

St Anne's Infants' School Communication Policy



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Reviewed by	Matt Fozzard	Date:	06.07.26
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AIMS

Clear, open communication between St Anne's Infant School and parents is essential to supporting every child's learning and wellbeing. Throughout this policy, the term *parents* refers to both parents and carers.

Effective communication:

- Supports parents by providing the information they need to engage with their child's education
- Strengthens school improvement through constructive feedback and ongoing consultation
- Builds trust between home and school, enabling us to meet each child's educational and pastoral needs more effectively

The purpose of this policy is to promote clear, consistent communication by:

- Setting out how the school communicates with parents across different platforms and situations
- Establishing expectations for how staff respond to communication from parents
- Helping parents reach the right member of staff so that queries and concerns can be addressed promptly and appropriately

THE GUIDING PRINCIPLES

All communication at St Anne's Infants' School should:

- Keep staff, children, parents, governors and other stakeholders well informed
- Be open, honest, ethical, respectful and professional
- Use jargon-free, plain English and be easily understood by all
- Be actioned in a timely manner
- Use the method of communication most effective and appropriate to the context, message and audience
- Take account of relevant school policies
- Be compatible with our core values as reflected in our vision and Raising Attainment Plan.
- Written communication should be passed directly to staff
- Approved Governor meeting minutes are documented and are available on the school's website
- Events and important school dates are recorded on Bromcom (the school's management information system)

THE SCHOOL'S MANAGEMENT INFORMATION SYSTEM - Bromcom

A Management Information System is the central digital system a school uses to collect, store, organise and manage key information about pupils, staff, attendance, safeguarding, assessment and day-to-day operations. It provides a single, secure place where essential data is recorded and accessed by authorised staff.

Parent Portal

We encourage all parents to download the My Child at School (MCAS) app sent by the School Business Manager, to stay fully informed about their child's school experience. The portal provides secure access to attendance information, school communications, key updates and other important details throughout the year. Using the portal ensures messages are received promptly and parents are equipped with the most up to date information.

The MCAS parent portal allows parents to view and manage:

- Attendance
- Lunch orders
- Positive behaviour updates
- First Aid reporting
- Contact detail changes
- School calendar
- Cashless payments
- Trip and visit consent
- Messages and school updates

WEEKLY COMMUNICATIONS (FRIDAY UPDATE)

Each Friday, the school sends a **weekly communication** to parents and carers. This update includes **class information**, messages from teachers, and **school-wide reminders** or important notices. The weekly communication ensures families receive timely, relevant information to support their child's learning and engagement with school life.

ST. ANNE'S INFANTS' COMMUNITY NEWSLETTER

The school's newsletter is sent to parents and carers twice each term and provides an overview of recent school events, celebrations and achievements. It also includes school-wide information or reminders. In addition, the newsletter signposts families to parenting support, free local activities, and ideas for things to do in the community, helping parents stay informed and engaged with school life.

THE SCHOOL WEBSITE

The school website (<https://www.stannesinfants.co.uk/>) provides key information about St Anne's Infants' School. It is updated regularly and reflects current and important information for parents. Families are encouraged to refer to the website whenever they require details about any of the following areas:

- **Key Information**
School policies; Admissions; School priorities; Curriculum; Data protection; Equalities Duties and Objectives; Ofsted reports and performance; Pupil Premium; Special Educational Needs and Disabilities; Sports Premium
- **News and Events**
Latest news; Calendar; Letters; Newsletters
- **Safeguarding**
Safeguarding team; Safeguarding and Child Protection Policy; Anti-bullying Policy; Online Safety; Site safety; Prevent; Useful links
- **Section for Parents**
Attendance and punctuality; Breakfast Club; Communication with school; Information for families; Fruit, milk and lunches; Extra-curricular clubs; Munchkins Afterschool Club; Parent feedback; Payments; Promoting healthy lifestyles; Pupil Premium; Reading at St Anne's; Supporting learning at home; Term dates; Uniform; Volunteering at St Anne's; "Are you worried about your child?"; Useful links; Easy Fundraising
- **Section for Children**
Year group pages; Growth Mindset; School Council; Eco-Team; Video Resource Centre; Zones of Regulation

EMAIL

- The school promotes the use of the MCAS email system to ensure general messages and information are communicated clearly and efficiently to parents.
- Parents are encouraged to respond to general queries or requests using the school@stannesinfants.co.uk email address in the first instance.
- While most communication will be sent electronically, there may be occasions when the school sends a paper letter home via a child.
- The school recognises that some families may not have access to electronic communication. Alternative arrangements are made to ensure all parents receive essential information.
- Parents wishing to raise concerns related to safeguarding or specific family/child welfare matters should contact help@stannesinfants.co.uk. Emails to this address are confidential and will be responded to promptly by a member of the Safeguarding Team.
- Parents who wish to communicate with their child's class teacher should use the class email address (child'sclass@stannesinfants.co.uk). Teachers aim to reply within five working days. Teachers are not required to check or respond to emails sent during evenings or weekends.
- If a query is urgent, parents should contact the school office by telephone on **0117 9031435**.

OFFICE CONTACT AND RESPONSE EXPECTATIONS

- Term-time office hours are 8.30am–3.30pm.
- Parents should phone the school if there is any immediate information the school needs to know, including matters related to reporting absence.
- If the office is unattended, parents should leave a message on the school's answer machine. A return call will be made if required.
- Messages left over a weekend will be checked and responded to on the following Monday. Messages left during school holidays will be checked intermittently and attended to as appropriate.
- The school will phone parents if there is an urgent or specific issue concerning their child.

REPORTING ABSENCE

- Parents must inform the school on the first day of absence via **the** My Child at School portal, phone, email or personal visit, and must remain in daily contact with the school for the duration of the absence.
- The school can only accept messages directly from parents and carers to ensure the welfare and safety of our children.
- If an absence has not been reported by 10am, the school will attempt to contact parents or carers in the first instance.
- If contact cannot be made with parents, the school will telephone the additional points of contact provided.
- If contact is still not established, a home visit may be carried out to ensure safeguarding.
- If contact cannot be made through a home visit, the police may be contacted to carry out a welfare check.

REPORTING OF ACCIDENTS

- When first aid has been administered, parents will receive an email informing them of the action taken. The nature of the injury will be recorded on the MCAS portal.
- Parents and staff are additionally alerted to bumped heads through a coloured wristband placed on the child's wrist, showing the date and time of the incident.
- In the event of a serious incident or accident, parents will be contacted by telephone.
- For minor injuries where first aid has been administered (for example, a plaster applied), parents will receive an email outlining the incident and the treatment provided.

RAISING CONCERNS

It is in everyone's interest that concerns and complaints are addressed and resolved at the earliest possible stage. Many issues can be resolved informally without the need to enter the formal stages of the complaints procedure.

Where parents or carers wish to raise a concern formally, they should refer to and follow the guidance set out in the school's [Complaints Procedure](#), available on the school website.

SOCIAL NETWORKING

Parents and carers are invited to join the school's closed Facebook group. This group is strictly for parents and carers of current pupils; other family members may only join with prior agreement from the school, requested via the parent. When a child leaves St Anne's Infants' School, parents and carers will be removed from the group within one week.

The Facebook group is used to share news, school and local events and useful information throughout the year. It also provides reminders and helps gauge interest in upcoming activities. Only group administrators (school staff) are able to post. Some posts allow comments; all comments must be polite and respectful of other users.

- The Facebook Messenger platform must not be used for communication between staff and parents. Any queries or messages for school should be sent via the appropriate school email addresses.
- Staff will not communicate with parents or children through their personal social networking accounts (such as Facebook), nor will they accept parents or pupils as "friends".
- For parents and carers who are not part of the Facebook group, all important messages and information will continue to be sent via email.

TAPESTRY

The Early Years team use **Tapestry** to celebrate children's learning achievements and to communicate with parents and carers. All parents are provided with a unique username to access the Tapestry website. Parents are encouraged to share evidence of their child's home learning through the platform. If remote learning is required, EYFS staff will communicate with families using Tapestry.

WRITTEN REPORTS

- In the summer term, a written report is provided informing parents of their child's progress in each subject. This report gives a summary of the child's academic and social development and provides information regarding their next steps in learning and how to support these.

PARENT MEETINGS

- Parents are invited to meet their child's teacher twice a year during parents' evening consultations in Term 1 and 3. These meetings provide an opportunity to celebrate successes and discuss any areas where further support or development is needed.
- Teachers welcome opportunities to talk with parents as issues arise. Conversations can take place at the end of the school day or by arranging an appointment. Parents should use the class email address to organise this.
- If children have an additional need, or are making less than expected progress, teachers may request more frequent meetings with parents.
- Parents may request a meeting with the SENCo to discuss concerns regarding their child's individual educational needs. To arrange a telephone or face-to-face appointment, parents should contact the school office on **0117 9031435**.
- The school will make all reasonable adjustments to ensure that parents with a disability, or those for whom English is an additional language, can fully participate in meetings and understand all communications.

COMMUNICATION WITH THE COMMUNITY

- Members of the local community are invited to certain school functions such as assemblies, Christmas carol services and school productions.

The Communication Policy is an integral part of other policies and procedures used within the school, such as:

- Positive Relationships and Behaviour policy
- Teaching and Learning Policy
- PSHE policy
- Attendance policy
- Induction policy
- Staff Code of Conduct

This policy has been written with due regard to our obligations under the public sector equality duty. This policy will be reviewed on an annual basis.

CONTACTING THE SCHOOL

Reason	Who to contact	Contact Information
Absences	School Office Please report absences by	0117 9031435 school@stannesinfants.co.uk
Complaints	The Headteacher	0117 9031435 school@stannesinfants.co.uk
Safeguarding Concerns	Designated Safeguarding Team	0117 9031435 help@stannesinfants.co.uk
General Queries	School Office	0117 9031435 school@stannesinfants.co.uk
Class Specific Queries	School Office	0117 9031435 school@stannesinfants.co.uk
Teacher contact	Teacher	classname@stannesinfants.co.uk
Special Educational Needs	SENCO	0117 9031435 help@stannesinfants.co.uk
Family Support / Child well-being	Pastoral Lead	0117 9031435 school@stannesinfants.co.uk