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Communication

Dear Parents and Carers,

Effective lines of communication are an essential aspect of any organisation, and we work hard at school to ensure that communication between school and families is strong. This supports positive partnerships to enable our community to flourish, in line with our Christian Vision 'We Believe, We Nurture and We Succeed'.

Our school is an exceptionally busy one, where we plan events and various opportunities to support the development of our pupils. At times there can be lots of things taking place across school. We endeavour to support busy family lives by using various forms of communication to help with reminders and notifications of events.

Communication is a two-way process, and we encourage parents and carers to share relevant information about their child and family with us to support their holistic growth. Our communications policy includes an annex which details who should be contacted in various situations, which is helpful to support this. This can be found on our website for reference https://www.barkislandcofeschool.org.uk/serve_file/26059629

At times, there may be circumstances where families are unhappy with a situation in school. We always ask that any issues are raised directly with the school in the first instance so that they can be dealt with swiftly and professionally. It has been brought to my attention recently, that there have been several occasions where dissatisfactions have been shared on social media platforms or on WhatsApp group chats. Where this occurs, this does make it difficult for school to respond appropriately and often, messages do not contain all the facts or context.

I am also aware of messages which have been posted, where members of school staff are discussed in a derogatory or unkind manner. I ask that parents refrain from this; as parents, it is critical that we are effective role models for our children, especially when it comes to the use of social media and digital technology. I am sure that all parents would not expect their child to write unkind comments about others within a group, nor would they accept this as acceptable behaviour from others, if it was written about their child.

Where this occurs, school will contact parents to ask that any posts are taken down and invite parents to discuss their concerns directly with school to seek a resolution.

The self-generated WhatsApp parental group chats can be exceptionally helpful to share events and reminders about school life. However, if there is ever any confusion over any school related issue, we would ask for parents to contact school for clarity first before sharing any information. There have been situations where information has been relayed on these groups that is not entirely accurate and can often cause worry or lead to unnecessary organisational issues.

*Working with the Diocese of Leeds and the Metropolitan Borough of Calderdale
May he give you the desire of your heart and make all your plans succeed Psalm 20:4*



It is with sadness that I have had to write this letter, as I know that in the main, communication between families is very strong and supportive. However, I am finding that I am dealing with this more frequently and felt the need to address the issue to all. Where there are concerns, questions or dissatisfaction with an issue with school, we encourage parents to speak to us directly about it.

I thank you all for your support and cooperation in this matter so that we can achieve our vision for all of our community.

Kind regards

Mrs Becky Schofield
Headteacher