

# St. Fillan's Primary School



## Communication Policy

March 2019

Reviewed: March 2025









Date of Next Review:

March 2026

**Background:**

This position statement has been reviewed to encompass how we aim to communicate with our parents, school and wider community.

The policy aims to cover the following issues:

-  Code of contact with the school in terms of specific roles and responsibilities and how we communicate.
-  GDPR Governance. (GDPR Local Authority position statement is available on our school website).
-  Responsible Internet Use.
-  Mobile Phones.
-  Online Safety, including Cyberbullying. (links to our 'Anti Bullying Policy.')
-  Sources of Support and Guidance.

This policy will continue to be updated in line with Local Authority guidance around policy and practice.

**Rationale: (What are we doing/purpose and why?):**

To support St. Fillan's Primary in its aim to nurture a thriving and successful school, we must communicate effectively with one another, with our children, our families, partners and the wider school community.

We need to ensure that communications between all members of the school community are transparent, professional, timely and appropriate.

We endeavour to live by our school values in St. Fillan's and therefore the core values of kindness, trust, respect and responsibility are required to be exercised when we engage in effective communication with one another.

**Definition of Communication:**

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is as much about attitude and behaviour as it is about message. We should also remember the importance of listening.

As a clerk of Renfrewshire Council, every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflects on the school's reputation and the Local Authority.

For the purposes of this policy communication includes not only the message but also how that message is communicated; not only the responsibility for communication but also how effectively that responsibility is carried out.

**Aims: (So what/Identified impact?):**

- Keep staff, children, parents/carers, partners and other stakeholders well informed.
- Be compatible with our vision, values and aims as a school.
- Be open, honest, ethical and professional.
- Use jargon free and be easily understood by all.
- Be actioned within a reasonable time.

- Use the method of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school and Local Authority policies.
- Share achievement and success.
- Raise the profile of our school within the local community.
- Raise the profile of Children Services - @AttainRen/ Council news etc.
- Provide constructive feedback – from parents, comments/feeds.
- Enable staff to share ideas and good practice with one another.

**School Values:**

- Respect
- Responsibility
- Trust
- Kindness

**School Aim:** Show/Radiate Enthusiasm!

**Child Protection Leads:**

The following staff members have been fully trained in the Leadership of Child Protection. Please report any concerns about a child to one of the staff members below:



Mrs McPherson (AHT)

Mrs McWilliams (APT)

Mrs McKay (CT)

It is important to note that Child Protection is the responsibility of everyone and concerns can be directly reported to Social Work Service on the following telephone number:

**0300 300 1199**

**Internal Methods of Communication (Pertaining to Staff Only):**

**Email:**

Information and notification of initiatives are communicated through the use of e mail where appropriate. Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required. The SLT (Senior Leadership Team) operate an 'open doors' policy and therefore are available to discuss issues when required.

Class Teacher's should not respond to email during curricular time (unless specifically requested to do so by the SLT) as this is protected teaching and learning entitlement.

**Mobile Phones:**

Mobile phones should not be used during lessons or when in contact with the children. In exceptional cases such as family illness/medical appointments the circumstances should be discussed with the Headteacher. During excursions and off site provision, staff should ensure they can be contacted by mobile phone at all times. The lead staff member will have the responsibility in communicating with the Head Teacher.

**What's App Staff Chat:**

We have a 'St. Fillan's Staff Group' Chat which all staff are invited to join when they are welcomed to the team. This is a platform for staff to communicate on both a professional and social level.

Please be advised that the administrator of the group (Head Teacher) will respectfully remove staff from the group when their connections with the school cease.

**Written Communications:**

As we are an Eco School and within the 'Green Print Strategy' pilot scheme, written communication and handouts are minimal.

These would be circulated to staff in person or there are pigeonholes at the base of the stairs leading to the staffroom.

Please refer to the 'St. Fillan's Green Printing Strategy' for further guidance around this.

**What's On?/ Staff Memo:**

The Staff Memo is completed by the HT on a weekly basis and is circulated to all staff via email. All staff also have access to the school digital calendar which is updated on a daily basis.

If there are any updates, these will be communicated via email.

**Annual Calendar:**

The 'Annual Calendar' communicates key dates to all staff. This session, we have amalgamated our School Calendar with the Local Authority Calendar to streamline key dates.

**Notice Boards:**

The Staff Notice Board is located in the staffroom. Staff are able to share information using this board of both a professional and social nature.

The Parents/Carers Notice Board is located in the Infant side of the school.

**Collegiate Times/Meetings:**

These are protected within the agreed realms of the Working Time Agreement which is annually set in May/June for the following session. All Collegiate Times are structured and minutes are provided and circulated to all teaching staff by the SLT along with handouts and key documents. Staff are invited to take their own minutes of the meeting. A collaborative approach is taken to Collegiate meetings and there are opportunities for staff to engage in professional discussion and enquiry. Teaching staff are invited to contribute to the agenda of the meeting using the template which is available in the Staffroom. Agenda items should be handed to the SLT at least a week in advance of a Collegiate Meeting.

**Communication with Colleagues in St. Fillan's Primary School Summary:**

Form of Communication	Rationale	Frequency of Use
Meetings	<ul style="list-style-type: none"> <li>- An annual programme of meetings will be agreed and calendared for staff and the timetable facilitates informal meeting and planning /support time for non teaching colleagues.</li> <li>- All formal meetings are minuted as a courtesy by the SLT and members invited to contribute to the agenda. It is important that these are focused on developmental, not administrative, matters and time is set aside for structured opportunities for staff to engage in team working and to contribute to the school's reflection on SIP (School Improvement Planning) priorities, activities and future plans.</li> <li>- For all formal meetings, notes should be taken, action points progressed and feedback given to staff. There is a yellow folder for this purpose stored in the Staffroom and Agenda items should be shared with the SLT in a timely manner and certainly in advance of the meeting.</li> <li>- Minutes of meetings are circulated to all relevant staff via email and the HT has a master copy of all minuted meetings.</li> <li>- When staff attend training/ Curricular Champions meetings, it is their professional and collaborative responsibility to share any handouts</li> </ul>	Monthly/Termly

