



Communication Protocol

Aims

Sodbury Vale Federation recognises the important of clear and effective communications between home and school. We work closely with our children and families to ensure that all our children receive what they require.

We aim to have clear, effective and positive communication to achieve the best possible outcomes for staff, pupils and parents/carers.

Most matters can be dealt with promptly by contacting the class teacher and we would encourage you to contact them at your earliest opportunity to clarify and rectify matters.

Through this procedure we aim to:

- Create a community by building and strengthening relationships based on mutual respect and courtesy
- Promote the vision, values and achievements of the federation and schools
- Provide families and the wider community with information about events, expectations and other school matters
- Provide a two-way communication process
- Provide families an avenue for communicating with staff
- Respond to written, verbal or phoned requests in a timely manner.

Methods of Communication

There are many strategies that the school utilise and we aim to ensure that these are timely and purposeful to families.

Method	Purpose/details	Frequency
School Newsletters – via Sway	• Provides updates on the school news • Key dates • Upcoming events • Provides information on PTA events	Termly (6 times per year) via email, ClassDojo and available on our school website
School letters	• Provides key information on specific school matters	Where possible these will be emailed out on a Wednesday as and when required
Text messaging (SJM)	• Reminders of events	As required – the school will be mindful to ensure that these are purposeful and to a minimum
ClassDojo Tapestry (EYFS @SJM)	• Share learning • Reminders and providing clarification • Curriculum maps	Class notifications will be at least once a week Curriculum maps will be shared termly



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Email account (via PrimarySite for St John's Mead, and hortonprimary.org.uk for Horton)	• Important timely information • Teacher to parent/carer contact • Parent/carers to teacher contact	As required – the school will be mindful to ensure that these are purposeful and to a minimum
School Website	• School information • School Curriculum • Key information • Class pages • Promotion of the school to the wider audience	Updated as required Class pages will provide a general overview
School Media – Facebook (when set up)	• Advertise the schools • Highlight positive aspects and events at the school	Updated as required

Guidelines

- Class teachers are usually available before and after school for conversations.
- Class teachers can meet for pre-arranged appointments, by speaking to the teacher or by contacting the School Admin Office on enquires@hortonprimary.org or admin@stjohnsmead.co.uk – most Wednesdays we hold our Staff Meetings.
- Email communications to school will be logged onto our management software CPOMS.
- We will acknowledge your email via an automatic reply “*Thank you for emailing **** Primary School. We aim to respond to queries within 3 working days, not including evenings or weekends. Please be aware that the school office is only open during term times and this inbox is not regularly monitored during school holidays. We will respond to your enquiry as soon as possible in the new term.*”
- Should you need to inform the school of absences, please do so via the school office, either by email or calling the school before 8:50am.
- If you have a query that is class related, please email the school office and the information will be forwarded on to the appropriate staff members.

ClassDojo/Tapestry

- As a Federation we have invested in the use of ClassDojo and Tapestry to support our communication between home and school, class teachers will share curriculum newsletters, updates and photographs of the learning through these platforms.
- As a Federation we value the partnership between home and school, work life balance for its staff and acknowledge that staff and families manage their workloads in different ways. There is no expectation that staff will respond to emails outside of the normal working hours.

Email communication – Privacy and confidentiality notice

- Emails are for the intended recipient only and must remain confidential, and not shared on social media
- The information contained in email transmissions is intended by Sodbury Vale Federation for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. Information contained within the communication should not be shared widely or on social media. If you have received an email transmission in error, please delete it from your system without copying or



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forwarding it, and notify the sender of the error by reply email. Any views expressed within a message or any other associated files are the views and expressions of the individual and not Sodbury Vale Federation. Sodbury Vale Federation takes all reasonable precautions to ensure that no viruses are transmitted with any electronic communications sent, however the federation can accept no responsibility for any loss or damage resulting directly or indirectly from the use of emails or any contents or attachments.



Communication Protocol

St John's Mead			
Safeguarding Team			
Strategic Designated Safeguarding Lead		Mr Dean Hudd, Executive Headteacher	
Designated Safeguarding Leads		Mrs Emma Galsworthy and Mrs Emma Page	
SENCo		Mrs Amie Nicholson	
Pastoral Support Worker		Mrs Natalie Goddard Pastoral@stjohnsmead.co.uk	
Senior Mental Health Lead		Mrs Christine Queiros	
Safeguarding Governor		Mrs Patricia Jess	
Who to contact at St John's Mead			
Learning	Pastoral <i>This covers our support of your child's individual needs and their emotional wellbeing</i>	SEND <i>Where a concern is related to a special educational need</i>	School Administration
Please raise your query with your child's class teacher in the first instance	Please raise your query with your child's class teacher in the first instance	Please raise your query with your child's class teacher in the first instance	Please contact the School Office – Mrs Hannah Denley or Mrs Sarah Cook, Office Administrators
	Please raise your query with our Pastoral Support Worker - Mrs Natalie Goddard	Please raise your query with the SENCo – Mrs Amie Nicholson	Please raise your query with Mrs Catriona Ashley, School Business Manager
	Please raise your query with our Senior Mental Health Lead – Mrs Christine Queiros		
	Please raise your query with our SENCo – Mrs Amie Nicholson		
Please make an appointment to see our Head of School Monday – Wednesday – Mrs Emma Galsworthy Wednesday – Friday – Mrs Emma Page			
Please make an appointment to see our Executive Headteacher Mr Dean Hudd if you remain concerned after having followed the steps above. Please contact via the school email address admin@stjohnsmead.co.uk			