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# **FAIRVIEW SCHOOL**

**Parent and Carer Communication Policy**

Updated June 2024

Review June 2026

**INTRODUCTION**

At Fairview, we believe that good communication between school and the home is essential. Children and Young People achieve more when schools and parents/carers work together. Parents/carers can help more if they know what the school is trying to achieve and how they can help.

At Fairview we aim to have clear and effective communication with parents and the wider community. Effective communication enables us to share our aims and values through keeping parents/carers well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

This policy seeks to define the means by which Fairview maintains good communication with parents and other stakeholders. It provides an overview of what parents can expect of the school and, in turn, what the school will expect of parents.

This policy complies with relevant Perth and Kinross Council policy documents, including the [**Customer Service Standards**](http://www.pkc.gov.uk/media/16014/Customer-Service-Standards-leaflet/pdf/customerservicewebJuly2010) (July 2010).

**PRINCIPLES**

Communicating with stakeholders, particularly parents/carers, is a core part of what we do, not an afterthought.

We will always try to share as much information as possible about any issue.

If we cannot share information we will explain why.

We will endeavour to work as transparently as possible by offering clear explanations for major decisions.

We will communicate in a timely fashion and try to avoid parents receiving information about the school from other sources first.

We will communicate in a voice which is courteous, jargon free and warm.

Where information relating to the school is available in the public domain, we will direct people to it.

We acknowledge that some information is of a confidential nature and will always respect that confidentiality.

We will do our best to communicate with all school communities.

**All staff will adhere to Perth and Kinross Council Code of Professionalism and Conduct.**

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**CONVENTION ON THE RIGHTS OF THE CHILD**

As a school that respects the rights of the children and adults in our school family, community and beyond, we aim for each school policy to adhere to articles from ***UNICEF’s Convention on the Rights of the Child***.

In this policy, we are working towards the following articles:

***Article 3* -** The best interests of the child must be a top priority in all things that affect them

***Article 12*** - Every child has the right to have a say in all matters affecting them, and to have their views taken seriously.

***Article 28* -** Every child has the right to an education

***Article 29*** - Education must develop every child’s personality, talents and abilities to the full. It must encourage the child’s respect for human rights, as well as respect for their parents, their own and other cultures, and the environment.

**AN A- Z OF PARENTAL COMMUNICATION WITH THE SCHOOL**

We communicate with parents/carers through a range of different strategies. Some of our communications are the result of a statutory requirement; others reflect what we believe is important to our school:

**ABSENCE**:

If a child is absent from school, and we have no indication of the reason, the school

office will contact a parent/carer( by Groupcall in the first instance and then by phone, if possible) to find out the reason for

absence. It is essential that parents inform the office as early as possible to inform about any absence, including informing about appointments and if pupils will be in later as without this information class staff may be allocated to another class. If there is no response from parents it can result in police involvement. PLEASE DO NOT PASS ON INFORMATION THROUGH TAXIS.

**CHILD/ YOUNG PERSON’S PLAN**

All pupils have an Annual review to evaluate and develop an action plan regarding

all aspects of their life. Representation from all professional services working with the

family are invited to attend. You will be invited to share your agenda with us in advance.

**COMMUNITY LINK WORKER**

The community link worker supports pupils across the school and can be accessed if your child or young person is absent from school for a prolonged period. The Community Link Worker can provide a valuable link with the school and can support activities at home that allows young people to continue to develop their learning. The community link worker also organises a range of family engagement activities and involvement with a range of community partners.

**DIARY**

Children in all classes will have daily communication which is sent via Learning Journal. This enables parents to record a wide range of information that they wish to share regularly with the teacher. Teachers use this method to record achievements, learning outcomes and as a regular channel for communication with parents. For specific reasons some pupils may have bespoke entries which have been agreed by the class teacher and the parents (for example for specific medical or eating and drinking arrangements). Teaching staff will do their best to accommodate the needs of each family. It is good practice to have discussions to decide what information is helpful for each family. It is important to note that My Learning will often not be checked throughout the day so only non-urgent information should be placed here (and no absence information). Please phone with any urgent information (a voicemail message can be left 24/7).