	<p>or minutes of the meeting with the Head Teacher in the first instance. Staff may then be asked to circulate around colleagues or provide a brief update to share information and developments at a planned Collegiate Session.</p> <ul style="list-style-type: none"> <li>- All staff are expected to read the minutes to ensure they are aware of the content and then can receive further information should it be required. This will be further outlined in the 'Flexible Working Policy.'</li> </ul>	
Email	<ul style="list-style-type: none"> <li>- It is all staff members professional responsibility to regularly check and respond to emails. An acknowledgement of the receipt of an email is also welcomed.</li> <li>- The school gives all staff their own GLOW email account to use for all school business. Email can be an efficient way of communicating with colleagues and passing on information. However, it should not be used as a substitute for face-to-face contact and staff must consider whether it is the best way to communicate in each situation and understand that there is permanent record of any communication.</li> <li>- Teachers should ensure that they:             <ul style="list-style-type: none"> <li>• Do not engage in private /personal correspondence with a pupil. This includes texting and social networking.</li> <li>• Under no circumstances should they contact pupils or parents, or conduct any school business, using personal email accounts or text messaging. The exception to this would be through Seesaw if a staff member deems this to be appropriate via this secure platform and there is agreement between both parties for reciprocal communication.</li> <li>• No chain letters are sent and no advertisements are embedded in any communication.</li> <li>• Any political views are neutral or balanced.</li> </ul> </li> </ul>	Daily

Staff Memo/ What's On?	<ul style="list-style-type: none"> <li>- The Head Teacher circulates the Annual Calendars at the beginning of the school session. These calendars are now in line with the Local Authority Calendar. Calendars are set in line with the 'Working Time Agreement.'</li> <li>- Monthly Newsletters are sent electronically to staff to provide reminders around key dates. It would be the expectation that teaching staff provide reminders/communicate class business to families via Seesaw.</li> <li>- The 'Staff Memo' is circulated weekly and in advance to all staff. It outlines key events/dates, responsibilities, health and safety etc. This is a lengthy document and staff are requested to highlight only relevant sections.</li> <li>- The SLT engage in daily communication around school business.</li> </ul>	Monthly
Planned Meetings	<ul style="list-style-type: none"> <li>- There is a weekly meeting between the SLT and Senior Clerical to discuss operational school business, attendance, administration and health and safety.</li> <li>- The Pupils Support Co-ordinator facilitates daily discussions with the Support Staff Team and more formally, termly meetings are set to review practice/interventions and discuss impact and next steps for the pupils.</li> <li>- Staff are entitled to an Annual PR and D (Professional Review and Development) Meeting and these are facilitated by the Head Teacher in May. Further guidance and access to frameworks can be found in the 'PR and D Policy and Practice' document.</li> </ul>	As per the Annual Calendar
Staff Handbook	<ul style="list-style-type: none"> <li>- A Staff Handbook is available to view as a reminder for existing staff and reference for new staff members. This is currently under review and being updated to reflect changes in policy and practice. The expectation</li> </ul>	Annually



	<p>would be that all staff are familiar with the contents of the Staff Handbook as it contains essential information around the operation of daily school life.</p> <ul style="list-style-type: none"> <li>- Supply teachers and Student teachers are presented with a copy of the 'Short Term Staff Handbook' which is a condensed version of the 'Staff Handbook.'</li> </ul>	
Notice Boards	<ul style="list-style-type: none"> <li>- Staff notice boards are located in the staff room. These are maintained and updated by all staff members. Care should be taken that any display which has as its focus a political issue, presents a balanced view or an overview that communicates about the diversity of opinion on this matter or indicates where alternative perspectives may be found.</li> <li>- Noticeboard items should never contain personal or sensitive information about a child or other staff member.</li> </ul>	As and when required

### **Communication with Families:**

At St. Fillan's Primary, we share information about our school and communicate with parents and carers in a range of ways:

<b>Reporting activities for individual learners</b>
Seesaw
Monthly/termly tracking information
Written reports
Termly progress reports
Review meetings
Progress within additional support for learning plans
'Team Around the Child' meetings
Pupil Progress Meetings involving parents/carers, teachers and learners, as appropriate
Learning conversations – pupil and teacher/ pupil and pupil and/or pupil and parent/carer
Homework/Shared Learning activities
On-going feedback in classwork

<b>Reporting activities for group / class / school setting</b>
Assemblies
Open days/events
Leading learning events
Meet the teacher' sessions



School concerts/shows
Achievement wall displays
Wall displays showcasing learning
School/class newsletters highlighting learning
Curriculum workshops
Information events
Class showcase events
Social media – Facebook and X (when appropriate)
Curriculum workshops led by learners and/ or staff
School website
Parent Council meetings
'School Improvement Committee' meetings

### **Social Media:**

#### **Facebook:**

We have a closed 'St Fillan's Primary School Parents and Carers' Facebook group page and our Parent Partnership's page is called 'St. Fillan Parent Group,' which is also a closed page.

When joining our page, a series of questions will be asked including the persons association with a child in the school, adherence to the group rules etc. We will only accept friend requests from the parents and carers of children in the school. This invitation has not been extended to wider family members in the interests of GDPR.

At the end of a session, the groups administrative team will delete/archive the accounts of parents/carers who are no longer associated with the school if their child/children have progressed onto High School.

The school Facebook group is a closed page and only school administrators have the permission to approve posts. This page is also reviewed and regulated by a member of the Communications (Comms) Team within the Local Authority at the schools request.

Our Parent Council page is separate from the school and we no longer share posts and links due to GDPR requirements. Role bearers within the Parent Council are administrators and parents/carers who are members of this page are welcome to share posts through the 'St. Fillan's Parent Council Group' about issues that are relevant to the Parent Council.

We are aware that our Parent Council also communicates via the 'What App' platform for ease of communication.

#### **Seesaw:**

We introduced the platform of Seesaw in the session 2023 – 2024. The introduction of this platform was to provide a safe and secure space for us to share both school news and for our children to directly share their learning with parents and carers.

#### **What is Seesaw?**

Seesaw is a learning journal that shares your class learning and achievements through a safe digital learning platform. Children can document their learning creatively by periodically adding entries such as photos, videos, drawings and notes to profile the learning they have engaged with in class.

