**Kilsby Preschool**

**Communications Policy 10.13**

**Why is effective communication so important?**

Positive lines of communication between home and preschool, is an essential aspect of our daily work. Effective communication enables families to receive continuity of education, care, support and management within home and preschool settings. It identifies appropriate lines of communication and who to contact.

**Statement of Policy Personal Contact details: Home Address, Telephone Numbers, Email**

The preschool holds emergency contact details for all pupils and parents are contacted on an annual basis to ensure that these are updated. Families are encouraged to alert the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means to contact a parent/carer.

**Forms of communication used by Kilsby Preschool to provide effective communication:**

1. **Open Door policy**

A member of staff will be available at the school entrance at the beginning and end of the day to informally discuss any needs you or your children may have and pass on any messages. Many parental queries and concerns can be dealt with at this time. It is also possible to make appointments if you need to discuss things in private. This allows the preschool time to organise cover to make staff available to speak to the parents. Our aim is to see the parents as quickly as possible.

1. **Tapestry**

Preschool use an online learning journal to share the children’s experiences with their parents and guardians. Parents are able to comment on observations and upload pictures of home events. Tapestry is only used as a means of sharing development and reports on children’s progress.

1. **Email**

The preschool sends out letters and communication via email. Not only is it more environmentally friendly as it decreases paper usage, but it also reduces photocopying and other costs in the preschool. We urge parents to provide us with a valid email address. Where it is not possible to use email, written correspondence is passed on to families by a member of staff.

Newsletters and parent updates are sent electronically. These include newsletters, updates and event information.

1. **Website**

The preschool website [www.kilsbypreschool.co.uk](http://www.kilsbypreschool.co.uk) is periodically updated with information about school. All policies and procedures are available to read on the website.

1. **Telephone Calls**

Telephone calls will be made where immediate contact with a family member is required i.e. for pupil injury or pupil incident. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact. In the event that no live contact can be made, the member of staff will either leave an answerphone message (ascending order as before) or ensure that repeat calls continue to be made to the contact numbers, where possible.

1. **Text Messages**

Entry to the school grounds is via a security gate. The gate code is sent out to all families via a weekly text message. Emergency school closures are also sent out via text followed by an email to the parents’ main email address. We may occasionally send out reminders of events via a text message.

1. **FaceBook**

Preschool provide a public FaceBook page for all of our families. On here we share information about preschool and local events. We periodically upload articles and links to helpful websites and provide updates on current national situations.

1. **Meetings**

Preschool run an open door policy which enables the parents to make contact as and when they need to. Parents can contact their key person for an informal chat or if required, an appointment for a longer meeting (See update below).

Preschool arrange for outside agencies to deliver parent information sessions and training. All meetings take place within the preschool building and are open to all.

Committee meetings take place once a term. All families are invited to join the Committee. Membership is limited to one member per household.

**\*\*\*Covid 19 has had a significant impact on the preschools ability to interact with the parents, Committee members and outside agencies. Meetings are now conducted via phone or Microsoft Teams.**

1. **Safeguarding and Early Help**

Child protection is of utmost importance and Kilsby Preschool aim to provide a safe and secure environment for all children in its care. If any member of staff has concerns about a child, these will be passed to the Designated Safeguarding Lead for Children Protection Nikki Chalkley - Manager or the Deputy DSL, Susan Hussey, Senior Practitioner, who may have to share this information with Social Services.

An Early Help Assessment (EHA) is a simple way to help identify needs of children and families and make a plan to meet those needs. It is a shared tool which can be used by all agencies in Northamptonshire who are delivering early help. Its purpose is to provide a coordinated response so no-one misses out on the support they may need. Preschool believes the sharing of information with other agencies will ensure that the pupils and families of our school community receive the right support when they need it.

**Policies and Procedures**

The Preschool policies stipulate the legislation and guidance that staff, parents and Committee members must follow to ensure that establishment meets all of the national requirements. The policies are available to view on our website and within the setting.

**Lines of Communication**

Below is a list of contact details which set out who to contact and when. All communication **must** take place via the appropriate lines to ensure that matters are dealt with effectively and in line with procedures.

**Any queries regarding your child or daily preschool life:**

1. First contact is always your child’s key person. If they are not available another member of staff will help.

**Contact times 9am to 3pm – term time only**

**Telephone number 01788 824091**

**Email –** [**kilsbypreschool@hotmail.co.uk**](mailto:kilsbypreschool@hotmail.co.uk)

Out of hours messages can be sent via our email address. If it is not a confidential issue, a message can be sent through the FaceBook page. **Staff must not be contacted via their personal email addresses or phone numbers. Communication sent in this way will not be answered.**

1. **Special Educational needs.**

As mentioned above any concerns or queries around your child’s development should initially be discussed with your Key Person. However, **Julie Farmer** is our Special Educational Needs coordinator and queries can be discussed with her directly using the preschools usual methods of communication.

1. **For any safeguarding issues you must contact Nikki Chalkley or Susan Hussey. Contact times**

**9am to 3pm – term time only**

**Telephone number 01788 824091**

**Email –** [**kilsbypreschool@hotmail.co.uk**](mailto:kilsbypreschool@hotmail.co.uk)

**Out of preschool hours safeguarding concerns can be reported directly to the Local Authority**

* **Telephone**: 0300 126 1000;
* **Email**: [**MASH@northamptonshire.gov.uk**](mailto:MASH@northamptonshire.gov.uk).
* If you need to contact children's social care urgently during the evening, at night or at the weekend, phone our out of hours team on 01604 626938.
* An operator will answer the phone and take details of the problem and your contact details. They will then pass this information over to the duty social worker.

1. **Complaints**

For complaints regarding anything that has happened within preschool you can speak informally to your key worker or contact **Nikki Chalkley or Julie Farmer** via telephone or email.

For complaints against Committee members you must contact one of the Officers via the following email addresses.

Chair Person - [Kilsbypreschoolcommittee@gmail.com](mailto:Kilsbypreschoolcommittee@gmail.com)

Treasurer – David Critchlow – [Kilsbypreschooltreasurer@gmail.com](mailto:Kilsbypreschooltreasurer@gmail.com)

Administrator – Christy Mitchell – [kilsbypreschooladmin@protonmail.com](mailto:kilsbypreschooladmin@protonmail.com)

**Committee members must not be contacted via their personal email addresses or phone numbers. Communication sent in this way will not be answered.**

1. **Bills, invoices and Financial queries**

In the first instance please contact Christy Mitchell on [kilsbypreschooladmin@protonmail.com](mailto:kilsbypreschooladmin@protonmail.com)

If she cannot answer the query, she will contact David Critchlow

1. **Fundraising Event Information**

For all queries regarding fundraising please contact [kilsbyprechoolcommittee@gmail.com](mailto:kilsbyprechoolcommittee@gmail.com) or the contact details given on the advertisement.

1. **General Committee Enquiries, including becoming a member.**

Please contact [kilsbyprechoolcommittee@gmail.com](mailto:kilsbyprechoolcommittee@gmail.com)

Policy was adopted by Kilsby Preschool

On:

Reviewed:

Signatory:

Role: