



Shrivvenham
Church of England Primary School

All things are possible for one who believes

Communication Policy

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Mission

We ensure our children learn in a nurturing environment where we value everyone as individuals, care for one another and foster positive emotional growth and well-being. Through our broad and balanced curriculum, we inspire, motivate and challenge our children to become independent and confident learners, maximising intellectual, social, physical and spiritual development. We put Shrevenham School at the heart of village life, actively encouraging partnership with parents, the Church and the wider community.

Vision

At Shrevenham, we give every possible opportunity for individuals to believe in themselves, others and God through the promotion of love, hope and courage in order to flourish and fulfil their unique potential, to work well together and positively contribute to the wider community.

'All things are possible for one who believes' (Mark 9:23)

Values

LOVE

Love is the core value that underpins all that we do at Shrevenham CE Primary School. Jesus demonstrated his unconditional love during his time on earth indiscriminately, and as followers of Jesus we aim to walk in his footsteps.

We show love to everyone by putting others before ourselves. By working together as part of a strong and supportive family, we can all achieve more – socially, emotionally and academically.

HOPE

Hope is a core value for our church school because we share in the joy that comes from the belief that there is always hope and all is never lost. Hope is an attitude of mind that we develop through faith in God and each other.

In our school this helps is to keep going even when things get hard and when we face new challenges. Together we can turn hope into reality.

COURAGE

Courage is a core value for our church school because God asks us to be brave in the face of hardship. The book of Joshua reminds us to stand against injustice and to be the best we can be when things are difficult.

At our school, we have courage to stand by our beliefs and are committed to what is right and true.

1.1 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be referred to the Headteacher.

Parents should **not** expect staff to respond to their communication outside of core school hours (as above) or during school holidays. Class based staff, such as teachers, may be more limited in terms of times when they can respond due to their duties in class.

1.2 Other Professionals

We acknowledge that communications from professionals working for other organisations will be governed by the policies of their employer and as such, this is beyond the jurisdiction of our school policy. We will respect the communication policies and practices of external organisations and professionals. If we have concerns about communications we are receiving, we will raise these in line with the policy of the organisation the communication originated from where this does not contradict our school policies.

Any communication that is considered disrespectful, abusive or threatening will be referred to the Head of School

2. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

2.1 Email (Parent Pay)

We use email to keep parents informed about the following things:

- Newsletters
- Other letters
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Changes in government guidance (for example, in relation to Attendance)

2.2 Text messages

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

1.1 School calendar

Our school website includes a full school calendar for the term and INSET days for the academic year.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

1.2 Phone calls

Staff members will return calls to parents who have asked to speak with them, where they are the appropriate point of contact. Usually this will be the class teacher, or a member of the school office team.

Teachers will call parents to discuss their child if there is a need for a conversation and information in the home school book would not be sufficient. Teachers may also make arrangements with parents to call regularly because school and home are working together to support an aspect of a child's education or welfare.

If parents provide important information during a phone call that needs to be shared with others, such as a message for the class team for example, a written record will be made of this information and it will be circulated to staff as appropriate.

1.3 Letters

We send the following letters home:

- Letters about trips and visits
- Consent forms
- Important school update information

These will be sent home electronically via Parent Pay.

1.4 Class Dojo

Class dojo is used to share updates about the class and their learning in school and the wider curriculum. It is also used to remind parents about resources they may need to bring in, PE kits and school trips etc. Class dojo is not used to report absences. Class Dojo is monitored by the class teacher between the hours of 7.30 and 4.30pm.

Class Dojo has replaced the need for a class email address.

Class Dojo also has a School Story page and updates and celebrations will be shared via this platform as well.

1.5 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report
- Children with SEND have an updated Learning Passports each term

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

1.6 Meetings

We hold a parents' evening twice a year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern. One term per year, parents will be invited to attend their child's EHCP Annual Review during the school day, rather than a parents' evening. This is a longer meeting and will focus on progress towards EHCP outcomes and annual targets as well as aspects covered in parents' evenings.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. Parents of children with SEND will have an additional 3 meetings a year to reflect on the progress made and update the learning passports.

1.7 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

Please check the website in the first instance.

1.8 Home-school communications app

We use Parent Pay to send mass communications to parents by email or text, depending on the nature of the communication. Parents will benefit most from this technology if they download the app and set up their own account to include all of their relevant contact details.

Most school letters are sent to parents this way, attached to emails.

We may also use this system to send out individual messages where this is the most efficient and appropriate means of communication.

2. How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

2.1 Email

Parents are encouraged to email the school office, or the appropriate member of staff, about non-urgent issues in the first instance, if these are issues that cannot be addressed with the teacher at the daily drop off and collection times.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days or at a mutually agreed time.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

2.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 5 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 8 school days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Notifying the school that your child has been diagnosed with a communicable disease, such as chicken pox, that could impact on the school's need to advise pregnant staff and visitors of possible contact

2.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 10 working days of the request.

While teachers may be available at the beginning or end of the school day on the telephone if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

2.4 Governors

If parents would like to contact governors please email SHMoledina@faringdonlearningtrust.org

3. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) in English.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

Our school website has the facility to translate into languages other than English. We can make additional arrangements if necessary. Please contact the school office to discuss these.

4. Internal Communications

We have a range of methods for communicating internally within our school staff team. These methods include:

- Notice boards
- Letters
- Meetings (some of which are noted, some of which are followed with email summary)
- Email
- MS Teams

The choice of communication method will be determined by the circumstances, taking into consideration who needs to be included, level of urgency and importance and retention requirements.

Meetings come in a variety of forms and could be 1:1 (such as a performance management review) or could include as many people as possible (such as a whole staff briefing). In general, the purpose of routine meetings would be:

- Teacher meetings – Weekly: sharing best practice, moderation of assessment and ensuring consistency of practice, training, curriculum development (SLT lead agenda)
- TA meetings – Fortnightly: training and development, sharing of information
- Extended Leadership meetings – at least 3 times a term – leaders meet to discuss school development plan, review policies, analyse data, share information, make decisions
- Pupil Progress Meetings – once a term – analyse data, share good practice, make decisions
- Team specific meetings – at least once a term – share good practice, problem solve, renew policies and make decisions

5. Monitoring and review

The head of school and governors monitor the implementation of this policy and will review the policy every two years.

6. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff Code of Conduct
- Complaints
- Wellbeing

7. Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This is available on our website.

Appendix 1: school contact list

Who should I contact?

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Class Teacher
My child's wellbeing/pastoral support	Class Teacher
Safeguarding	Designated Safeguarding Lead – C Williams via school office In absence – Deputy Designated Safeguarding Leads
Payments	School office – email office@shr.cambrianlt.org or call 01793 782406
School trips	Class Teacher
Uniform/lost and found	Class Teacher
Attendance and absence requests	If you need to report your child's absence, email absences@shr.cambrianlt.org or call 01793 782406 If you want to request approval for term-time absence, contact the school office on the number above.
Behaviour	Class Teacher
School events/the school calendar	Website Class teacher School office – email office@shr.cambrianlt.org or call 01793 782406
Advice about health/medical issues in relation to school, including Covid 19 and common childhood illnesses	School office – email office@shr.cambrianlt.org or call 01793 782406
Transport	Local Authority Transport Team
Pastoral Support	Class Teacher
Hiring the school premises	Website School office – email office@shr.cambrianlt.org or call 01793 782406
Friends of Shrivenham School (FOSS)	office@shr.cambrianlt.org
Governing Body	smoledina@cambrianlt.org
Catering/meals	Website School office – office@shr.cambrianlt.org