

Balmalloch Primary School and Nursery Class



Communications Policy



responsi**B**ility

gr**A**ttitude

BELIEVE IN YOURSELF

hu**M**ility and forgiveness

persever**A**nce

Love

ACHIEVE YOUR GOALS

h**O**nesty and gener**O**sity

respe**C**t

friends**H**ip & family

A Place of Enthusiastic Learning and Achievement!

Rationale

Balmalloch Primary School and Nursery Class recognises the importance of clear and effective communications with all stakeholders, and is committed to being open and accessible for all who have an interest in the school and nursery.

The key stakeholders for a school and nursery are parents and pupils and this policy addresses the main ways in which the school ensures effective two-way communication between home and school or nursery.

Surveys indicate that almost all parents are satisfied with the two-way communications they have with Balmalloch Primary school and Nursery Class. However, we are always striving to improve our service.

This policy aims to clarify the parameters within which we operate to ensure that communication is carried out with all stakeholders and interested parties effectively and clearly.

Aims of the policy:

1. To improve the quality of service given to children at Balmalloch by ensuring that effective communication and consultation takes place between the school and nursery, parents, pupils and other stakeholders.
2. To improve the quality of service by ensuring robust processes for consultation between the school and nursery, parents and pupils on key service areas.

Types of Communication

1. Induction Days
2. Meet the Teacher Evening
3. Transition Days - Nursery - Primary
4. Transition Days - Primary 7 to Secondary
5. Parents' Nights/Parent Appointments online
6. Report Cards
7. Parent Teacher Appointments on request
8. Communication - Support for Learning
9. Class / Nursery Newsletter
10. Dates for your Diary
11. Communication diaries
12. Latest and Best Jotters home and parental response sought
13. Kilbowie Information Evenings
14. Letters
15. Annual Data Check - EV5 permission slips
16. Text
17. Email
18. Parent/staff/Pupil HIGIOS or HGIOELC Questionnaire/Survey
19. Specific Evaluations
21. Parents' Portal
22. Website/Blog
23. Twitter
24. Glow
25. Performances/assemblies
26. Telephone
27. PTA Meetings/Minutes
27. Parent Council Meetings/Minutes
28. Parent Council AGM

Communication between the school/nursery and parents operates in the following ways:

Nursery Enrolment/Induction

Parents are invited to come to the nursery on their child's induction day, where they will stay for 1 hour to complete paperwork and have the opportunity to meet the nursery staff and have a look around the environment. At this time an enrolment form and All About Me booklet will be completed to allow the nursery staff to get to know parents/carers as well as their child.

Parent Conferences:

Once children start their nursery placement, the child's keyworker will arrange a meeting or phone consultation within the first 28 days of the child starting nursery. At this time parents/carers will have the opportunity to set a Health, Welfare & Safety target in collaboration with their child's keyworker.

Parents will then be asked to review this once the target has been met and the child is ready to move onto a new target. This will happen at least every 6 months and most children's target will be reviewed termly.

Parents/carers also have regular opportunities to speak to their child's keyworker at drop off and collection times. At any time throughout the nursery year, parents/carers can request to meet with their child's keyworker or with the Senior Leadership Team to discuss their child's progress.

Nursery Newsletters & Learning Stories

The Lead Practitioner will create a weekly learning overview which will be shared with all parents on Twitter and via the Online Learning Journals.

The Lead Practitioner will also create a monthly newsletter via Sway, which will be shared with all parents and carers via Twitter and Online Learning Journals.

All keyworker staff will regularly upload observations and information about children's learning progression to Online Learning Journals.

1. Induction Days

Prospective parents are invited to an Induction Day in the June preceding the term of entry to the school. All prospective parents receive a school & nursery handbook with details of school life and remain for a presentation while their children visit P1 class teacher. This gives parents/carers further knowledge of the curriculum.

If parents/carers are keen to attend a curriculum evening, this is organised on request. Primary 1 Curriculum Evenings are led by staff and management to give parents an insight to key areas of the curriculum and knowledge of what will be expected of their child in Primary 1.

2. Meet the Teacher Evening

Parents/Carers are invited to a Meet the Teacher Evening in term 1 of each year.