*Be Brave      Unleash Creativity      Demonstrate Excellence      Show/Radiate Enthusiasm*  
*'In Learning, we are growing and succeeding Together.'*

Seesaw creates a triangle of communication between families, the teacher and the child whilst encouraging digital citizenship and showing how we can use technology in a safe and creative way.

**Benefits of Seesaw and Social Media:**

Seesaw and social media provide us with a fantastic forum to communicate about day to day and weekly whole school events that take place in school.

We effectively use our pages to send reminders, share information and video clips related to our ethos and vision/values and aims and to 'Showcase' the learning, talents and achievements of our wonderful children, staff, partners and school community.

We share photographs of events and learning across the school in accordance with our GDPR policy.

We believe that the use of these communication platforms is beneficial in keeping parents and carers up to date with what is happening in school.

We know that many of our families follow our platforms with interest and are appreciative of this forum as an effective means of communication between home and school.

It is important to note that Seesaw is updated with a weekly reminder as a courtesy. The information within the reminder has already been shared usually through letter and Newsletter.

Furthermore, as the SLT (Senior Leadership Team), Class Teacher's, Support Staff and Administrative Staff have access to the Seesaw platform, it is at their discretion when they choose to post updates. This may fall within the school day or outwith.

Please be advised that we reserve the right to remove platforms or individual comments/members from associated platforms if they are not being used appropriately and are not in accordance with the positive image that we relentlessly work hard to achieve and portray.

**Our Expectations:**

It is important for everybody's safety that we are clear about how we use these platforms and what is expected from the people who choose to engage with us. All parents and carers are expected to follow these guidelines and ensure that they behave appropriately and with respect at all times.

The Headteacher and staff have agreed an approach to the use of Social Networking sites that include the items below. We are now inviting parents to continue joining us in setting a good example for our children.

- We use Seesaw and social media platforms to publish information that is of general interest. We do not believe it is an appropriate place to discuss personal matters that are specific to individual members of our community, whether that be children, parents, staff or partners.
- Concerns about any aspect of school life should be raised appropriately by speaking, personally, to a member of staff. If a parent or carer remains dissatisfied, our complaints procedure is available. We appreciate that many classes have a 'What's App Chat' that the SLT and staff are not privy to and we would ask that any issues are raised with the school as a courtesy and a means to addressing any issues or concerns.



- We will not tolerate any form of bullying or intimidation on our Seesaw and social media accounts. This includes comments or posts that are defamatory, rude or abusive towards any member of our school community, whether that be children, parents/carers, staff or partners. This includes the personal social media accounts of parents and carers.
- Our platforms will not be used to promote commercial businesses/ independent companies.

**All parents/carers are invited to join staff in setting a good example for our children by not:**

- Using Seesaw or social media to make derogatory comments or posting photographs which could bring staff into disrepute, including making comments about pupils, parents/carers, other staff members, the senior leadership team, local authority or the wider community.
- Posting photographs of other people's children on Seesaw or social media platforms without their permission. (We remain vigilant in encouraging our parents/carers and families to be mindful of this at school events, assemblies and shows).

**All Staff agree to:**

- Demonstrate courtesy and respect for staff, parents/carers and pupils when comments are posted on Seesaw or social media platforms.
- Ensure appropriate language is used in any comments posted on Seesaw or social media platforms.
- Ensure that any comments and/or images could not be deemed as defamatory or in breach of any relevant legislation set out in local authority or school policies and handbooks.
- Continue to build positive relationships with families by communicating professionally and in a formal manner through all written communication, whatever the form.
- Review and adjust their privacy settings to give them the appropriate level of privacy and confidentiality through the use of school devices only.
- Follow Local Authority guidance including: The 'Code of Conduct for all Renfrewshire Employees' and the 'Respect at Work' policy and practice.

**Staff agree not to:**

- Use Seesaw or social media platforms to make derogatory comments which could bring staff into disrepute, including making comments about pupils, parents/carers, other staff members, the senior leadership team, local authority or the wider community.
- Use Seesaw or social media platforms within lesson times for personal use.

It is crucial that staff, parents/carers work together in partnership and assume personal responsibility of their own actions to ensure that Seesaw and social media is used for the intended purposes.

**Ensuring Privacy:**

It is very important to us that the use of Seesaw and social media does not expose our pupils to potential danger.

- We will not publish photographs of children without the written consent of parents and carers. Seesaw consents have been circulated and returned in October 2024 and will be issued if/when the terms and conditions of the application change, by advice from the Local Authority or when a new pupil joins the school in Primary 1 or otherwise.
- We will not identify any of the children that are featured in photographs by their full name (First name only).
- We will not allow any other information to be published on our Seesaw and social media accounts that can personally identify our pupils such as their age or address.
- Parents, carers and other visitors to the school may take photographs of their own children at events/assemblies/shows, however the understanding would be that mindfulness is aired when sharing images of other parent/carers children on other platforms.

**Enforcing this policy:**

To ensure the ongoing safety and well-being of pupils, staff and parents/carers we will monitor all of our social media accounts regularly.

- Where allowed by the platform, we welcome comments on the information that we post. However, we reserve the right to delete comments and ban further comments from anyone who breaks the terms of our policy. Offending parties will be informed via standard letter if their account is to be blocked on a permanent basis.
- All serious breaches of this policy will be referred to the governing body who will take appropriate action to ensure that this is not repeated. This may include reporting the matter to the police.

**Other Important Points to Note:**

- ❖ We believe that Seesaw, social media and 'What's App' chats are not the forum to air internal grievances about children, staff, parents/carers, partners of the local authority. There are alternative procedures for highlighting concerns.
- ❖ Through a period of consultation, staff have agreed that they will endeavour to post a class post weekly in relation to some of the topics highlighted below. Please be advised that this is not an exhaustive list and the sharing of information will be at the Class Teacher's discretion as they already communicate using a wide variety of means as highlighted at the beginning of this position statement. It would be unrealistic to expect daily posts from individual classes.
  - Reminders.
  - Individual success.
  - Homework Tasks.
  - Showcase specific class learning.
  - Group/Class events.
- ❖ The Senior Leadership will endeavour to post weekly posts in relation to the following:
  - Weekly reminders and lunch options.
  - Reminders.
  - Whole School events.

