

## Warren Wood School

### Communication with Families Strategy

#### Our ARC Values

**Aspiration** for all pupils to be the best version of themselves. They will succeed in all they do and will be well prepared for their next steps and adulthood.

**Respect** for each other and the school community where difference is celebrated.

**Connection** with each other and the community. This supports pupils to develop their social skills and helps them to become well rounded citizens in modern Britain.

#### Communication Rationale

We need to ensure that communication is central to school life and learning. We appreciate that many of our pupils cannot communicate verbally and therefore parents/carers need information to be provided by us as a school. Through good communication we build relationships enabling parents and carers to:

- Feel informed about their child's progress and successes
- Be up to date with local and national changes
- Have access to the range of workshops, events and activities both aimed at families and children both in school and locally.
- Engage in their child's education and school life through fayres, celebrations and events.
- Feel secure that their child feels safe and happy in school.

Therefore, our guiding principles for all school communication must be:

- Clear, accurate and precise
- Inclusive to the whole school community in line with our ARC Values
- Improving our school by listening to each other
- Creating effective systems for feedback.

## Communication – what to expect.

Please note the grid below follows a consultation with parents/carers and staff with the outcome of a 'best fit' approach.

<b>What</b>	<b>How</b>	<b>When</b>
<b>Communication between home/class teacher</b>	Class Dojo	As required
<b>Updates about your child's day</b> including photos where appropriate/possible.	Class Dojo (communication app)	2 x weekly*
<b>Learning Update</b> Update about what your child has been learning that week. This will be a whole class message not individualised.	Via Class Dojo	1 x weekly on a Friday
<b>Termly Learning</b> Information about what your child will be learning each term including timetable.	Class Dojo School Website	Beginning of each term X 6 annually
<b>School Events</b> Information about upcoming events in school. Including fayres, Parent's evenings, workshops and national events being observed in school such as Children in Need Day.	Class Dojo On Website	As required – you will also be sent a reminder a week and day before the event.  An events calendar will be accessible through the app.
<b>Information about external events</b> , workshops, groups etc.	Class Dojo On Website	As required
<b>Termly roundup</b> A round up of what has been happening in our school newsletter.	Class Dojo On Website	At the end of each term. X 6 annually
<b>Other Information</b> Information to help keep our children safe either local or national information including updates from NHS.	Class Dojo On Website	As received by school

<p><b>Parent's evenings</b></p>	<p><i>You will be able to choose from the options below as your preferred method:</i> Face to Face Teams Telephone call</p>	<p>2 x annually</p>
<p><b>EHCP reviews</b></p>	<p><i>You will be able to choose from the options below as your preferred method:</i> Face to Face Teams Telephone call</p>	<p>1 x annually</p>
<p><b>Values</b> Recognition of your child displaying our values (see below)</p>	<p>Class Dojo</p>	<p>As awarded</p>
<p><b>School Events</b></p>	<p>Face to Face <i>e.g. Meet the team</i> Fayres Christmas Plays Coffee Mornings</p>	<p>Throughout the academic year</p>
<p><b>Annual Updates</b> Once a year we will send out the pupil information forms for you to update contact details, emergency contacts, photo permissions and medical information.</p>	<p>Email Sent home</p>	<p>Annually – at the beginning of the year</p>

\*Please note, you may receive more communication than stated however please be mindful that the priority of staff is teaching, learning and health and safety. Staff also attend meetings and training at the end of the school day so may not always be available to respond to communication either via the app or on the telephone. We would aim to get back to you within 48 hours.

## Pupil Voice

Our school council worked with their classes to come up with some agreed areas they would like to be recognised and celebrated for, to share with their families. All members of staff in our school can award these Class Dojo points. These are for the individual pupils, not to compete with others, and for you to see and share in their celebrations.



Good turn taking



Independently self regulating



Trying new things



Demonstrating Independence



Being brave



Good listening



Demonstrating Patience/Waiting my turn



Being a good friend



Demonstrating respect

### **Collective responsibility**

Parents /Carers are responsible for accessing information and taking opportunities provided (newsletters, coffee morning etc.) and if they require further information or detail are expected to communicate with teachers, office team or the school leadership team.

We would ask that parents/carers share with us anything that we may need to know or may impact on the child's day at school, for example letting us know if the child has not slept well the previous night or if they refused breakfast. This really helps us when we are welcoming the children into school and supporting their learning, behaviours and needs throughout the day. Please use the app to communicate rather than through the transport escorts or drivers. Mornings are one of our busiest times of day and we do not have time to have these conversations. We will not share information or pass messages via transport.

If you were to send non urgent communication to the class teacher, please expect a response within 48 hours. If you phone school during the school day our friendly office staff will take a message and email the class teacher with the information or with a request to give you a call back. They will not be able to ask a teacher to come out of class to take your call as this impacts on learning and staff ratios.

Please note any urgent communication or those of a safeguarding nature will be dealt with immediately by the Headteacher/ Designated Safeguarding Lead or Assistant Headteacher/Deputy Safeguarding Lead

You can expect communications from class teachers/school staff between the following times (Term time only):

8.30am and 4.30pm Mon-Thu

8.30am - 3.30pm Friday

Staff are not expected to and will not respond out of these times including weekends. Please respect their family/own time as we will respect yours.

We look forward to working together with you to ensure the best education for you children with positive relationships and clear communications.

### **Other documents, policies and procedures you can access alongside this strategy:**

Parent Code of Conduct, Complaints procedure, Class Dojo Set up