3. Transition

Nursery - Primary Transition from Balmalloch Nursery Class to Balmalloch Primary 1 is a two-year process. The children in our nursery are encouraged to use the school facilities on a weekly basis throughout the year to become familiar with layout. Class visits and events are timetabled throughout the session prior to August entry:

August Nursery staff work in P1 class if possible. Nursery staff in playground for first day.	September P1 visit nursery to show a piece of good work.	October P1 children visit nursery for a play session and a snack. Nursery staff visit P1 classes to see progress.	November Joint St Andrews Activity day with children in mixed age groups and working between nursery and P 1 classes.
December Nursery children attend school show. P1 children to attend nursery show.	January P1 pals to visit nursery to read a story with the nursery children.	February P1 children to make a video diary of their school day which will also be sent to other feeder nurseries.	March Nursery children to tour school, taking photos of significant places and people. Will also be delivered by H.T/D.H.T to other feeder nurseries.
April P6 buddies to visit nursery on regular basis to meet their little buddy. Nursery to attend P1 assembly. Nursery staff visit P1 to see progress.	May Invite to induction day. Nursery visit P1 for story and teacher to visit nursery.	June Induction day including lunch with parents, tour of school and parental workshop. P 1 & Nursery staff to meet to discuss children's needs. Playroom construction/ Nursery toys shared between nursery and P1	Ongoing Joint ECO/Health activities Collaborative working

Transition: Stage - Stage Communication between Primary stages is vitally important to ensure seamless transition. Forward Plans, Assessment and Evaluation is also passed on to receiving teacher as well as individual reports. All previous jotter work is stored for 1 term for reference.

4. Transition: Primary 7 - Secondary

A transition programme from Primary 7 to Kilsyth Academy begins in Primary 5. For P5-7 this programme consists of visits to Kilsyth Academy. For P7 only the programme includes, blocks of lessons from visiting Kilsyth Academy staff, a 3 day timetabled transition visit in term 4 and communication of individual information between staff.

Primary 6 pupils participate in science and leadership workshops.

Enhanced transition supports identified children in their journey to high school.

5. Parents' Nights

There are 2 parents' nights per year. First in term 2 and finally in term 4. One appointment per child can be made on this evening. Teachers will prepare and pass information on children's attainment, achievement and social wellbeing.

Where parents are separated: in the first instance we would encourage they come together for these appointments, if that is not possible then they should look at attending one appointment each. Parents are reminded that appointments with class teachers can be arranged after 3pm at any point during the year. Staff will endeavour to accommodate individual cases.

6. Report Cards

Report cards are distributed in term 4 and provide tracking information in relation to progress towards achievement of a level. These report cards will be sent home via pupil post in sealed envelopes with a text reminder. Where parents are separated and wish 2 reports sent home please contact the school with your details and an electronic copy can be emailed.

Parents/carers are asked to complete and return a comment sheet attached to each report.

7. Parent Teacher Appointments

We operate on an 'open door policy' where if parents have any concerns or wish to speak to a member of staff they should contact the school and ask to arrange an appointment after 3 o'clock. If possible appointment can also be arranged between 9am - 3pm.

8. Communication - Support for Learning

If the school find a child required additional support for learning parents should be contacted and the support will be outlined. For additional support a request for assistance will be made to the appropriate service provider. Should support be granted, where appropriate there will be an initial consultation meeting and review meeting involving the school, parent/carer and supporting agency.

9. Class Termly Newsletter

At the beginning of each term a class newsletter will be distributed to pupils to inform parents/carers of planned learning experiences over the term. The newsletter will also be available on our website.

10. Dates for your Diary

At the beginning of each term, the Head Teacher sends out a 'Dates for your Diary' sheet to parents/carers outlining events in the term. Those events parents/carers can attend are highlighted through bold print.

11. Communication Diaries

Individual children will be issued with a communication diary if required. The diary is used as a key vehicle for communication between parents and the school. The diary is monitored on a daily basis by both parents and the class teacher. This allows the teacher to indicate curricular and social tasks undertaken that day and offers a link between home and school for any other relevant information.

12. Jotters home and parental response sought

Pupils' Latest and Best jotters are sent home on a termly basis for parents to view. Parents are encouraged to comment on something positive and a target for their child. Parents/carers have the opportunity to discuss their child's targets for the term.

13. Kilbowie Evenings

Kilbowie is a one week residential stay attended by our Primary 7 pupils. Details of this stay are outlined in letters and on a Parent Information Evening.

14. Letters/Data Check - EV5 permission slips

Each trip our children attend out with the school requires an information letter to be sent home to parents/guardians prior to the outing. An EV5 permission slip is sent at the beginning of the year as well as an information leaflet. Staff will be responsible for completing a Risk Assessment and ensuring they carry EV5 form and any required medication.

15. Text

Our text message system means information can be text quickly to one designated main contact for each child. Parents/carers are encouraged to share this information with other relevant people to the child's life, for example, childminder or other parents/carers. The parent is responsible for notifying the school of any changes to contact details.