**EARLY YEARS FAMILY SUPPORT**

Jenny Dow is our early year family support officer who will work with our families in the early years to build network, offer training opportunities and lead specific activities with children and families.

**EMAIL**

The school holds parental email addresses for almost all pupils and is increasingly moving towards this as the means of communication in preference to paper. In general parents are asked to use the generic email account which will then be forwarded to the relevant staff as required. Please note that following PKC policy it may take up to 5 days to respond so if communication is urgent a call should be made to the school office. Direct emails with teaching staff will generally not be used.

**FAMILY LEARNING**

We will regularly be in touch to see what learning opportunities would be helpful to you but please get in touch if we can offer anything in particular.

**FREEDOM OF INFORMATION REQUESTS (FOI)**

Members of the public have a legal right under the Freedom of Information (Scotland) Act 2002 to access information held by the Council. If you wish to request information from the Council, please contact the Council’s Freedom of Information Team at: FOI@pkc.gov.uk

**GROUPCALL**

This facility allows the school to send short text messages to parents and is usually used only for matters that require to be drawn to parents’ attention urgently such as unexplained absences, school bus or club cancellations or severe weather closures. It may also be used for online whole school meeting invites e.g. Christmas Show. Please make sure all your contact details are kept up to date particularly if changing numbers or email addresses. This will avoid missing important information.

**IEPS**

For all children/ young people in Fairview there is a need to provide **individualised**

planning (over and above the group/ class planning already completed by the class

teacher). Long Term targets are agreed as part of the Child/ Young Person’s plan but

Class Teacher’s should continue to communicate with parents around these targets each

term. This can be in person, via a telephone conversation or in written communication. IEPS will no longer be held on a separate document and will sit with the My Learning plan as our curriculum for all young people is individualised.

**INFORMATION RETURNS**

Throughout the session parents will be asked to make returns to the school by a stated deadline. These could be for a number of reasons, such as information data updates, confirmation of attendance of a pupil on a school trip or activity, feedback on reports etc. Whatever the reason, it considerably eases the administrative burden to the school when parents adhere to the deadlines provided.

**LEARNING JOURNAL**

Learning Journal is the Online Learning Journal which is used for all pupils who have been

given permission to use this. Across each term staff share My Learning plans

alongside evidence of achievements across the areas highlighted for that Term.

Teacher’s also share’ Wow’ which are often not planned for.

My Learning posts are moderated across the school year to try and ensure a consistent approach and ensure that the main focus is reporting on educational achievements.

SMT have access to every class and monitor My Learning usage very regularly.

As stated previously My Learning may only be checked once a day, in the morning, and never in the evenings.

Due to teacher working time agreements, teachers will do their best to meet individual requirements to the daily diary but there is a standard format which staff are encouraged to use.

**MY LEARNING**

Details of individual’s learning objectives/opportunities are shared with parents/carers via a termly My Learning plan. This is shared on Learning Journal and evidence is gathered throughout the term showing how these learning objectives/ opportunities are being developed and achieved.

**NEWSLETTER**

Details of school events, reminders, requests for help and news are shared in our regular newsletter which are sent on Groupcall. Paper copies can be sent on request.

**OPEN AFTERNOONS/ EVENTS**

Parents/Carers are invited to Open Afternoons twice a year. There are other opportunities to attend events in school across the year e.g. Christmas Events, Sports Day, Prize Giving and Fundraising Events. We aim to provide a variety of learning experiences for families to attend and are happy to take any suggestions.

**PARENTAL ENQUIRIES**

Parents are welcome to raise matters with the school by visiting reception, by telephone (01738473050) or by email (Fairview@pkc.gov.uk). In many cases, including where a message has to be passed to a pupil, such enquiries can be dealt with directly by the office staff. Where another member of staff is required to respond, the following will apply:

• Non-urgent enquiries - In such cases, a message can be left with the office who will forward it to the relevant member(s) of staff. In line with the Council’s Customer Service Standards, general correspondence (letters, emails and enquiries) will be responded to within 15 working days. In many cases, however, particularly where there is a time factor, responses will be quicker.

• Matters requiring an immediate response - Where a matter is of such urgency (e.g., child protection, medical or attendance matters) that it requires an immediate response, it will be passed to the most appropriate member of staff who will usually be a member of the school’s Senior Leadership Team. In most cases, the member of staff will be available to deal with such enquiries at the time of contact.