- Seasonal events – Halloween, Nativity/Shows, World Book Day, Easter Bonnet, Church events.
- Requests for help/support.

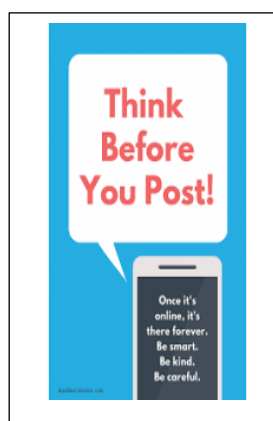
We are happy to reply to posts/ comments where appropriate but when in doubt, please contact the School Office staff who would be happy to advise.

- ❖ It is also important to be mindful that the use of technology can be challenging when wi-fi connections fail or become unavailable. If this is a persistent issue which continues for a considerable period of time, then you will be notified via ParentPay.

#### **Other Important Points to Note Continued:**

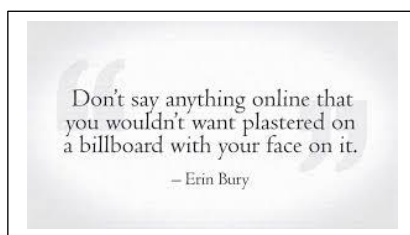
- ❖ **Facebook Messenger** - Parents/Carers were reminded in September 2019, that we are unable to read or reply to messages that are sent through 'Facebook Messenger.' Our platform prevents us from being able to read and respond to messages that are communicated in this way. If there is an issue, it would be advisable to contact the school directly via telephone or through the 'St. Fillan's Enquires' mailbox.
- ❖ **'Tagging'** – From time to time it has been highlighted that certain parents/staff members/or associated members have been 'tagged' in posts. 'By definition, 'tagging' identifies someone else in a post or status update that has been shared. This has usually occurred when a parent has been linked to a child when a photograph has been shared. Our staff do not 'tag' individuals intentionally, nor do any of our children who are supported when using Facebook to share class news. We do not expect our staff or children to 'de tag' individuals if they are directly linked to a post. This takes up unnecessary time, especially when our posts to share information and photographs are in good will and most often created during staff's own time. If you have an issue with being tagged, then please contact the school directly and we will be happy to investigate this further. If you have an issue with not being tagged, then we can only apologise in advance and reaffirm that this is a time/ work load issue and we do not intentionally seek to 'tag' individuals.
- ❖ **Posts that we are 'tagged' in** – From time to time, Fillan Bear has been tagged into posts that have been shared by parents, companies or other community members. We reserve the right to share or reply to posts that we deem to be appropriate. In line with Renfrewshire Council's policy, we are unable to share or become involved in posts which carry 'political sensitivity.' We are also unable to share posts that carry 'commercial gain' such as the advertisements of commercial businesses. This would include requests from parents or local businesses to advertise/share their business pages. We are happy to share posts that would provide opportunity or benefit our children/families in some way, such as local community events or local clubs.
- ❖ **Suspension of Seesaw/ Social Media** – We reserve the right to suspend the use and activity of our Seesaw platform, Facebook page and Twitter account at anytime. We value the use of these platforms as being a forum for positive interactions with our families and community. However, we do not endorse the use of our Facebook page and Twitter account to be the platform for abuse, defamatory / unjustified comments or a forum for unkindness.

These are the key principles that we share with our children when we encourage them to be digitally responsible citizens:



- ❖ The Senior Leadership Team are also happy to reply to reasonable comments that are sent through Seesaw or the Facebook page, however, we cannot commit to replying within a set timescale as we do not always have the opportunity to engage in social media activity during the school day when our principal concern is the health, safety, attainment and achievement of our children. If there is a reason as to why we are unable to respond to an individual comment, we will advise you to contact the school office directly and staff will be happy to advise further.
- ❖ The posting of children's photographs via Seesaw or social media is merely a 'snapshot in time' and it is not possible to monitor and track the frequency of when children are featured in a post. We thank you for your understanding that there may be times when your child does not feature in a post for a whole variety of reasons.
- ❖ Our 'Digital Leaders' Committee actively encourage our children to take photographs of learning and with support, the children are often responsible for posting information and photographs of learning.





### **Wider Communication:**

One of our core values is 'respect' which is underpinned by our heart value of 'kindness.'  
When communicating with each other, parents/carers or the wider community, the expectation would be that communication is facilitated on the premise of mutual respect and kindness.

### **Communication in Summary:**

Form of Communication	Rationale	Frequency of Use
ParentPay	<p>This is the preferred means of communication endorsed by the Local Authority. The following information will be shared:</p> <ul style="list-style-type: none"> <li>- Letters/Correspondence</li> <li>- Emails</li> <li>- Newsletter Links</li> <li>- Links to Flyers/Leaflets</li> <li>- Excursion Consents and EV5 paperwork</li> </ul>	Daily/ Weekly
Seesaw	<ul style="list-style-type: none"> <li>- Weekly reminders</li> <li>- Whole School News and Images</li> <li>- Class News and Images</li> <li>- Children's Posts and Profiling of work</li> <li>- Newsletter Links</li> </ul>	Daily/Weekly
Formal Letters	<ul style="list-style-type: none"> <li>- Letters to parents/carers are securely circulated via ParentPay. Depending on the context, letters are uploaded to the School Website/ Seesaw app.</li> <li>- Staff will endeavour to reply to parents/carers letters as quickly as possible. Letters or emails of a similar nature will be acknowledged within 3 working days and a reply sent within 5 workings days (or longer at times when flexible working staff require input or at times when there is staff absence or within a holiday period).</li> </ul>	As and when required.
Feedback – Questionnaires, Surveys etc	<ul style="list-style-type: none"> <li>- The views of our main stakeholders are sought on a yearly basis through various surveys and questionnaires. This is facilitated in a variety of ways – QR codes, links to FORMS questionnaire, suggestion boxes, in</li> </ul>	Less frequent/ as and when required



