

Sacred Heart Hindsford R.C. Primary School

Communication Plan



Plan updated by I. McDermott:

Head Teacher

Summer Term 2023

Accepted by Governors:

J. Carter

signed (chair)

I. McDermott

signed (Head)

Consulted with parents / carers and staff: Summer Term 2023

Shared with parents / carers and staff: Autumn Term 2023

Mission Statement:

By living out our Catholic faith

TOGETHER

we ENCOURAGE

and ACHIEVE.

I have called you by name.

Communication Plan Rationale:

This plan sets out the different methods of communication used by school and states who is responsible for each part. The second table in this plan (pages 6 and 7) states the appropriate personnel to contact regarding different individual issues.

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Aims:

- To fulfil the requirements of the principles of Catholic Social Teaching, especially
 - i. The dignity of the workers
 - ii. Solidarity
 - iii. Common Good
 - iv. Peace
- To provide a **fair and proportionate** contact system for all – parents / carers and staff.
- To ensure that situations are dealt with fairly and reported proportionally, reflecting the hierarchy of the Behaviour Policy – class issues are not disproportionately handled by a senior leader or the Head Teacher.
- To respect the roles and responsibilities of each staff member (Class / Subject leader / Pastoral Manager (DSL) are the first contact point for parents, not the Head Teacher).

Objectives:

To ensure that we fulfil the aims above, we will provide the following:

- List key contacts in this Communication Plan
- Outline and share timeframes for a response in the Plan.
- School will only work towards the timeframes outlined in this Communication Plan. (exception: if a formal complaint is made, then please refer to the Compliments and Complaints Policy for the timeframes within that policy)
- Have a hierarchical response to parental queries / concerns i.e. class issues are brought to the attention of the class teacher etc... This provides all parents / carers with a clear pathway if their query / concern is not resolved.
 - Class teacher / pastoral manager / subject leader (depending on the nature of the query)
 - Progress to include a member of the senior leadership team (Miss Worrall, Mrs Johnson or Mrs Delargy) along with the initial staff member dealing with the situation.
 - Progress to the Head Teacher
 - If after following the plan and the issue is still unresolved, then parents should submit a formal complaint as they have fully exhausted a hierarchical response route.
- Encourage parents to share the nature of their communication in the first contact with school, so that it can be sent on to the most appropriate staff member. This also provides time for staff to begin to look into the situation so that a more timely and effective response can be given.
- Encourage parents not to mark their contacts for the attention of the head teacher (as this can often cause a delay in a response, especially if submitted during DfE / financial statutory time periods)

Method of communication	Details	Intended recipient/audience	Who is accountable for this?
School newsletter	<p>Sent weekly</p> <p>Available:</p> <ul style="list-style-type: none"> - School Website - Sent via ParentMail - Physical copies are available upon request. 	All members of the school community.	<p>Head Teacher / School Business Manager.</p> <p>In their absence, the Deputy Head Teacher / Senior Leadership Team.</p>
Class Newsletter	<p>Sent termly</p> <p>(Contains curriculum information for the term)</p>	Parents	Class teachers
Posts on the school website	Information is updated as and when required.	All members of the school community.	<p>Head Teacher</p> <p>School Business Manager</p> <p>Class Teachers</p>
Social media posts on school accounts - Facebook	<p>Posts are uploaded as and when required.</p> <p>This is not monitored, and it is not a form of communication to school.</p>	All members of the school community.	<p>Head Teacher</p> <p>School Business Manager</p> <p>Class Teachers</p>
The school notice board	Advertise Friends of Sacred Heart events	All members of the school community.	Friends of Sacred Heart
Advertisements and marketing materials	<p>As and when required.</p> <p>For Example:</p> <p>School open evenings (Facebook, newsletter, leaflet drops, emails to local nurseries, local press)</p> <p>School vacancies (Council Website, Facebook and newsletters)</p> <p>Events happening in school (Facebook and newsletter)</p> <p>New school ventures (Facebook, newsletter, local press / council website)</p>	<p>All members of the school community.</p> <p>Wider community</p>	<p>School Business Manager / Head Teacher.</p> <p>In their absence, the Deputy Head Teacher / Senior Leadership Team.</p> <p>Events – Sunrise / Sunset Club or the Friends of Sacred Heart Group.</p>

Letters and emails sent to parents / carers	<p>Weekly newsletter is sent.</p> <p>Other letters and emails as the need arises.</p> <p>For Example:</p> <p>Swimming (1 off letter emailed out)</p> <p>Information relating to a visitor (1 off email / letter)</p>	<p>All members of the school community</p> <p>Individual Parents / careers or an identified class</p>	School Business Manager emails out the letters
Pupil diaries and planners	Checked weekly	Parents / carers, pupils and class teachers.	Parents / carers and class teachers

Contacting the school

Parents / carers must contact school via the office (email or phone). This provides a time stamp of contacts from parents to school. A written log will be kept in the office of phone call messages. Messages on the gate should be for those minor messages e.g. my child has been a little unwell this morning, uniform issues, change of person collecting after school etc...

- Facebook is not monitored and is not used as a 2-way communication tool. It is used as a window into the life of school.

