

Shottery St Andrew's CE Primary School



Anchored in faith we shine!

This policy is underpinned by our school vision based on the scripture,

*'Let your light shine before others,
that they may see your good deeds and glorify your Father in heaven.'*

Matthew 5:16

Communications Policy

Date adopted by Governors:	July 2025
Date for policy review:	July 2026
Person responsible for review:	Headteacher
Signed by Chair of Governors	<i>L. Cranell</i>

Aims

To support Shottery St Andrew's C of E 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 Shottery 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. Emails should be sent in working hours 8.00am to 5.30pm or 'SEND LATER' used if members of staff are working outside of normal working hours. If an Email is received after 5.30pm there is no obligation for the reader to respond unless it is an urgent Email relating to school closure or safeguarding. 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 staff meeting, when the school calendar 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. Please make sure that use of mobile phones is adhered to as in our Staff Code of Conduct policy.

Written Communications

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

Parent Meetings

Teaching staff share details of events, **no less than 7 days in advance**, with the Office Manager, which are recorded in the school diary and communicated via Email to parents/ other members of staff as appropriate. This will allow appropriate Safeguarding checks to take place and Letters of Assurance to be requested. Upcoming dates are communicated at staff meeting each week and are regularly updated by Headteacher and Office Manager. A whole school diary is kept and shared. Any events within classes must be shared with the Office Manager prior to writing in the diary.

Communication Boards

The staff communication board is located in the staffroom. It is updated weekly and all staff are expected to read it and take note of events/dates etc. The parent notice board is located outside at the school office, with the weekly newsletter and key messages.

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 aim 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' communications as quickly as possible but are not expected to respond outside working hours of 8am to 5.30pm. Any letter of complaint should be referred to the Headteacher following our complaints procedure. Letters to parents must be approved by the Headteacher and Office Manager before they are sent.

E mail, Tapestry and ParentPay

The school has a text messaging and Email system and in Reception and Y1 Tapestry is also used to communicate with parents and carers. These are used to communicate to parents. Any communication that needs to be sent to parents using our ParentPay system, must be approved by the Headteacher and Office Manager. If a parent communicates with the school using a specific teacher Email and has not sent it through to the admin Email, then the Headteacher must be notified. Emails must follow our communication policy and be deleted after they have been responded to. Tapestry is a 2-way communication and assessment tool. Staff must not respond to parents outside of working hours unless it is urgent and agreed by Headteacher.

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 Twitter account and all teachers are expected to use this to promote the school curriculum at least weekly.

Written Reports

Once a year we provide a full written report to each child’s parents/carers 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’ Consultations. 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 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 and Office Manager. This should be sent to the Headteacher 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.

The school encourages parents to share any issues about their child at the earliest opportunity. Teachers aim to arrange to see parents as soon as possible.