	<p>person at Pupil Progress Meetings etc. Your views are important to us and they help us to make changes and improve our service. You will always be informed around how your data will be used in advance of completing any feedback.</p>	
School Email	<ul style="list-style-type: none"> <li>- Email is a quick and effective way of communicating information. However, it does not replace face to face meetings where discussion is required.</li> <li>- The following information will be shared with parents via email - Pupil Interim and Annual Reports, Letters inviting parents to Meetings , Minutes of Meetings with Parents.</li> <li>- Staff will endeavour to reply to parents/carers emails as quickly as possible. Emails will be acknowledged within 3 working days and a reply sent within 5 workings days (unless the sender has specified a legitimate reason for a potential delay such as staff absence, holidays or where a consultation/investigation with staff/pupils is required.)</li> <li>- We would strongly encourage that staff, pupils and parents/carers do not conduct any school business using personal email addresses unless consent has been given by both parties.</li> </ul>	Less frequent
Telephone Calls	<ul style="list-style-type: none"> <li>- Missed telephone calls received from parents will be returned as soon as possible and within a reasonable timescale depending on the context of enquiry.</li> <li>- All staff will take notes about the content of telephone calls, as they would with meetings with parents/carers. The main points of discussion and actions required/taken will be logged in the pupils confidential, electronic file.</li> </ul>	As and when required/ requested
Text Messages	<ul style="list-style-type: none"> <li>- Text messages directly from the school will only be sent in emergency situations as a cost is incurred when we send texts.</li> <li>- Attendance texts will still be sent using this method of communication.</li> </ul>	Less frequent

Groupcall Messaging	<ul style="list-style-type: none"> <li>- We will use the current email address that is associated with your child's pupil database record, please note we collect this information from you through our annual data check process. One of the benefits of using this system is that it will allow us to send a message to more than one contact on your child's contact list.</li> </ul>	As/when required
Parental Meetings	<ul style="list-style-type: none"> <li>- We encourage parents/carers to contact the school if issues arise regarding their child's progress or well-being. For everyday issues, parents/carers should contact their child's class teacher. (Please refer to the 'St. Fillan's Code of Contact') if unsure.</li> <li>- For persistent or more serious issues, then the Principal Teacher or Head Teacher should be contacted.</li> <li>- Any parent wishing to meet with a member of the staff team should call the School Office in advance to request a meeting. This will then be arranged at a time convenient to both parties. The subject of the meeting should be shared in advance to help staff to be fully prepared in ensuring that the meeting is productive.</li> <li>- We would request that parents/carers follow the same protocols as meeting with any other public service and do not come to the school to talk to a member of staff without an appointment. Staff members may be unavailable to meet without due notification.</li> <li>- As the school does encourage parents/carers to share any issues about their child at the earliest opportunity, we encourage parents/carers and staff to liaise with class teachers at the end of the school day. All teaching staff are present with their classes at dismissal. Similarly in the morning when the 9.00am bell rings, although, this is less convenient as the staff's priority is settling the children for the day ahead.</li> </ul>	As and when required/ requested

	<ul style="list-style-type: none"> <li>- Parents/carers (like all school visitors) should report to the School Office prior to a meeting with a member of staff. In the interests of health and safety, they will be asked to 'sign in' using the 'Visitors Register.'</li> <li>- If a meeting with a parent/carer is due to take place outwith school hours, it is perfectly acceptable to call the meeting to a close in order to allow time for further investigation if this is required.</li> <li>- When a pupil is accompanying a parent/carer for a meeting, it is perfectly acceptable to ask that the pupil remain out of the meeting for part of it, depending upon the nature of the meeting. Pupils are usually invited to join the meeting at the end when key points and actions have been discussed should this be appropriate.</li> </ul>	
Planned Parental Meetings	<ul style="list-style-type: none"> <li>- At the beginning of the school year class meetings are arranged to share the new class charters, curriculum, routines and additional information. Should a class teacher change during the year these meetings will be revisited where possible. This is known as 'Meet the Teacher' Meetings. Powerpoints of shared slides will be circulated to parents following the meeting/uploaded to the School Website for reference.</li> <li>- Meetings are held prior to any residential trip to inform parents of planning, content and arrangements.</li> <li>- Meetings are also held to advise the Primary 6 and 7 parents/carers around Sacramental preparation. These are held at St. Fillan's church in partnership with the Parish Priest/School chaplain.</li> <li>- Two induction days for our new Primary 1 children are held in May each year.</li> <li>- Two 'Pupil Progress Meetings' are facilitated throughout the session for teaching staff to provide information to parents/carers around pupil's attainment and achievement. These</li> </ul>	

	are facilitated in October and March. An Interim written report is issued in December and the pupils 'End of Year Report' is shared in May/June.	
School Website	<ul style="list-style-type: none"> <li>- This is currently 'Under Construction' in partnership with the School Office and ICT within the Local Authority.</li> </ul>	School Handbook, School Improvement Plan and Standards and Qualities Report are annually featured as a legality.
Class4kids (Overseen by ONE REN)	<ul style="list-style-type: none"> <li>- Register children for Active Schools Clubs/ sign consents/make payments</li> </ul>	Termly
Text Message/ Groupcall	Text messages will be sent out in the instance of pupil absence. Text messages will be circulated centrally by the Local Authority through this means of communication.	Less frequent
Facebook Group Page	<ul style="list-style-type: none"> <li>- Whole School News</li> <li>- Reminders</li> </ul>	Less frequent
School Newsletters via Sway – link shared via ParentPay and Seesaw	<ul style="list-style-type: none"> <li>- Key Dates</li> <li>- Achievement and Attainment</li> <li>- School News</li> <li>- Committees/ Pupil Participation</li> <li>- Parent Partnership Information</li> <li>- We value your feedback and would encourage you to make use of the FORMS questionnaires that feature in the school Newsletters to provide your comments and suggestions.</li> </ul>	X6 times per session *Beginning of the Year Sway Presentation. *August/September Newsletter *October/November Newsletter *December Newsletter *January/February Newsletter *March/April Newsletter *May/June Newsletter
Parent Partnership Communication and Minutes	<ul style="list-style-type: none"> <li>- Parent Partnership Meetings are usually held around 4 times a year which equates to one per term. An elected group of parents/carers commit to meeting from 7.00 – 8.30pm along with the SLT (Senior Leadership Team) to discuss school improvement, school business and fundraising activities. Discussions relate to school issues on behalf of the Parent Forum. All parents and carers are invited to attend the meetings.</li> <li>- Our current Office Bearers are as follows:</li> </ul> <div style="display: flex; justify-content: space-between;"> <div>           Chairperson            Vice Chairperson            Treasurer            Secretary         </div> <div>           Julie Shields            Heather Mitchell-Fellows            Vivienne Dempster            Heather Hughes         </div> </div>	At least 4 times annually. Posted to the PC Facebook Page, paper copies in the folder within the Central Area and available upon request.

