



Communication Statement

Approved via Governorhub

Approved date	January 2026
Review date	January 2027



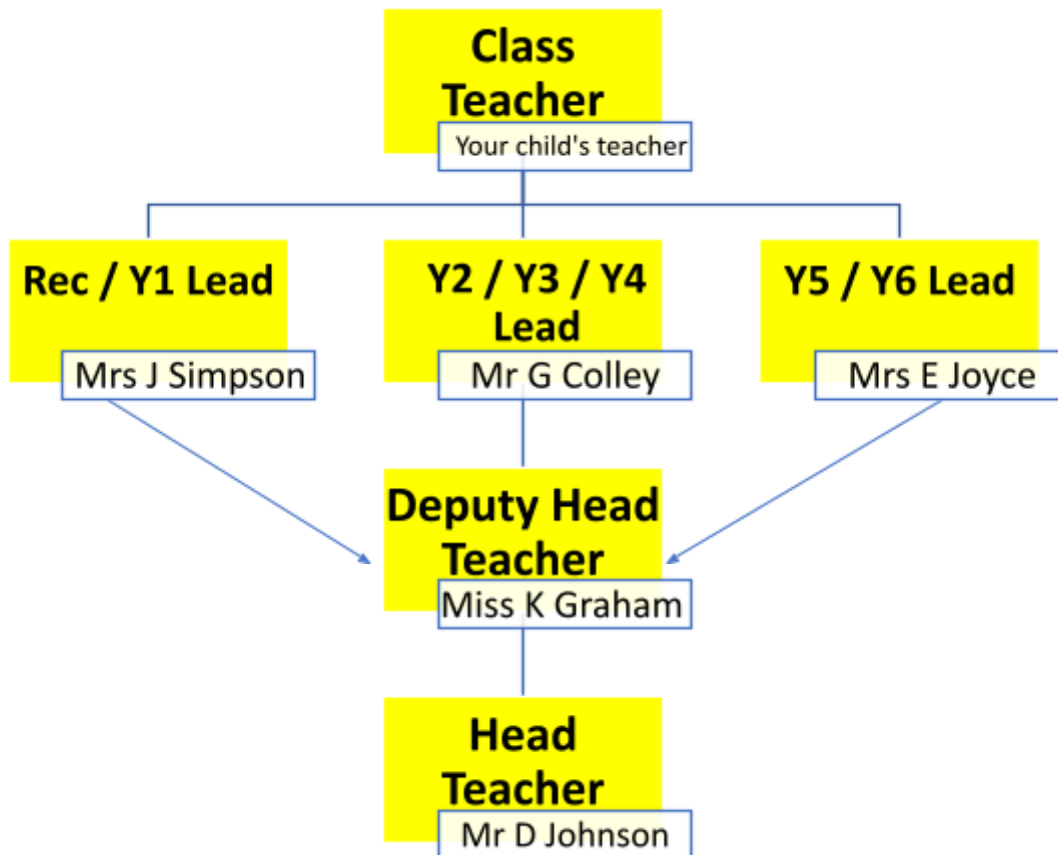
Werrington Primary School
Communication Statement 2025

At Werrington Primary School we aim to build good relationships with all our parents/carers and to resolve queries and concerns promptly. Werrington Primary School recognises that our school community has people from different backgrounds, different cultures and different beliefs and as such we consider a wide range of views in developing our policy and practice.

We establish our policy and plans based on legal requirements, academically researched methodology and the publicised ethos of our school. Therefore, we may not be able to align our practice with the wishes of every parent but we are committed to working with parents. We are unable to discuss the plans, provision or differentiation used with any child other than the parents own but we are happy to make time, by appointment, to discuss and resolve anything relating to your child's needs. We are happy to listen and consider parents' views and very much value parental input into plans, provision or differentiation used with your child or children.

Werrington Primary School uses a digital communication system, ParentPay, to share information with parents. Parents can contact their child's class teacher through the class email address. Class teachers aim to respond to queries as promptly as possible. However, as you would expect, during core school hours teachers are focused on teaching your child. In normal circumstances, a response from the class teacher or school office will be given within 48 hours of receipt, except where a query has been sent and received over a weekend/school holiday. Please be aware that a number of our staff work part time and in the interests of everyone's wellbeing and work life balance they won't usually respond on a non-working day. If you need a prompt response, contact the school office during office: Monday–Thursday: 8.00am – 4.00pm / Friday: 8.00am – 3.30pm.