• Enquiries by email - All enquiries by email should be directed to the school’s generic account: Fairview@pkc.gov.uk This will allow enquiries to be logged for the purpose of quality assurance and for them to be forwarded to the appropriate member of staff

**PARENT COUNCIL**

The parent council plays an important role in the running of the school. The parent council supports the school with a range of issues such as fundraising, the drafting of policy, supporting school self-evaluation and improvement, interviewing senior staff and organising a range of speakers to support our families.

**PARENT’S EVENING AND SCHOOL REPORTS**

Parents/Carers are invited to attend Parents’ Evenings once a year (this can also be offered via a telephone call on request). At the end of the May children/ young people will receive an End of Year written report. At Fairview we support pupil voice to share a comment on what is going well for them in school in this report. A copy of the Child/ Young Person’s plan is also shared as and when these occur throughout the year.

**PUBLIC ACCESS DOCUMENTS**

The school makes available, a range of documentation for parents/carers. We keep a master set in the school office and we make this available on request. It contains copies of all school curriculum policies, minutes of meetings and copies of policies that the local authority are required to have in relation to charging and remissions, sex education, health and safety, curriculum, performance management, admissions and action planning following inspection. It also contains a range of national and LA documentation. A copying charge may be levied where requests for printed materials are made.

**SCHOOL HANDBOOK**

A school handbook is made available to all parents through the school website and is updated by December of each year.This handbook meets the requirements of the Education (School and Placing Information) (Scotland) Regulations 2012

**SCHOOL IMPROVEMENT**

Parents are asked for their input into the self-evaluation, pupil equity fund spending and school improvement cycle and this is incredibly valuable to us. This is often in the form of a survey but opportunities for face-to-face discussions e.g on curriculum, are offered too. The Parent Council plays a big role in supporting school improvement.

**SOCIAL MEDIA**

Parents/ Staff should not use social media personal/private messaging to make contact. All staff adhere to PKC policies and as such will not be able to accept friend requests on social media. We kindly request that consideration should be given regarding the nature of comments made about members of staff and/or the school on social media platforms. Where a parent has a concern or complaint this should be raised with the school directly so this can be addressed through the complaint’s procedure.

**SENIOR SOCIAL CARE OFFICERS (SSCO)**

One of Senior Social Care officer has a remit for family engagement and learning and can be contacted with ideas for opportunities. The SSCO organises a wide range of events which families can attend, including linking in with SHIP, sends out the Core Words on the website, raises vital funds for the school and can support with AAC devices.

Another SSCO has a remit for transition arrangements and will link in with families as they approach the Senior Stage but can be contacted by any families for advice and guidance.

A further SSCO has a remit linked in with Developing the Young Workforce and will link in with families around developing skills for work and work experience opportunities.

**STANDARDS AND QUALITY REPORT**

The school is requiredunder the [Standards in Scotland's Schools etc (Scotland) Act (2000](http://www.gov.scot/Publications/2006/08/gpse/1)) to publish an annual report including key performance measures such as those relating to attainment and attendance. This report is published on the school website in September.

**WEBSITE**

The school website provides information about the school and an opportunity to

promote the school to a wider audience. The website contains the school handbook

and links to the Twitter page which shares ‘what’s happening’ on a regular basis.

The school website ([blogs.glowscotland.org.uk/pk/FairviewSchool](http://blogs.glowscotland.org.uk/pk/FairviewSchool/)). Staff lists and responsibilities are also kept on the school website in the information section. There is a wide range of other helpful information to be found on the website, including information around the school fund and trips.

**STAFF COMMUNICATION TO PARENT’S/ CARER’S- LETTERS**

Copies of class letters sent home are kept in the school office for reference.

**SUBJECT ACCESS REQUEST (SAR)**

The Data Protection Act 2018 protects individuals from possible misuse of their information, while giving them legal rights to gain access to the information held about them by an organisation or individual within it. If a parent/carer/young person wishes to access information about themselves or their child(ren) this should be submitted in writing to the Council’s Data Protection Team at: DataProtection@pkc.gov.uk

**TALKING WITH STAFF**

Parents are welcome to raise matters with the school by telephone *[01738 473050] or* by visiting reception***.*** In many cases, including where a message has to be passed on to a teacher, such enquiries can be dealt with directly by the school office staff. Office staff will call the class with the message where appropriate or will send an email to the class teacher to respond to when they are able to. However, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as all class teachers are class committed.