	<p>Parish Rep Michelle Byrne</p> <ul style="list-style-type: none"> <li>- The Parent Partnership can be contacted via their Facebook Page, What's App Group or by contacting the Chairperson via email: jules_g78@hotmail.com</li> <li>- Items/ updates and information pertaining to the work of the Parent Partnership are communicated via minutes of the meetings.</li> </ul>	
Communication with other schools, nurseries and external agencies	<ul style="list-style-type: none"> <li>- Before joining new pupils are encouraged to visit in the school prior to starting. We offer taster days/sessions.</li> <li>- We will contact the previous school or Nursery establishment to help gather key information to aid the process of transition. We will receive the individual pupil file from the previous school once that child is on roll and pupil profiles from the associated Nurseries.</li> <li>- Parents/Carers will be notified if we intend to contact external agencies to seek support/assistance for individual pupils. This would usually be communicated via the child's TAC (Team around the Child) meeting or occasionally via Pastoral telephone call when required.</li> <li>- When pupils are being transferred to another establishment, parents/carers will be asked to complete 'Transfer of Information' paperwork. This is common practice to ensure that children do not become 'Missing from Education.'</li> </ul>	Less frequent/ when required.
Visits from external Individuals and Agencies	<ul style="list-style-type: none"> <li>- As part of our curriculum and extra-curricular provision, we will regularly invite guest speakers, experts and representatives from a range of organisations and institutions to the school to speak to and engage with our pupils. Prior to these visits, we will agree the terms and content of their input into the provision and ensure that it is in accordance with our policies. (Visitors to Schools and Early Learning and Childcare Centres Policy Update December 2023.)</li> </ul>	Less frequent

	<ul style="list-style-type: none"> <li>- From time to time, for Health and Wellbeing provision for instance, these individuals may represent partial groups or promote partial political views. Where this is the case, this will be clearly explained to pupils, along with the reasons for the partiality. We will also ensure pupils have access to alternative views, in order to give them access to a balance of views. No group or individual will be allowed to present views which are contrary to Local Authority endorsement/policy.</li> </ul>	
Safeguarding including Child Protection	<ul style="list-style-type: none"> <li>- We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. We are the people most in contact with our children, and we are therefore in a unique position to identify and help vulnerable children. When any member of staff, parent/carer, member of the public has concerns about a child, these will be passed on to the 'Child Protection Co-ordinators' who may share this information with the Social Services. It is not our responsibility to investigate such concerns unless requested by Social Services. We would not provide any feedback to the reporting parties unless advised to do so.</li> <li>- We are supported by and regularly communicate with various agencies and groups of professionals who keep us informed on ways to meet pupils' needs, to ensure that all pupils can participate fully in school life. Support comes from such services as Social Services, Educational Psychologist Service, Family Wellbeing Service (formally known as 'Home Link'), ONE REN Team, Active Schools etc.</li> </ul>	Less frequent/ when required
Confidentiality	<ul style="list-style-type: none"> <li>- We hold information on pupils in our school and from time to time we are required to pass some of this information to others for educational</li> </ul>	N/A

	purposes. Please refer to Renfrewshire Council's Data Protection Policy for further information: dataprotection@renfrewshire.gov.uk	
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**Accessibility of Communication:**

Seesaw has a function that enables the translation of information into other languages. Please contact the School Office if you require further support around this.

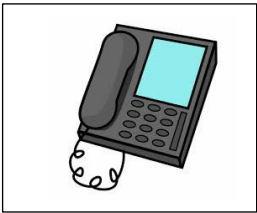
In our school, we aim to make our written communication as accessible and inclusive as possible. We are able to make alternative arrangements upon request. (English as an Additional Language, IT needs or Literacy issues).

**Code of Contact:**

The following information is taken from our current 'Code of Contact' which provides additional information around communication in terms of roles and responsibilities of staff:


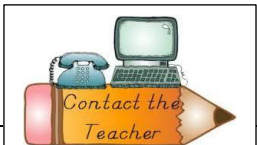
**School information****School contact details**

- phone number: 0300 300 0182
- email address: stfillansenquiries@renfrewshire.gov.uk
- write to or visit us at: 1A Main Street, Houston, PA6 7EL

Point of Contact	Guidance/ Overview:
Telephone Calls to the School Office. 	<b><u>When you make a call to the School Office, you can expect:</u></b> <ul style="list-style-type: none"> <li>• Calls to be answered in a polite, friendly manner.</li> <li>• Calls to be treated in the strictest of confidence.</li> <li>• Questions to be asked to ascertain how best we can support your enquiry:               <ul style="list-style-type: none"> <li>- <b>Can I please ask what your call is in relation to today?</b></li> </ul> </li> <li>• Phonecalls will then be returned as soon as possible (certainly within five working days which</li> </ul>