Your child's class teacher should always be your first contact.



If you need further support, please follow the above structure by contacting the school office and asking for the appropriate member of staff.

If parents/carers feel they need to escalate their concerns they must follow the formal complaints policy, which can be found on our website, before contacting external agencies.

On occasions, to ensure smooth communication and a positive relationship between all parties, we may direct queries through one point of contact or through written communication only.

To ensure we provide regular communication about school life, we produce a weekly newsletter which contains information about our recent activities, key dates and information. We also have a school Facebook and Instagram page for sharing information. 'Seesaw' is an app that we use for sharing children's work and receiving positive feedback from parents. This is being rolled out across school this year, starting with Reception and Year 1 (Appendix 2).

Our website is a source of information about our day-to-day school activity and a place for parents/carers. If, after looking on our website, you are still unsure please contact our school office via e-mail or telephone.

Communication Contact List

Who should I contact?

If you have questions about any of the topics in the table below:

- Email or telephone the most appropriate contact
- Contact the school office via telephone or email:

Monday–Thursday: 8.00am – 4.00pm / **Friday:** 8.00am – 3.30pm

office@werrington.peterborough.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher: kandinsky@werrington.peterborough.sch.uk vangogh@werrington.peterborough.sch.uk bond@werrington.peterborough.sch.uk donaldson@werrington.peterborough.sch.uk cavell@werrington.peterborough.sch.uk farriner@werrington.peterborough.sch.uk lovelace@werrington.peterborough.sch.uk turing@werrington.peterborough.sch.uk newton@werrington.peterborough.sch.uk tesla@werrington.peterborough.sch.uk collins@werrington.peterborough.sch.uk jemison@werrington.peterborough.sch.uk galileo@werrington.peterborough.sch.uk hawking@werrington.peterborough.sch.uk
My child's wellbeing/pastoral support	Your child's class teacher
Special educational needs and disabilities (SEND)	Your child's class teacher
Attendance and absence requests	If you need to report your child's absence, you can e-mail or call the school office. Press option 1 and leave your child's name, year group/class and reason for absence by 8.00am on the first day of absence.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	If you want to request approval for term-time absence, contact the school office.
School meals	School office
School trips/payments	School office
School events/the school calendar	School office
Lost property	School office
School uniform	School website
Hiring the school premises	School office
Purchasing school logo items	Chroma Sport www.chromasport.co.uk
Second hand uniform	PTA
Before and after-school care	Schools Out 07821 897858 schoolsoutwerrington@gmail.com
Music lessons	Songbird Music 07527 094812 songbirdmusic80@gmail.com
PTA	PTA pta4wps@gmail.com Werrington Primary School PTA Facebook Page
Sports clubs	Youth Dreams Project (YDP) luke.kennedy@youthdreamsproject.co.uk
Governing board	governors@werrington.peterborough.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Soke Education Trust	office@sokeeducationtrust.co.uk

SENDCo (Special Educational Needs and Disabilities Coordinator) – Mrs J Perry

Office Manager – Mrs J West

Designated Safeguarding Lead – Miss K Graham

Deputy Designated Safeguarding Lead – Mr D Johnson

Deputy Designated Safeguarding Lead – Mrs J Perry

Prevent Lead – Mr D Johnson

Chair of Governors – Mr L Erskine

This statement will be reviewed by the Local Governing Committee annually.

Last reviewed January 2026

Next review due January 2027

Appendix 1

Werrington Primary School Parent/Carer Code of Conduct Policy 2025

Introduction

At Werrington Primary School, we are committed to building a safe, respectful, and inclusive environment for all members of our school community. This policy sets out the standards of conduct expected from parents and carers to help us achieve this goal.

Aims

This policy applies to all interactions between parents/carers and the school, including face-to-face, telephone, written (including email), and online communications (including social media).

Our Values – we want all our children to be:

- **Confident Communicators**
- **Aspirational Citizens**
- **Resilient Learners**
- **Community Champions**

Expected Conduct

Parents and carers are expected to:

- **Communicate respectfully:** Speak to all staff, pupils, and other parents/carers courteously, whether in person, by phone, in writing, or online.
- **Support learning:** Help your child to attend school regularly and punctually, and work in partnership with staff to support their learning and wellbeing.
- **Follow procedures:** Use the school's channels for raising concerns or complaints (see Complaints Policy).
- **Protect privacy:** Avoid sharing confidential or sensitive information about pupils, staff, or other families, especially on social media.
- **Be a positive role model:** Demonstrate respectful behaviour at all times, in line with our school's values.

