the class email, or via the school office.

1.3 Written Reports

- Every term, we will provide a short written report to parents and guardians to update them on children's progress and attainment in maths and English.
- In the summer term, we will provide a progress and attainment report for all subjects.
- All reports will identify next steps.

1.4 Pupil Progress Meetings

- All families are provided with two meetings each academic year. Parents and guardians 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.
- Parents and guardians 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.

1.5 Annual Reviews

- 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

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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.

2.9 School Support Plans

- Children on the Special Educational Needs Register, have an updated school support plan following every assessment week, which is provided to families.
- Each offers practical advice to parents and guardians on how they can work with school staff to support their child in achieving targets to assist the child's progress.

2 School Website

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

When communication becomes inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it is unacceptable, then actions will be put in place in accordance with advice provided by Lancashire County Council's School Legal Team.

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.

This policy will be reviewed annually. The next review will be December 2022

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