	<p>is inline with Local Authority guidance) by the member of staff who is best suited to deal with your enquiry.</p> <ul style="list-style-type: none"> <li>• This may be the Office Staff, the Class Teacher, Mrs McPherson (AHT) or Mrs McWilliams (APT).</li> <li>• Please note that our Office Staff have access to the shared electronic calendar and are able to book appointments for meetings with Class Teachers or the SLT (Senior Leadership Team).</li> <li>• The Office Staff should be informed if there are any issues that directly relate to your child in relation to the following: <ul style="list-style-type: none"> <li>• Absence.</li> <li>• Medical information.</li> <li>• Collection from school.</li> <li>• Personal appointments.</li> <li>• Excursions.</li> <li>• Lunches/ lunch money.</li> <li>• Monies/ payment.</li> <li>• Residential.</li> <li>• Day to day events in school.</li> </ul> </li> </ul> <p>Please note that this list is not exhaustive.</p>
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<p>Emails to St. Fillan's Enquiries.</p> 	<p><b><u>When you email the school, you can expect:</u></b></p> <ul style="list-style-type: none"> <li>• Your email to be answered within five working days by the member of staff who is best suited to deal with your enquiry. This may be the Office Staff, the Class Teacher, Mrs McPherson (AHT) or Mrs McWilliams (APT).</li> <li>• <b>Please note, that as a small school, we will endeavour to answer your email as soon as possible, but certainly within the Local Authority endorsed timescale of 5 working days.</b></li> </ul>
<p>Class Teacher Enquiries.</p> 	<p>Our teaching staff are highly skilled in being able to provide you will support/assurance about a range of issues where you may require clarification. As the Class Teacher is the lead professional in your child's day to day education, the SLT highly value their professional judgement and ability to ensure that your child is happy, safe and reaches their full potential.</p>

	<p>Issues that Class Teacher's will be able to assist you with, in the first instance of contact with the school include:</p> <ul style="list-style-type: none"> <li>• Homework.</li> <li>• Class work.</li> <li>• Situations that have arisen in class.</li> <li>• Situations that have arisen in the playground.</li> <li>• Friendships and peer relationships.</li> <li>• Issues surrounding behaviour.</li> <li>• Responsibilities that pupil's may have.</li> <li>• Class trips.</li> <li>• Progress update/ Child's Plan targets.</li> </ul> <p>NB. This list is not exhaustive.</p> <p><b><u>Contacting the Class Teacher:</u></b></p> <ul style="list-style-type: none"> <li>• Homework Diary - this is an effective means of a two way written correspondence for the children in Primaries 1-3.</li> <li>• Phone call to the School Office.</li> <li>• Email to St. Fillan's enquiries.</li> <li>• Informally - in the playground.</li> </ul> <p><b><u>When you contact your Child's Class Teacher, you can expect:</u></b></p> <ul style="list-style-type: none"> <li>• Your enquiry/concern to be treated seriously.</li> <li>• Your enquiry/ concern to be treated in a professional, confidential manner.</li> <li>• Your enquiry to be dealt with in a timeously and efficient manner. (Within five working days).</li> </ul>
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Enquiries to the Senior Leadership Team (SLT).	<p>Mrs McWilliams in her role as Acting Principal Teacher and Pupil Support Co-ordinator in St. Fillan's is happy to assist you with enquires relating to the following issues:</p> <ul style="list-style-type: none"> <li>• Pastoral care.</li> <li>• Changing family circumstances.</li> <li>• Bereavement.</li> <li>• Pupil Support.</li> <li>• Matters involving partners/ external agencies.</li> </ul> <p>Mrs McPherson in her role as Acting Head Teacher has overall responsibility for the school. She is happy to assist you with enquires relating to the following issues:</p> <ul style="list-style-type: none"> <li>• Child Protection.</li> <li>• Social Services.</li> </ul>
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- Issues relating to the Health and Safety of pupils/ staff and school community.
- School Improvement.
- Issues directly relating to Renfrewshire Council.
- Changing family circumstances/ confidential issues.
- Pastoral care.
- Issues relating to finances/ cost of the school day.
- Class structures/ staffing concerns.
- School Transport.

**When making contact with any member of the SLT, you can expect:**

- Your enquiry/issue to be treated seriously.
- Your enquiry/ concern to be treated in a professional, confidential manner.
- Your enquiry to be dealt with in a timeously and efficient manner. (Within five working days).

Contact in relation to Medical issues/ First Aid.



Mrs June Kelly is our fully trained First Aid advisor. If your child requires medicine to be administered during the school day, then Mrs Kelly will oversee this. Please note that the appropriate 'Medicine Form' must be completed at the School Office prior to any medicines being administered.

If your child's medical status changes, then it is imperative that this information is shared with the Office Staff and Mrs Kelly. This includes changes to inhalers, eyesight, hearing, allergies etc. Please note that you may receive a telephone call during the school day from Mrs Kelly if your child has received First Aid/ Medical attention.

**Communication with Pupils:**

We pride ourselves on having effective and trusting relationships with the children in our care.

We encourage our children to share their worries or concerns with an adult during the school day and the children receive a frequent reminder of this at whole school Assemblies. Having no awareness of knowledge or understanding if a child has a problem, does not enable us to help and support them. Certainly, by Primary 4, the expectation would be that children have developed the

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necessary communication skills to enable them to vocalise their issues and concerns. We are fully aware of the children who require additional support with this and there are systems in place to help support individuals.

We act as Corporate Parents/Loco Parentis in ensuring a child's safety and health and wellbeing and it is necessary for us to directly communicate with children if/when incidents occur. The most updated copy of our 'Dealing with Incidents Policy' was circulated to all parents/carers in December 2023 and further information around our communication with pupils is outlined here including our approach to restorative practice.

#### **Parish Links:**

Father Andrew McFadden is our School Chaplain and the Parish Priest in St. Fillan's. He is ably supported by Sister Mary Frances and they form an important part of the 'Pastoral Team' along with the Head Teacher and Principal Teacher.

Father Andrew is available to discuss any pastoral concerns or Church related business in terms of Sacraments. His contact details are as follows:

**"Abbotsfield", St. Fillan's, Main Street, Houston, Johnstone,  
PA6 7EL**

**Telephone: 01505 612046**

**Email: [stfillan@rcdop.org.uk](mailto:stfillan@rcdop.org.uk)**

**Website/ Access to a Forms Enquiry Page:**

**<http://www.stfillan.org.uk/>**

**Facebook: St. Fillan's Church**

#### **Renfrewshire Councils Complaints Procedure:**

Renfrewshire Council encourages feedback on its services from parents and pupils as part of our overall commitment to giving the best possible service and to working in partnership. We are interested in feedback of all kinds, whether it be compliments, suggestions or complaints.