SMT are also available should you wish to make an appointment, the office staff have access to their diaries.

**Please note that due to the number of taxis accessing the schools handover points at the beginning and end of the school day cannot be used to talk with staff as this causes a build up of traffic resulting in children and young people arriving/leaving late** **and can cause distress to pupils waiting further back in the taxi queue**. Daily communication is supported through Learning Journal and individual needs can be supported in a variety of other ways. Please see SMT if this is something you would like to look at.

**TWITTER ACCOUNT**

This is particularly useful for providing updates on pupils’ achievements both within the school and in terms of extra-curricular activities. ***https://twitter.com/OnlineFairview***

**UPDATING THE SCHOOL ON PERSONAL MATTERS**

All our pupils can be affected by things going on at home or in their personal lives and these in turn can have an impact on their learning. It is very helpful for the school to be made aware of anything that a young person may be experiencing away from school that could be having an impact on how they are feeling in school. This could be something such as a family bereavement or friendship difficulties. Parents can communicate via Learning Journal, email, a phone call and we will work with you in the way that suits the pupil and family with this.

**Updating the school in the event of change of contact details**

It is very important that the school has current contact details for parents and other relatives. Parents are requested always to notify the school of such changes, both to their own contact details and those of relatives. This can be a particular problem for the school when it comes to mobile phone numbers. Please call the office to let us know ASAP.

**SEEKING PARENTS’ VIEWS**

**The Parent Council**

The Parent Council, which meets bi-monthly and is attended by the headteacher, one of the SSCOs and the Community Link worker is a key vehicle for parents to share their views with the school leadership. These meetings are also used by the school leadership to provide parents with updates on a wide range of issues, ranging from small changes to procedures to very significant government policy changes. The school is committed to harnessing the potential of the Parent Council as a key forum for interaction with parents, and will always seek to support initiatives raised through this body. The parent council can be contacted by email on fairviewparentcouncil@gmail.com

**Parental Involvement in school self-evaluation and annual planning**

The school is also keen to involve parents, as well as other stakeholders, in its annual processes of self-evaluation and planning. Parents’ will be asked to evaluate and feed into this each academic year and at other key points in the year.

**Consultation on proposed change**

The school is committed to consulting parents wherever possible, particularly in cases where significant changes in policy or procedures are under consideration. As well as pupils themselves, parents are key stakeholders within the school community and their views are valued and will be taken into consideration in the making of decisions.

**On-going evaluation of events**

The school is also committed to seeking regular feedback from parents on activities such as parents’ nights and we will always issue evaluation forms to seek parents’ views on how such events might be improved.

**Annual parental survey**

In addition to these methods of seeking parental views, the school also conducts a formal parental survey, covering a wide range of the school’s functions, towards the end of each academic session. These questions largely remain the same each year which allows the school to note trends – either positive or negative – in terms of parental responses. A summary of this survey is shared annually with the Parent Council and, where appropriate, their views on next steps sought.

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| **SCHOOL CONTACT DETAILS:** Email Address: ***Fairview@pkc.gov.uk*** Phone No: ***01738 473050***Website: [***https://blogs.glowscotland.org.uk/pk/FairviewSchool/***](https://blogs.glowscotland.org.uk/pk/FairviewSchool/)Twitter/Facebook: [***https://twitter.com/OnlineFairview***](https://twitter.com/OnlineFairview)Parent council:***fairviewparentcouncil@gmail.com***Address: **Fairview School, Oakbank Crescent, Perth, PH1 1DF** |

**Parental complaints -** Should a parent wish to make a formal complaint about any aspect of the school, this should be addressed to the Headteacher. The school follows the [How do I complain? - Perth & Kinross Council (pkc.gov.uk)](https://www.pkc.gov.uk/article/14901/How-do-I-complain). Such complaints can be made by email, letter, telephone or in person.