Unacceptable Behaviour

Examples include, but are not limited to:

- Shouting, swearing, or using offensive language or gestures.
- Threatening, intimidating, or aggressive behaviour towards staff, pupils, or other parents/carers.
- Posting inappropriate, defamatory, or damaging comments about the school or individuals on social media.
- Disrupting school events or the normal running of the school.
- Wilful damage to property.

Dealing with Breaches

If a parent/carers breaches this policy, the school may:

1. **Issue a verbal warning** about the behaviour.
2. **Send a formal written warning**
3. **Restrict access** to the school premises or contact, where necessary.
4. **Report** serious incidents to the appropriate authorities.

We will always act in accordance with our Complaints and Safeguarding policies.

Communication Channels

- General queries: contact the school office via [insert contact details].
- Concerns/complaints: follow the procedures outlined in our Complaints Policy (available on our website or from the school office).
- Social media: We use social media platforms to communicate and celebrate the events and activities that take place in our school. We do not use our social media platforms to communicate about issues, problems or concerns.

Links with other policies:

Complaints

Safeguarding & Child Protection

Social Media

Staff code of conduct

Appendix 2



Dear Parents and Carers,

We are excited to let you know that this year we will be using **Seesaw**, a secure online platform, to share your child's learning journey with you. Seesaw allows teachers to post photos, videos, and examples of your child's work so that you can see and celebrate their progress and achievements throughout the school year.

Seesaw can also be accessed easily at home. It is available as an **app that you can download onto your phone or other devices**. This means you will receive **notifications straight to your phone whenever your child's class teacher shares their work with you**, making it simple to stay connected and engaged with their learning. Your child will be arriving home with an individual login document with a QR code for you to scan, connecting you to your child's work here in school. Once you have connected to your child, you will be able to view their 'learning journal'. This is where you will see uploads of work being completed in school, which has been shared by your child and/or their class teacher or Teaching Assistant.

Seesaw is a **private and secure network**. Only invited parents, your child's teachers, and school staff will have access to your child's posts. Information and images will not be made public or shared with anyone outside of our school community. On occasions, we will share individual or group photos of children. Group photos may involve class projects, sports events or special assemblies. If a group photo is shared or a group's piece of work, this will be viewed by the parents/children in that group and comments can be made by all on the work. To ensure that we maintain this wonderful platform as the positive sharing environment that we intend it to be, we have produced a 'Parents Charter', which is attached to this letter, so do please read this too.

If you do not wish your child to be included in any 'group' photos or uploads, then do please let us know.

We are confident that Seesaw will be a wonderful way to keep you connected to your child's learning. Thank you for your continued support.



Parents Charter

1. Staff will only interact with SEESAW from **8:30am to 5pm from Monday to Friday.**
2. Teachers will ensure that uploads are checked carefully before they are **APPROVED** and **shared** with you.
3. Teachers may not be able to respond to parent comments immediately so **please be patient.**
4. **The platform is a POSITIVE** sharing experience so please be mindful of comments made, with the simple premise of being **KIND and CELEBRATORY.**
5. Eventually, children will be shown how to upload pictures of their work **independently** – this will be specifically modelled when we first introduce SEESAW and they will soon be masters of this! 😊
6. We will aim to upload **2/3 pieces of work for each child each week** but this may vary depending on time constraints.
7. Uploads may well be pictures of individual children/pairs and groups working on tasks/activities and we'll include a simple commentary so you understand what is being worked on.
8. **Research shows that children respond greatly to comments from parents/grandparents within SEESAW, so please do 'Like' and also 'comment positively' on work shared**
9. Staff will sometimes share announcements that impact on all the children in your class – going on a trip, bring this into school today, change in normal routine etc.
10. **Teachers/Teaching Assistants may sometimes record children reading to the teacher or Teaching Assistant.**

SEESAW is a closed group platform for sharing children's work with their parents and trusted family members. Content is not to be shared via any social media websites.

When group photos are posted, the first name and initial of the surname appear on the tag, e.g. Theo M. If you DO NOT wish for your child to appear in a group post then please let us know.