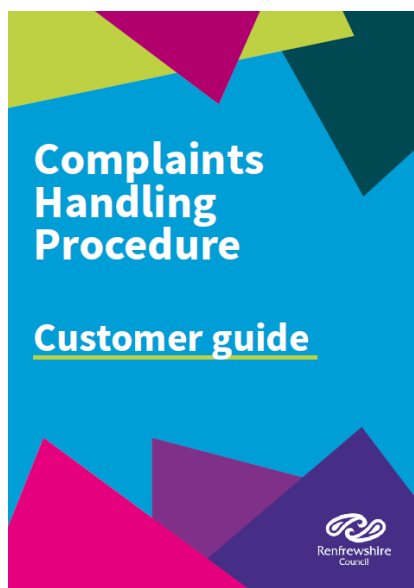
If you want to register a comment of any type about the school you can do this by writing, telephoning or making an appointment to see someone. All feedback is welcome and keeps us in touch.

If, in particular, you have a complaint about the school, please let us know. It is better that these things are shared openly and resolved fairly, rather than being allowed to damage the relationship between the family and the school. There will be no negative consequences from making a complaint and we will deal with the issue <https://www.npfs.org.uk/confidentially>. If we have made a mistake, we will apologise quickly and clearly and try to put things right.

There are some things which you should be aware of when making a complaint:

- Complaints about the school should be made first to the Head Teacher – Mrs C Mackenzie,
- It is helpful if you can give some details of the issue and ask for an early appointment to discuss it.

- It is also helpful if you are able to express what the desired outcome would be from your complaint.
- We want to resolve complaints as quickly as possible. You will get a decision on your complaint in five working days or less, unless there are exceptional circumstances. If it is going to take longer than five working days, we will let you know.
- If you are not happy with the response to your complaint, you have the right to take it further. You can fill in a complaints form (available from the school or any council office), fill in the online form, write to us, email us at [complaints@renfrewshire.gov.uk](mailto:complaints@renfrewshire.gov.uk), or call us on 0300 300 0170. At this stage, we will carry out an in-depth investigation. We will acknowledge receipt of your complaint within three working days and give you a full response within twenty working days. If the investigation is going to take longer than this, we will contact you to discuss timescales.
- If you are still unhappy after the further investigation and our reply, you can take the matter up with the Scottish Public Services Ombudsman. Our reply will include the contact details.
- You should also note that you have the right to raise unresolved concerns with your local councillor, MSP or MP.



- In St. Fillan's, we have a system in place for monitoring the nature of complaints at the school in order to identify trends and address any occurring issues.

#### **Report and Support for Cyber Safety and Cyber Resilience:**

The **ClickCEOP (Child Exploitation and Online Protection)** button has a wealth of support and advice for parents and young people as well as a form to report incidents. If someone has acted inappropriately towards your child, it may be sexual chat, being asked to do something that makes you feel uncomfortable or someone being insistent on meeting up, you must report it to **ClickCEOP**.

The 'Think You Know' website - [www.thinkuknow.co.uk/](http://www.thinkuknow.co.uk/) is an excellent site to help keep children safe online when using a whole host of devices. It also offers parents/carers with valuable tips and guidance to help you monitor your child's online activity and digital footprint.

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**(The CEOP/'Think You Know' link can be found on our school website – 'Parent and Carer Zone' tab, then 'Useful Websites for Parents/Carers.)**

The 'Parentzone' website – [www.education.gov.scot/parentzone/](http://www.education.gov.scot/parentzone/) also offers relevant and accessible information to help protect your child online by clicking on the tab 'My Child' then 'Internet safety.'  
**(The 'Parent/Zone link can be found on our school website – 'Parent and Carer Zone' tab, then 'Useful Websites for Parents/Carers.)**

Our school website offers a wealth of useful information and guidance around online safety. You can find this by clicking on the 'Parent/Carer Zone,' and scrolling down to 'Internet/Social Media Safety – click links for useful documents.'

The Head Teacher is a trained 'Online Safety Ambassador' and is committed to providing families with the most updated information available with regard to online safety and cyber resilience. Updates are communicated monthly via Seesaw.

**Linked Policies:**

- Seesaw Guidance for Staff
- Seesaw Guidance for Families
- LA Social Media Policy/Appropriate Use of ICT
- Promoting Positive Relationships Policy (PPRP)
- St. Fillan's Code of Contact Policy and Guidance
- Respect at Work (LA Employees)
- Our Values (LA)
- St. Fillan's Green Print Strategy
- St. Fillan's Transition Policy
- St. Fillan's 'How we Manage Incidents' Policy and Practice
- St. Fillan's Primary 'Successful Playtimes' Policy and Practice
- St. Fillan's School Handbook (Updated annually)
- St. Fillan's Staff Handbook (Updated annually)
- St. Fillan's Short Term Teacher Handbook (Updated Annually)
- St. Fillan's Flexible Working Policy and Practice
- St. Fillan's PR and D, CLPL and PU Policy and Practice
- Statement of Intent – Violence and Aggression (Chief Executive)
- Visitors to Schools and Early Learning and Childcare Centres Policy Update December 2023
- Renfrewshire Council's Data Protection Policy

**Renfrewshire Council's Statement of Intent – Zero Tolerance – Violence and Aggression:**

The following statement is displayed around the school and in every establishment in Renfrewshire:

## Zero Tolerance Policy on Violence and Aggression

We are committed to giving you an efficient service and treating you with respect. We will deal with enquiries and requests quickly, fairly and politely.

We expect you to treat other customers and our staff politely and with respect.

To provide the best service, we are committed to protecting the well-being of our customers and staff. We do not believe that verbal abuse, violence and aggression are necessary and we will not accept this behaviour.

If anyone acts in a threatening way, we will ask them to leave and, if necessary, we will formally record the matter or report the incident to the police.

Thank you for your co-operation.



Alan Russell  
Chief Executive



### Gentle Reminder:

Parents/Carers are reminded that communication is two way and while several modes of communication have been identified within this policy, responsibility must be taken to access this information.

Parents/Carers are encouraged to contact the school when any issues arise to which they would like a response. The allocated member of the SLT (Senior Leadership 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.

J. McPherson – Head Teacher (Acting

March 2025

Scheduled Review: March 2026,





*Faith*

*Respect*

*Responsibility*

*Trust*

*Teamwork*

*Success*



*Be Brave*

*Unleash Creativity*

*Demonstrate Excellence*

*Show/Radiate Enthusiasm*

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