



Symington Primary School

Parents and Carers Communication Policy



Aims:

To support Symington Primary School and Early Years Centre in further success we must communicate effectively with each other, with our pupils, their families and our wider school community. We want to ensure that communications between all members of the school community are clear, purposeful, professional, timely and appropriate.

Objectives:

All communications at Symington Primary and EYC should:

- keep staff, pupils, parents/carers and other stakeholders well informed
- be open, honest, ethical and professional
- use jargon free, plain English 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
- be compatible with our core values as reflected in our school vision and values.

Information is shared using the following methods for school pupils and families:

- Letters and information are sent through the Eduspot App, Groupcall, Website, Facebook and Email
- For any educational visits, sporting events, and trips: Letters sent at least one week in advance with details about lunches, clothing, consent, and any monetary contributions.
- Monthly Headteacher Newsletter – uploaded on to website and sent out to all families through email.
- Key dates to be sent out in August and updated termly – uploaded on to website, Facebook and sent out to all families through email
- Facebook – Closed Group used to share learning experiences, achievements and school events of those with permission. The open Group will be used as an additional method of sharing information that will have been emailed to families.
- Telephone Calls and emails as and when required and/or planned in advance
- Parent/carers consultations: Regularly held through Microsoft Forms, school events and Parents/carers Evenings.
- Parent/carers Evenings: Two each school sessions October and March to discuss your child's progress. Opportunity to discuss progress with Pupil Support Teacher if required.
- Annual Written Report in May
- Staged Intervention and Action plans written and targets set for those with additional support (October and May).
- Learning Links – Information on what your child will be learning throughout the term, this will be emailed and available on our website.
- TWF (Team with the Family) meetings– The aim of this meeting to set targets for support when required for children with additional support needs.
- Transition Information sessions from both Symington PS and Prestwick Academy.

- School Handbook (published in January) – accessible through the school website.
- Standards and Quality Report (published in September regarding the previous year) – accessible through the school website
- School Improvement Plan – accessible through the school website.

Information is shared using the following methods for Early Years children and families:

- SEESAW – This is used to share the learning experiences, achievements and progress the children have made within the setting.
- Personal Plans – These are created termly to show the personal learning and/or wellbeing targets. Appointments are made each term to speak to the child's keyworker to discuss targets together.
- Informal chats at the start or end of the day for parent to share news or formation needed for the day ahead.
- Monthly newsletters detailing upcoming events and information.
- Noticeboard – Various pieces of information are displayed on the noticeboard in the foyer such as the weekly bulletin and posters of upcoming events such as Book Bug or PEEP.
- Question of the Month – This is used to gather parents' opinions and suggestions about improving our service. The responses are shared on Seesaw and explain how we are using your ideas.

We request that Parent/Carers:

- If you wish to speak with a teacher, DHT or HT please phone (01292 690074) or email (Symington.mail@south-ayrshire.gov.uk) to arrange an appointment at a mutually convenient time.
- Contact the school if your child is unwell, has had an accident or will be going on holiday.
- If you wish to speak with a teacher directly, phone 01292 690074

Important: For urgent matters or child protection concerns, please contact the school by telephone rather than email.

General Information

Updating the School in the Event of Change of Contact Details

It is very important that the school has current contact details for parents/carers and other relatives. Parents/carers are requested 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. Changes to contact details should be communicated to the school office.

We value strong working relationships with parents and carers to support all children. We politely ask that all communication remains professional, polite, and respectful.