School Office contact details:

Phone number - 01942 883 429

Email - enquiries@admin.athertonsacredheart.wigan.sch.uk

The office is open between the hours of 08:15 and 16:30 during normal times.

Staff sickness may affect the opening hours of the office. An automated email response will be created to communicate this.

Role of the Head Teacher / Deputy Head Teacher and staff in school

The Head Teacher has a strategic over-arching role in school rather than being directly involved in the day-to-day situations of the school day. The Head Teacher has several teaching commitments during the week and is also used to cover staff absences. At set times in the school year, there are statutory deadlines with which we must comply. Again, during these times, the Head Teacher may not be as readily available.

The Deputy Head Teacher acts as the Head Teacher when the Head Teacher is unavailable. If you specifically require the Head Teacher (appeals to suspensions, part of the hierarchical process etc), then you may, at times have a slightly longer wait than usual.

Staff in school have designated responsibilities (class and subject specific responsibilities). Please note, often, the person best equipped to support you with your concerns is your child's class teacher or the subject leader. Further details (including time frames where relevant) are outlined in the table below.

Query	Who to contact	Contact information and availability
Absences	The school office	<p>You can report your child's absence by contacting the school office on: 01942 883 429 or via email: enquiries@admin.athertonsacredheart.wigan.sch.uk</p> <p>The office is open between the hours of 08:15 and 16:30pm during normal times.</p>
Safeguarding concerns	<p>Miss E. Wilde The school office</p> <p>Mr Gore The school office</p>	<p>Miss E. Wilde – 01942 883 429</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, and Thursday.</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the disclosure and availability of external sources for support. Parents should notify social care themselves if they believe the incident meets threshold.</p> <p>Please refer to the Child Protection and Safeguarding Policy for full details.</p> <p>If you believe the child to be in immediate danger, then contact 999.</p>
Special Educational Needs / Disability (SEND) concerns	<p>Miss E. Wilde The school office</p> <p>Child's class teacher</p>	<p>Miss E. Wilde – phone number as above</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, and Thursday.</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the concerns and availability of external sources for support.</p> <p>Please refer to the SEND policy and supporting information on the school website for full details.</p>
Pastoral Matters	<p>Child's class teacher via the office</p> <p>Miss E. Wilde</p>	<p>Please send any pastoral matters (medical or change of home circumstances, ill family members, child upset or feeling unsettled) in to school via the school office, marked for the attention of the child's class teacher.</p> <p>Alternatively, you can contact Miss E. Wilde</p> <p>Miss E. Wilde – phone number as above</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, and Thursday.</p>

General queries	School office	<p>Contact details as above</p> <p>School has 5 working days to respond to Non-Safeguarding matters.</p> <p>NB: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings / events scheduled.</p>
General complaints / queries	School office	<p>Your child's class Teacher is the first port of call.</p> <p>If it is not resolved then you can raise the matter with the senior leader for the department. If your child's class teacher is a member of the senior leadership team, then an alternative senior leader will attend the meeting.</p> <p>If the matter is then still not resolved, then a meeting with the Head Teacher will be arranged.</p> <p>School has 5 working days to respond to Non-Safeguarding matters.</p> <p>NB: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings / events scheduled.</p>
Formal complaints	School website	<p>The Compliments and Complaints Policy can be freely downloaded from the school's website.</p> <p>Hover over the Information tab and click on the 'policies' option.</p> <p>Please ensure you have followed the process prior to the complaint becoming formal, as the policy outlines the procedures, which must be followed, and you will be referred back to an earlier point in the process if you have not followed the process.</p> <p>Please ensure you have read the serial complaints section – this outlines expected parental behaviours – For example: persistent communication with school over matters arising, not imposing personal or unrealistic timeframes on school and not using threatening behaviour.</p>
Freedom of information and subject access requests	School office	<p>As above.</p> <p>Please refer to the GDPR policy for timeframes and the process.</p> <p>School's nominated GDPR Officer is Mr. P Rafferty (external consultant) – contacted via school.</p>

Subject Leader and Areas of Responsibilities:

Miss Worrall: EYFS Lead, Phonics

Mrs Rabbani: PE Lead

Mrs Rogerson: Computing Lead

Mrs Johnson: English Lead, KS1 Lead

Mrs Kirkup: Geography and History Lead

Miss Ditchfield: RE Lead (including SRE), French Lead

Mrs Woodward: Art Lead, Music Lead

Mrs Delargy: Maths Lead, Science Lead, KS 2 Lead, Behaviour Lead

Miss Wilde: Safeguarding Lead (DSL) SEND Lead, PSHE Lead

Mr McDermott: Assessment Lead, Attendance Lead

Mr Gore: Finances, Deputy Safeguarding Lead and attendance (inc. absence)

Mrs Langin: Attendance (inc. absence)

Monitoring of this Plan

This plan is monitored annually and will be updated formally in 2025.

Plan written and updated by I. McDermott –Head Teacher

Date: Autumn Term 2023

Review date: Summer Term 2025

The plan will be updated during the 2 years in line with statutory changes in requirements to schools.