



Live Love and Learn together with Christ.

Communications Procedures at St. Anne's Catholic Primary School

Headteacher: Mrs T Johnston

Chair of governors Mr. M Flower

Blackwood Road, Streetly, Sutton Coldfield, West Midlands B74 3PL

School Office Telephone Number: 0121 353 5114

E-mail: postbox@st-annes.walsall.sch.uk Website: [Home](#) | [St Anne's Catholic Primary School](#)

Rationale

At St. Anne's, our aim is to be proactive in strengthening positive partnerships between the School, its families, the Catholic community and the wider community of Streetly and surrounding districts. Effective two-way respectful communication is integral to this partnership. All communication should be with kind hearts.

Values

St. Anne's Catholic Primary School partners with the parents of each child in nurturing their faith and providing a balanced education that targets their academic, physical, social and emotional development. The best outcomes for students will be achieved when each contributes their different perspectives and insights to the partnership in open and inclusive communication that is built on, and builds, trust and respect. All communication at St. Anne's between all stakeholders is rooted in Gospel Values.

Safeguarding Communication

If a parent/carer has a concern about the safety of a child who attends St. Anne's School, they should contact a member of the Safeguarding Team.

Mrs Johnston (the Headteacher) is the Designated Safeguarding Lead (DSL)

Deputy Safeguarding Leads (DDSLs) – Miss Keedwell (Deputy Headteacher)

Mrs Turley (EYFS Leader) and Mrs. Lee (SENCO)

Contact can be made via the school office or via email.

- If a parent/carer has a concern outside of school hours, they should access support and advice in the area that the child lives –

WALSALL - 0300 555 2922 or 0300 555 2836

BIRMINGHAM – 0121 675 4806

STAFFORDSHIRE - 0345 604 2886

The NSPCC could also be contacted - **0808 800 5000**

Communication method	Purpose/overview	Guidelines
Website	<p>Our school website is the main information point for parents/carers and the wider community. All information about our school will be posted to this site.</p> <p>All enquiries need to be emailed into the school via postbox@st-annes.walsall.sch.uk</p>	<ul style="list-style-type: none"> • All information about our school will be shared via the website. If you spot something missing then get in touch with the school office. • The website will be updated as frequently as possible but, occasionally, if there are inaccuracies then please let us know.
Email or Arbor	<p>We will email all general information letters via Arbor as long as we have an email address registered for you and you have activated your Arbor account. Please ensure you create two accounts if both parents require Arbor communication.</p>	<ul style="list-style-type: none"> • Emails are not monitored constantly. Therefore, for any urgent messages, please contact the school office by phone or in person. • Staff are not expected to respond 'out of hours' so please be patient if emailing in the evening.

	<p>Reminders of school events may be communicated via email or Arbor. If a parent/carer wishes to email a member of staff at the school, contact should be made via the email address postbox@st-annes.walsall.sch.uk</p> <p>It is useful to provide some indicators about the nature of your query/request to enable the email to be forwarded to the correct member of staff.</p> <p>We ask that parents do not email staff members directly about administrative tasks, for example: holidays, sickness, medical appointment, collections and pick-ups, PE Days, uniform issues (the list isn't exhaustive), all of this should be sent to the postbox email or a telephone call to the school office. All contact pages on the school website, will now direct emails to the postbox address.</p> <p><u>Please do not email a staff member directly about admin items.</u></p>	<p>Please remember that staff have commitments within the school day but they will endeavour to respond to you ASAP.</p> <p>We aim to respond to your query via email or phone within 3 working days. Please appreciate some staff do not work every day of the week.</p> <p>Please update the school office as well as Arbor if your email address changes. Emails sent by school are private and confidential and intended solely for the addressee. If you receive an email in error please notify the sender immediately, contact the school office and delete the email from your system. Our aim is to reduce teacher workload on these administrative tasks, to free them up for teacher focussed tasks. Teachers can receive in excess of 20 to 30 emails (of an administrative nature) each day.</p>
Text Messages	<p>Depending on the urgency of communication, messages may be sent by text message from school e.g. this might be the delayed return time of a school trip, use of an inhaler or notification of a minor head bump.</p> <p>Text messages or emails may also be used to establish the whereabouts of a child who has not attended school.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Please ensure mobile phone numbers are kept up to date with the school office. This has to be done by the parents on Arbor and via email to the school office to enable text messages to be sent. If you receive a text message to contact school please do so immediately. Please note parents cannot text into the school office.

<p>Phone</p>	<p>Please check the website and previous emails for general information before calling the school office. This really does help us to manage our time effectively.</p> <p>Please phone the school office if there are any urgent messages to be passed on, or you need to seek clarification or would like to leave a message.</p> <p>If you notice a missed call from school, please listen to any voice mail left prior to contacting school as this may help to identify who the office need to pass your call on to.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Phone calls will be returned when possible and based upon the urgency of the matter. We aim to return a phone call within 3 days. <input type="checkbox"/> The return phone call may be delegated in school to the relevant member of staff depending on the matter raised. School will use their own discretion to determine this. <input type="checkbox"/> Please notify the school office as soon as your contact phone number/s change. <input type="checkbox"/> School staff do not give consent for phone calls to be recorded.
<p>Face to Face Meetings</p>	<p>Face to face meetings may take place between staff and parents/carers. For example, Parents Evenings, termly meeting for children with Special Educational Needs or meetings to discuss attendance.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Meetings are scheduled at a mutually convenient time for parents and staff. <input type="checkbox"/> Audio or visual recordings of meeting should not be made. <input type="checkbox"/> School staff do not give consent for meetings to be recorded.
<p>Weekly Headlines from Headteacher</p>	<p>The newsletter will be published weekly on a Friday. It will contain a summary of new information, events and dates. This is posted on our website and the link is emailed.</p> <p>Newsletters St Anne's Catholic Primary School</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Paper copies of the Bulletin are not sent out – it is posted on our website.
<p>Google Classroom</p>	<p>This learning platform is for child and teacher use only. If you have a query regarding your child's studies please contact school via email or phone call as detailed above.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> School staff do not give consent for live teaching sessions on Google Classroom to be recorded.
<p>Social Media X (previously twitter)</p>	<p>Information about life at school is communicated via Bluesky</p> <p>The PTA use social media to promote fundraising events in school on facebook and ambassador What's App groups</p>	<ul style="list-style-type: none"> <input type="checkbox"/> To access Bluesky create an account and follow @stannesstreetly.bsky.social <input type="checkbox"/> All classes post at least one picture update on blue sky each week. We have 170 followers at the moment, so many of you are missing out on seeing this informative feed.
<p>Paper Based Communication</p>	<p>Some information is sent out via Royal Mail or via our pupils themselves such as end of year reports.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Please ensure you keep the school office updated with the current addresses for both parents/carers of pupils.