



Communication Policy

Reviewed - August 2026
Next review – August 2027

"All things are possible with God."
Mark 10:27

Mission Statement:

All things are possible with faith, understanding and forgiveness; everyone can flourish together.

At St Anne's CE Lydgate we want our children to be independent and resilient but to know that, when things seem overwhelming, there is always a guiding hand available from everyone in our school community. "When you saw only one set of footprints, it was then that I carried you" (Footprints in the Sand)

Moral of this story: *You're never ever alone, especially during your most trying times. God is always with you. Even if you can't be your own best friend, make sure to acknowledge the fact that God is your best friend always!*

Vision:

We aim to create successful citizens of the future who have a growth mindset and are resilient and prepared for their journey through the ever-changing world in which we live.

We aim to do this by:

- Teaching the importance of being compassionate and respectful to others and role modelling the Christian Values, whilst at the same time respecting and recognising the value and importance of other faiths and lifestyles.
- Providing a rich and creative curriculum that inspires a passion for learning and promotes excellence.
- Collaborating and supporting others to achieve their very best; encompassing our school, our homes, our parish, and the wider community.
- Providing a nurturing and safe environment where children can be healthy and happy both physically and emotionally.
- Facilitating investigative learning opportunities through the development of the effective characteristics of learning.
- Promoting philosophical inquiry to stretch and develop analytical thinking and questioning; creating independent and creative thinkers who are resilient and prepared for all life has to offer.

Golden Values:

Community Faith Forgiveness Respect Perseverance

Introduction

At St Anne's C of E Primary School, we believe that good communication between the school and parents/carers is essential. Children achieve more when schools and parents work together.

At St Anne's C of E Primary School, we aim to have a clear and effective communication system with both parents/carers and the wider community, as this enables us to share our aims and values, and keep parents/carers well informed about school life.

Aim of the Policy

The aim of this policy is to provide clarity and guidance about: -

- How the school communicates with parents and the wider community
- Who and how parents/carers should communicate with, in the circumstance of individual concerns.

Ways in Which School Communicates

Home-School Agreement

At the beginning of each academic year a home school agreement, explaining the school's aims and values, parental responsibilities and expectations of the children, is sent home.

Children and parents/carers are asked to sign the agreement and send it back into school. A copy of the agreement will be posted on the school's website for parents/carers to access for future reference.

The school's Advocate Body reviews the agreement annually.

Annual written / verbal reports to parents regarding their child's progress

Each year we provide a written report to all parents/carers on each child's progress in the various areas of learning of the National Curriculum. This report also identifies areas of strength and areas for future development. Children are encouraged to comment on their own progress, and parents/carers are also asked to comment.

As well as receiving an annual written report, parents/carers can meet their child's teacher each term for a private consultation. This gives parents/carers the opportunity to celebrate their child's successes and support their child with any areas of development. These meetings are currently held virtually.

The school website.

The school website provides information for parents/carers and contains information about the school's staff, policies and Governors. To ensure the website is a useful communication tool, parents/carers are encouraged to give the school feedback, which can be done by contacting the school office, via the email address on the site.

General Communication

A digital newsletter is sent via email weekly, containing details about events and updates.

At the beginning of each half term all teachers write to parents/carers with details of the work to be covered and learning objectives during the forthcoming half term. This information can also be found on the school's website under the class pages. Parents/carers are encouraged to support their child's work through a range of suggested activities to be shared with the children at home.

Letters/ e-mails are sent home on a regular basis with the children regarding any other activities as and when needed.

Curriculum meetings / workshops may be held for parents/carers. These meetings are held to explain areas of our curriculum and engage parents/carers in their child's learning.

Parent Questionnaire

A questionnaire is conducted annually, providing parents with an opportunity to provide feedback to the school leadership team and Governors. The results of the questionnaire are used to assist the school leadership team when planning future school improvements. The outcomes of this questionnaire are communicated to all parents.

Individual communication

Members of staff are available in the mornings to assist children in school. This provides opportunities for parents/carers to speak briefly with staff regarding any questions they may have about their child.

Whilst staff are more than happy to discuss general issues in the mornings, parents/carers are asked to respect that the main priority of the staff is the safeguarding of the children, **and it will not be possible to engage in lengthy conversation**. If a member of staff feels that parents'/carer's concerns require a more detailed conversation, parents/carers will be asked to contact the school office, who can arrange a meeting with the class teacher, at a time appropriate to both, to give the matter the time it deserves.

If parents/carers wish to speak to a member of staff at the end of the day, they need to either ask the teacher in the morning if they will be free or contact the school office to arrange a suitable time for both them and the teacher. It may not always be possible to see a member of staff on the same day, and if the concern is not deemed urgent, another suitable time and date will be arranged.

Any email should be sent to info@stannescelydgate.oldham.sch.uk and will be directed to the appropriate member of staff. We kindly request that they are not sent directly to a teacher's email address. Staff will respond **within 48 hours** of receiving the email.

Each day all staff at St Anne's endeavour to provide the best possible environment and education for all the children who attend. We feel as a school this is achieved to a high standard and parents/carers are generally happy with the provisions provided. However, there may be times when a parent/carer feels concerned about their child's progress and level of learning.

When this happens, we want parents/carers to feel confident that any concerns that they may have will be positively received, and we will try our best to work in partnership with you to resolve any issues that may arise, in a timely manner.

The underlying principle is that concerns ought to be handled, if possible, without the need for formal procedures. However, the school does have a Complaints Policy, and this is also available on our website.

Parents/carers are asked to respect the fact that a teacher's and teaching assistant's job is primarily to plan and deliver education to all pupils within the school and that persistent requests for appointments and informal chats may not always be possible.

Communication Summary

We work hard to ensure we fully engage parents/carers in their children's school lives, and we strive to ensure they feel they are kept informed regarding their child's progress. If any parents/carers have any suggestions about the school's communication procedures, please arrange a meeting, through the school office, with a member of the senior leadership team, who will be happy to listen to your comments.

Staff at St Anne's endeavour to uphold high standards of courtesy and reasonableness when communicating with parents/carers who have concerns about their child.

Equal Opportunities

St Anne's CE Lydgate Primary School is an inclusive school where we focus on the well-being and progress of every child and where all members of our community are of equal worth.

We believe that the Equality Act provides a framework to support our commitment to valuing diversity, tackling discrimination, promoting equality and fostering good relationships between people. It also ensures that we continue to tackle issues of disadvantage and underachievement of different groups.

The Equality Act 2010 was introduced to ensure protection from discrimination, harassment and victimisation on the grounds of specific characteristics (referred to as protective characteristics). This means that schools cannot discriminate against children/staff or treat them less favourably because of their gender, race, disability, religion or belief, gender reassignment, sexual orientation, pregnancy or maternity. Age and marriage and civil partnerships are also “protected characteristics.”

The formulation of this policy is in line with the Equality Act.

Monitoring and Evaluation

Policy and practice are regularly evaluated. Feedback along with recommendations to inform future policy and planning will be given to all relevant parties.

The school leadership team has a responsibility to ensure the policy is embedded into the school provision and report to governors on the effectiveness of the policy regularly.