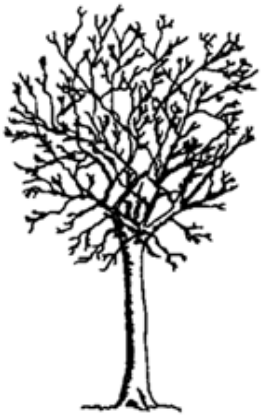
Puriton Primary School



'Aspire…Believe…Achieve'

Communication Information and Support for Parents and Carers

2023-2024

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Communication Procedures at Puriton Primary School

At Puriton Primary School we recognise the importance of effective communications between home and school. We are committed to being clear, open and accessible.

We know that when parents/carers have a concern that relates to their child at school, whether it is pastoral, curriculum or staffing in nature, they often feel that the best way forward is to ask the Headteacher, Deputy Headteacher or SENDCo. In our experience, many of these concerns can often be more quickly resolved by first talking to the class teachers, as they know your child best.

Effective communication can sometimes be a problem in school, where teachers are teaching full time or otherwise supporting children at lunchtime, in meetings or running after school clubs. Parents/carers may feel exasperated if they feel that a Dojo message elicits no immediate reply, when in fact there has been no available opportunity for the staff member to respond. We will endeavour to respond to Class Dojo within 2 working days. **If you have an important message which needs to get to your child's class teacher during the school day, please call or email the school office.** All communications are logged and passed to the relevant member of staff.

Puriton has a variety of ways that you can communicate with the school:

In person: The Headteacher or Deputy Headteacher stand at the gate each morning to welcome the children in. They are happy to answer quick queries and take messages. You can also visit the school office, where a member of the office staff will be pleased to help you. Appointments for more formal meetings should be made through the class teacher or the school office.

Telephone: Our school office staff are available to take messages. These will always be shared with the relevant member of staff. The office is always manned from 8.30am-3.30pm (although there are often people here before and after these times but this cannot be guaranteed). The answerphone will pick up any messages that are left.

Email: All email communications should be sent to the school office and they will be forwarded to the relevant staff member. No staff member will respond to parents/carers through social media communications.

Class Dojo: This should only be used to send brief messages and should NOT be used to make a complaint or raise a concern. If you have a concern, please contact the class teacher via Dojo or the school office to arrange a phone call or a face to face meeting.

As part of our work/life balance commitment, we encourage staff to turn on 'Quiet Hours' during the evenings and weekends, which means that they may not see your messages. Staff will have Class Dojo switched on between 8am-6pm. Although some staff may choose to work outside of these hours, this is not an expectation and therefore a response cannot be guaranteed.

Class teachers are also encouraged to switch Class Dojo messages off during the holidays. If there is an emergency or a safeguarding concern, you will always be able to contact Miss Williams or Mrs Brown.

Communication Flowchart

Safeguarding Concerns
Please contact **Miss Williams** – Designated Safeguarding Lead or
Miss Green/Mrs John – Deputy Designated Safeguarding Leads

Learning concerns	**Pastoral concern** *This covers our support of your child's individual needs and their emotional wellbeing*	**Concern relating to particular learning or physical barriers** *Where a concern is related to a special need*	**Queries relating to school administration**	**Attendance concerns** *(Please note that all absences should be reported to the school office by phone call, not through Class Dojo)*
Please raise your concern with your child's class teacher in the first instance	Please raise your concern with your child's class teacher in the first instance	Please raise your concern with your child's class teacher in the first instance	Please speak to a member of our School Office staff	Please raise your concern with your child's class teacher in the first instance
If you feel that the class teacher has been unable to help, please contact the school office and they will make an appointment for you to meet with a member of the Senior Leadership Team, alongside the class teacher.	If you or your child are currently receiving ELSA or PFSA support, you can contact either **Mrs John** (PFSA), **Mrs James** or **Mrs Norris** (ELSA) through Class Dojo. Once your sessions have finished, you will need to arrange an appointment through the School Office.	If you feel that the class teacher has been unable to help, please contact the school office and they will make an appointment for you to meet with **Miss Hussey** (SENDCo) alongside the class teacher.		If you feel that the class teacher has been unable to help, please contact the school office and they will make an appointment for you to meet with **Mrs John** (PFSA and attendance support).
Please make an appointment to see our Headteacher, **Miss Williams**, if you remain concerned after having followed the steps above.				

Updating you about your child's progress at Puriton Primary School

We will update you about your child's progress in a number of ways:

All children: Parent/Carer meetings will happen in the Autumn Term and the Spring Term, usually around half term. Class teachers will share your child's progress and targets for development.
At the end of the Summer Term, a longer, end of year school report will be sent home.

Children on the SEND register: As above, but children on the SEND register also receive termly meetings with the class teacher to talk through your child's support plan and set new SMART targets collaboratively.

Children with EHCPs: As above, but children with EHCPs also receive an Annual Review with the SENDCo, the class teacher and any other external services who are able to attend. This is to review the outcomes of the EHCP.

Children in receipt of the Pupil Premium Grant: In addition to 'All Children', the class teacher and/or Miss Hussey (PP Lead) will meet with you to discuss your child's specific needs and how we can target support in school.

In addition, school staff will ring home if they need to speak to you about progress, incidents or queries.

Supporting you at Puriton Primary School

We will always try to help you where we can.

We communicate regularly through Class Dojo to keep you informed of the key events that are taking place at the school. We also share support materials such as Online Safety Tips or strategies to support additional needs at challenging times.

Our school website has many support resources for parents and families. There is lots of information in the various areas but particularly under the 'Parents' tab. You can scan this QR code to take you to this section of our website.

https://www.puritonprimaryschool.org.uk/Parents/Useful-Links-for-Parent-Support/ has lots of links to helpful websites which might support with behaviours shown out of school.

We will continue to update this as new support arises and to share strategies and ideas as they come our way.

Place2Be has a Parenting Smart website which has a wealth of information for parents to explore.

https://parentingsmart.place2be.org.uk/

If you ever feel that a concern has not been resolved, the Futura complaints procedure will be followed. This can be found on the school website.