



## Wollaston Primary School

### Communication Policy

#### Aims

To support Wollaston 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 Wollaston 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 are 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. Staff should check their schools' email at least twice a day.

### **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 main office, which staff should check regularly, handed to staff personally or emailed.

### **Staff Briefings**

The main points are also printed in the weekly Briefing that is shared with all staff and is also put onto teams. 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 an 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 parents are not able to receive emails hard copies of letters will be sent to classes from the office and the teacher has a responsibility to ensure that these letters are handed to children to take home before the end of the day.

All parents are issued with the teachers email address at the start of the year and teachers must endeavour to reply to parents within 24 hours.

### **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, Instagram and Twitter page. However, information is put on these platforms via the Headteacher and Deputy Headteacher only.

### **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. 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 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.

### **Monthly Newsletter**

Every month the school Newsletter is produced. This gives a snap shot of life within school and gives regular important updates which parents need to be aware of.

### **Flowchart of reporting concerns**

