***Donibristle Primary School***

***Communication Strategy***

Positive communication is an essential element of the aims and vision of Donibristle Primary School. This enables our children, staff and families to feel valued and listened to. The majority of this communication has normally taken place through verbal interactions between families and staff. Since COVID, children and staff have become more accustomed to using Seesaw and Microsoft Teams to support communication when face to face contact isn’t an option.

**Aim**

To ensure that Donibristle 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 our system 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.

**Groupcall**

All communications from school regarding updates on the following will be emailed to all parents and carers:

* routine events e.g., calendars, staffing updates, attendance, dinners, milk
* events happening in school e.g., sports day, fundraising events, parent/teacher meetings, open afternoons, end of session reports
* educational updates e.g., information from the Scottish Government

In the case of an absence that has not been confirmed or an emergency *e.g., school closure*, parents and carers will receive a text message to their phone.

**Twitter**

Twitter is used widely across Fife Council and Scotland to share good practice. We have increased our use of Twitter as a school. We will share class achievements and learning experiences. We want our Twitter feed to be a place where we can promote a positive picture of the learning that is taking place at Donibristle.

Twitter also allows us to share information from other schools in the Inverkeithing cluster and activities that members of the community can become involved in. You can follow us **@donibristleps**

**Seesaw P1-P4**

Seesaw is an online app/website that we use to support children from P1 to P4 with their learning and also support communication between school and home.

We will use Seesaw for the following reasons;

* **Communication Tool**
We appreciate that it is difficult to have a quick conversation at the start or end of the day with your teacher therefore any day today questions re class information or updates from home can be shared on Seesaw.
* **Class Announcements**Teachers may post a class announcement that is relevant to their class such as a special event coming up or a reminder to bring a change of clothes etc.
**Pupil Work**Over time examples of pupil work will be shared on individual journals.  (Twitter will continue to show weekly class learning examples).
* **'As and when'** home learning activities may be shared on individual journals to support learning that is taking place in class where required.

Seesaw can be used by all parents and carers to have informal communication with the Early Years’ Officer/Class Teacher should they have a question about their child’s learning.

If you have lost/forgotten your login, please get in touch with the school office and we can send you a link/QR code.

**Microsoft Teams P5-7**

During school closures we significantly increased the use of Microsoft Teams to support learning at home for our children in P5-7. Learning tasks were accessed, completed and submitted online to the class teacher. We continue to use this platform in school to support learning.

Children in P5-7 need to have the opportunity and the experience to develop their digital skills and Teams allows children to become more confident in using a programme which is widely used in both school and the workplace to facilitate online collaboration.

Your child will be able to access Teams via their own GLOW account, which they will have a username and password for.

**Telephone calls**

Effective telephone communication can sometimes be a problem in a school, where teachers are teaching full-time and may also be running clubs or working with pupils at lunchtime or after school. Parents and carers may be frustrated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

**Inbound**

All telephone calls will be answered by staff in the main office. 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.

If a child is absent, parents and carers are asked to contact the school as soon as possible on the morning of the absence. This can be via telephone call, email or on the Parent Portal

**E-mail**

E-mail is a quick, effective way of communicating necessary information and is the school’s preferred method of communication. Emails received will be treated in the same way as letters: acknowledged within 1 working day and responded to within 5 working days. ​

Parents and carers may wish to contact the school via email for a general enquiry as an alternative to telephone or letter. The school email address is: donibrsitleps.enquiries@fife.gov.uk

**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.

**Newsletter**

Our Newsletter is emailed out every month. Newsletters contain a school update and important reminders, dates and messages for the week ahead. We use Sway to send out emails as this ensures that information is ‘live’ for families and can be updated at any time. We will also send newsletters in a PDF format. Families are strongly encouraged to read these.

**Parent Teacher Interviews**

All families are provided with two, 10-minute meetings each academic year. Parents and carers should arrange these appointments via the Parent Portal system. Should an appointment day not be suitable, families are asked to contact the school office and we 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. S

**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. This can be via telephone call or a face-to-face meeting.

There may be instances where more regular meetings are required, this will be arranged on a need led basis.

**School Website**

Our school website has recently been developed and can be accessed at

<https://blogs.glowscotland.org.uk/fi/donibristleps>

The website will have general information about our school and will also have information about our school and nursery staff, school policies, school and nursery improvement plan and our standards and quality reports.

There is a live calendar on the website that has details of school events. Parents and carers should check this regularly for updates.

**Parent Forum Facebook Page**

Our Parent Forum meet once a term and support the ongoing work of the school. They also have a Parent Forum Facebook page, which is managed by parents. This is a place where parents can ask general questions and the parent team will be able to respond.