



COMMUNICATION POLICY

How we communicate with parents/carers

At Evergreen school we aim to have clear and effective communications with all parents/carers. Effective communications enable us to share our aims and values, through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school and their child's learning.

Vision	Putting our children, young people and families at the heart of everything we do
Mission	Our children and young people will access deep and positive learning experiences that are tailored to their individual learning needs which will support them to develop the tools to thrive, be happy and have a successful future within the local community.
Ethos	We are defined by our culture of community, happiness and positivity, where our children, young people and families are at the heart of everything we do and each individual feels valued. We also believe in a culture of appreciation and achievement being celebrated at all levels.
Core Values	Community, Happiness, Positivity

Parents are always welcome to meet with their child's class teacher to discuss progress made towards their child's personalised learning intentions along with holistic learning and personalised planning for interventions. To arrange a meeting we ask that you do this via email or your child's class dojo message service. We are happy to meet parents via TEAMS or in person. Parents who come to the school must sign-in at reception on arrival and adhere to all safeguarding and associated policies and procedures.

If required, an appointment can also be made to see other staff members, such as, the family support worker, the school nurse or a member of the leadership team who has a specialist subject knowledge e.g. Autism or Sensory Impairments. We believe communication is key in helping our students overcome the many barriers they face.

Good communication between the school and the home is essential, and children achieve more when schools and parents/carers work together. The school encourages parents to share any concerns about their child at the earliest opportunity. We will endeavour to seek the appropriate support or signpost you to the relevant services

Class Dojo

Parents/carers of children in all classes are asked for permission to sign up to Class Dojo and are asked to sign-up to the acceptable use agreement (Appendix 1).

This is an online (App) system that is an important channel of communication with parents/carers. It is used by classes to ensure that relevant information is relayed each day to parents, where parents can respond or provide information about their child that they want to pass on. Class dojo is also a lovely way of sharing photographs and videos safely so parents can see how much fun our pupils are having whilst making such great progress.

Class Dojo can also be used as a prompt for parents/carers to communicate with their children about their activities and feelings on how their day went.

Class Dojo is also used by the school to relay important information to parents/carers from a schoolwide perspective such as school closures or issues with transport. It is therefore important for parents to check the 'School Story' on there regularly and turn notifications on so that they don't miss important messages.

Telephone

Parents are welcome to telephone the school with urgent messages that need to be delivered immediately to staff. Urgent calls may be put through to the most appropriate or available person. If it is not possible for a parent to speak to class staff, a message will be taken and delivered for contact to be made within a reasonable time. Non-urgent calls to

class staff will only be responded to at times of the day where teaching and learning will not be disrupted.

Texts and Email

Staff will not give out mobile telephone numbers to parents and it is preferred that parents do not contact staff by email, using Class Dojo instead.

Parents should not expect staff to:

- return calls after work hours
- answer email in the evening or weekends

Home School Agreement

Since March 2015 a Home School Agreement is no longer a statutory requirement for schools. However, the school still values the use of a Home School Agreement, which sets out the school's responsibilities towards pupils, the responsibilities of parents and what the school expects of pupils. It is designed to help achieve a supportive, communicative and effective partnership and is sent to parents annually.

Newsletters

The school newsletter is emailed to parents at the end of each school week and added to the website. It is also uploaded onto class dojo. We will send letters of a general nature by email when necessary.

Parent Surveys

The school distributes a parent survey once in the Summer Term each year to establish the views and opinions of parents on the school. This is analysed by senior leadership and governors and this data is used to provide a focus for wellbeing initiatives/school improvement in the school.

School Closure Communication

Any communication on school closure will be communicated via School Gateway App/email (please sign up to the School Gateway App below to enable notifications of posted on Class Dojo) and the school website.

School Gateway App and AutoText Service

The school buys into an app that allows parents to make payments (for school dinners/trips etc), book after school clubs as appropriate, report their child's absence, but also receive urgent messages via the app and/or text immediately.

The messaging service will only be used when we have tried to contact a parent by phone but been unable to make contact (asking them to call the school urgently); when the school might have to close during the school day and parents are being asked to collect their children; or alerting you to an important communication that may be coming out over e-mail/Class Dojo.

More information on the app is sent to new parents when they commence at the school.

School Website

Our school has a website www.evergreenschool.co.uk with up to date information on the school and links to various policies for parents. We will upload the school newsletter onto here weekly and load a calendar of events regularly.

Annual Reviews

Parents/carers are invited to attend an annual review with a view to updating their child's Education Health Care Plan (EHCP) as appropriate. We hope that you can attend your child's annual review as this meeting helps us to work together to ensure we are providing

the best possible education for your child and we are all working together on the same aspirations and learning outcomes over the coming year.

Parents Evenings

Parents are invited to three parents afternoons / evening meetings per year in addition to the annual review meeting. These meetings are used to explain areas of our curriculum and discuss progress. Parents may also be invited into school prior to residential visits regarding the planning and content of the visit.

Ongoing and Annual Reports

In preparation for the annual review the class teacher will write a robust teachers report. Each term the teacher will send out a review of your child's progress against their personalised learning intentions. In the Summer Term, the school will provide a short summary report to parents on their child's holistic progress.

Absences

If a child is going to be absent from school, parents/carers should either report the absence via the School Gateway App or telephone the school office before 8.45am to advise with regard to the reason for this absence. If the school does not receive any notification it will therefore have no indication of the reason for a child being absent from school, the school and will contact a parent/carer (by telephone), to find out the reason for the absence. Please see the Attendance Policy on the school website for further information regarding pupil absence procedures.

How we communicate with the wider community

School Website

The school updates its website regularly to include key information and policies; calendar of events; information for hiring school facilities and other useful information for the wider community.

Other Social Media

The school is currently reviewing its social media presence and will not be using Facebook, Twitter or Instagram for the time being. Although there is a place for this method of communication with the wider community in certain circumstances we need to ensure that we are utilising it in the best way.

How we communicate with staff

E-Mail

All staff are given a school e-mail address and password and this is the primary method of communication used by the school to communicate with staff internally.

Letters

The majority of letters written to staff (for example from an employment perspective) will be emailed to them in the first instance. Should staff wish to print them off in hard copy they may do so.

Microsoft Teams

The school is utilising Microsoft Teams in order to collaborate and carry out virtual meetings and training sessions. Should you wish to receive training in the use of Teams please liaise with the School Business Manager who can arrange this.

Class Dojo

Class staff will be asked to sign up to the acceptable use agreement for Class Dojo.

School Gateway App

Staff are asked to download the school gateway app to enable the school to ensure that urgent messages are sent to you. This method of communication will only be used when absolutely necessary, for example when the school is closed due to bad weather.