



St Andrew's CE Primary School Communication Policy

Aims

To support St Andrew's CE Primary School in its aim to become a thriving and successful school we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Definition of communication

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is as much about attitude and behaviour as it is about message. We should also remember the importance of listening. Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflects on the school's reputation. For the purposes of this policy communication includes not only the message, but also how that message is communicated; not only the responsibility for communication, but also how effectively that responsibility is carried out.

Objectives:

All communications at St Andrew's CE Primary School should:

- keep staff, pupils, parents and other stakeholders well informed
- be open, honest, ethical and professional
- use jargon free, plain English and be easily understood by all
- be actioned within a reasonable time
- use the method of communication most effective and appropriate to the context, message and audience.
- be compatible with our core values as reflected in our school vision and values

Internal Methods of Communication

Meetings

There is an integrated programme of meetings to facilitate involvement of staff. All formal meetings should be structured and members invited to contribute to the agenda. It is important that time is put aside for structured opportunities for staff to engage in team working and to contribute to priorities, activities and future plans.

E Mail

Information and notification of initiatives are communicated through the use of e mail where appropriate. Email is a quick, effective way of communicating information. However it does not replace face to face meetings where some discussion is required. All staff should seek face to face communications, when email is not the most effective form of communication. We have a weekly briefing, when the school calendar (also online) is communicated face to face.

Mobile Phones

During trips and off site provision, staff should ensure they can be contacted by mobile phone at all times.

Written Communications

These are placed in pigeon holes, in the staff room, which staff should check regularly, handed to staff personally or emailed.

Staff Briefings

The main points are also printed in the weekly Bulletin that is shared with all staff and a hard copy is given at the weekly meeting. A whole school diary is kept online. Any events within classes must be recorded, by the Office Manager, in here.

Notice Boards

The staff notice board is located in the staffroom. Parent's notice boards are located outside the main reception area.

External Methods of Communication

Schools have many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve. In our school we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in

supporting the school. We try to make our written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to recognise and celebrate the contributions made to our society by all the cultural groups represented in our school.

Communications with Parents/Carers

Letters

Staff will endeavour to respond to parents' letters as quickly as possible. Any letter of complaint should be referred to the HT. All letters to parents must come to the Head Teacher electronically. Letters to parents must be approved by the HT before they are sent.

E mail

The school has a text messaging and email system it uses to communicate to parents. Any communication that needs to be sent to parents using this system must be approved by the Headteacher. If a parent communicates with the school using email, the Head Teacher must be notified. A hard copy of any email sent to a parent or received by you from a parent should be filed and a copy stored in the school office. The same applies to all internal email transmissions concerning pupil matters.

Social Networking Sites/Blogs etc

It is inadvisable for staff to communicate with parents: and unacceptable with pupils, via social networking sites (such as Facebook) or accept them as their "friends". The school has a facebook page. However, information is put on this via the Headteacher and email.

Written Reports.

Once a year we provide a full written report to each child's parents on their progress. This report identifies areas of strength and areas for future development. Pupils are also given the opportunity to comment on their own progress and parents are invited to make a similar comment. In addition, parents meet their child's teacher twice during the year for Parents' Evening. This gives them the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need.

School Handbook

The school handbook contains a range of specified information to give parents a full picture of provision at our school. This is updated every year at the beginning of September.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience.

Home-school communication

Any letters from staff to parents must, in the first instance, be checked by the Headteacher. This should be sent to the HT and copied to the Office Manager. This is to allow us to know what is going on and also store a copy for our files. A calendar of school events will be produced at the start of each term and issued to parents. We send other letters of a general nature when necessary and store copies on the school's website. Children in all classes have class dojo. This enables parents to record a wide range of information that they wish to share, including homework assignments, and as a regular channel for communication with parents. The school encourages parents to share any issues about their child at the earliest opportunity. Teachers arrange to see parents as soon as possible.