16. Email

Parent/Carer emails may be used to send specific information on request. Whilst being mindful of our carbon footprint all letters and newsletters are emailed to parents, a paper copy of these forms of communication will be available from the office upon request. Emails are sought as part of updating data checks in the first term of each academic year.

17. Parent/staff/Pupil HGIOS/ HGIOELC Questionnaire/Surveys

The views of our main stakeholders are sought on a yearly basis through HGIOS/HGIOELC questionnaires/surveys. These help form an improvement plan for areas affecting school and nursery life.

Where the opinion of parents is sought on specific school related matters for example 'preferred methods of communication'. QR codes provide a link to a surveys for parents/carers. Results are then linked to our school website and help (along with staff and pupil opinion) form the decision making of the Senior Management Team.

18. Specific Evaluations

Specific Evaluations are distributed to gauge opinion on certain school event. These help form improvements for following events.

19. Parents' Portal

From August 2020, parents/carers will be able to use the portal to complete a range of activities online including parents' appointments, data

checks and payments for meals.

20. **Website/Blog**

The school has all key information on an up to date website on:
blogs.glowscotland.org.uk/nl/balmalloch/

20. **Twitter**

Our twitter page: @Balmalloch for the school and @BalmallochNC for the nursery is available for anyone to follow. It includes daily updates on our school and nursery. Please refer to our twitter policy. All staff have access and have agreed to use this mode of communication.

21. **Glow**

Although the use of this mode of Communication is still in its infancy at Balmalloch Primary School and Nursery Class, Glow is an online program to support learners achieve their full potential by unlocking the benefits of the internet and providing a unique nationwide online environment for learning.

Balmalloch Staff and children have their own unique password. Glow can be accessed from anywhere at any time - in school, at home or on the move, by anyone who has a password. Access to Glow is password protected; the Glow password is an important feature and automatically connects the user with appropriate materials and resources. In the event of severe weather disrupting school. Work will be set on Microsoft Teams.

22. **Performances and Assemblies**

We aim to present a minimum of one performance for P1-3 and for P4-7 each Year including class assemblies attended by Rev. A. Vint, the Christmas Show and P7 Leavers' Assembly. Tickets are allocated fairly to our families and spare tickets balloted. Photographs are uploaded on Twitter and a DVD is sent out to parents/carers on loan who are unable to attend.

26. **Telephone**

Queries about events at the school may be made by phone to the school or by e-mail.

27. **PTA Meetings**

PTA meetings are held on campus 4 times in the year. A group of parents meet on agreed Wednesday evenings in line with Parent Council meetings. These meetings run from 6.30-7.30pm. Discussions centre around fundraising events to raise money for school funds, supporting learners' experiences. These events include discos, coffee mornings and the Christmas Fayre. Minutes are communicated via our school blog (blogs.glowscotland.org.uk/nl/balmalloch/)

28. **Parent Council Meetings**

Parent Council meetings are held on campus 4 times in the year. An elected group of parents meet on agreed Wednesday evenings from 6.30-7.30pm. Discussions relate to school issues on behalf of the Parent Forum. Minutes are communicated via our school blog (blogs.glowscotland.org.uk/nl/balmalloch/)

29. Parent Council AGM

Yearly AGM reports on the work of the school and the parent council.

Parents/carers are invited to join and if need be voting takes place for new members.

Service Standards at Balmalloch Primary School & Nursery

The following response times are usually adhered to:

- **Responding to parents**

Any requests for information, any concerns, requests for references or progress are dealt with within 5 working days (term time only) by the allocated member of the management team.

- **Complaints Procedure**

Initially, concerns should be addressed to the appropriate teacher and allocated member of the Management Team:

Nursery	Kelly Baker or Sandra Merrick
Nursery to P2	Mrs Chambers - DHT
P3-P4/5	Mrs Convery - PT
P5-P7	Miss McCarthy - HT

Concerns may be raised via letter, e-mail or phone call.

Letters will receive either a verbal (usually by phone) response within 3 days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome, to be held in the child's file for future reference.

Concerns raised by phone will be addressed within 3 working days.

Emails to Head Teacher will be dealt with by the allocated member of the management team, as outlined above. Responses will be received within 3 working days. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays will most likely elicit no reply until term-time.

There is a system in place for monitoring the nature of complaints at the school in order to identify trends and address any recurring issues.

Parents/carers are reminded that communication is two way and while several modes of communication have been identified, responsibility must be taken to access this communication. Parents/carers are encouraged to contact the school when any issues arise to which they would like a response. The allocated member of the management team will liaise with parents/carers to resolve any issues.

It is our absolute priority to ensure all children and parents are comfortable, informed and happy with the work of the school.

R. McCarthy - Head Teacher

March, 2020

Scheduled Review: March, 2021