



Communication Policy

Introduction

At Holmer Green Junior School every effort is made to ensure that communication amongst all members of the school community, staff, parents, pupils, governors, volunteers and local residents, is both effective and efficient at all times. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated.

Objectives

Our communications will

- Be open, honest, ethical and professional at all times.
- Create a positive culture for learning.
- Improve the effectiveness of the school.
- Be actioned in a reasonable time.
- Ensure we engage in and contribute to the vision, policies and procedures of the school.
- Generate confidence and pride in the work of the school.
- Promote partnership with all stakeholders.

Guidelines

- All staff are responsible for effective communication in all aspects of their work.
- All interactions should be open, honest, positive and show respect for others.
- Conduct is consistent with our written values.
- Confidentiality must be respected. Breaches of genuinely confidential information will be regarded as a disciplinary matter.
- The circulation of relevant information, both from within and outside the school, is accurate, timely, sensitively transmitted and accompanied by explanation.
- Decisions concerning the circulation of information and concerning consultation are made in accordance with the school's equal opportunities policy.
- Information regarding individuals which needs to be communicated to others is made known to the individual concerned.
- Written communications with parents and other external contacts must comply with agreed practice.
- Consultation issues, plans and changes which may affect the work of the school are wide and inclusive of all appropriate stakeholder groups.

Staff communication

A variety of means of communication are used to ensure that both teaching and non-teaching staff are kept fully informed about the life of the school. This includes:

- A daily notice board that shows events for the day.
- A fortnightly diary sheet that is updated weekly, distributed at meetings and displayed on the notice board.
- A termly diary sheet agreed at the beginning of each term.

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- Regular staff meetings for all groups with minutes distributed to all electronically and copies filed in the staffroom.
- Weekly planning meetings for teaching staff.
- Pigeonholes for all staff where written paper communication is left.
- Email addresses for all staff where electronic communication is sent.
- Space on staffroom noticeboards for union information, health and safety information, rotas, courses, memos.
- A staff handbook that provides organisational information for all staff.
- Access to all policies and procedural documents on the school's T: drive.
- Text alerts for urgent information.

Communication with the children

Within each individual class, class teachers organise their own methods of communicating information to the children. This may be in the form of a News Board or other type of notice board. Every class will have its own system for distributing letters and other materials to go home with the children.

Reminders or letters to individual parents are put into class registers and should be given out to children the same day. Messages for a particular child are relayed by the office team.

Sometimes communication takes place at the end or during assembly.

Posters advertising social events, sports events and other events in both school and the local community are posted on the notice boards at the front of the school.

Newspaper articles about the school are placed on the notice boards around the school.

Communication with parents

Written

Teachers use the children's planners as a means of communication with parents, including positive messages. If a teacher is worried about a child's progress or behaviour this is also noted in the planner. Teachers will acknowledge parent messages with a signature on the same day as the planner is seen. Where more complex information is shared, initial actions will be shared and further timeframes will be given.

Planners will be signed by a staff member at least once a week to acknowledge reading that the pupils have done at home.

Emails to the school office will be responded to within 24 hours with an acknowledgement that they have been seen and who they have been forwarded to. When an email is forwarded to a teaching member of staff, they will initially respond within a further 24 hours.

Information, news and other matters of concern for parents are sent home by means of letters through PMX Parent Mail or with the children. Some letters are of a general nature and therefore sent to all parents, whilst others may be specifically for one class or year group. Great care is taken to ensure that each letter is of a high standard and is presented in such a way to give a positive image of the school.

School will aim to ensure that parents are informed of forthcoming events at least two weeks before they are due. There may be events for which the school has short notice. If this is the case, school will inform parents of this when the information is sent out.

A termly diary sheet will be sent out within the first 5 working days at the start of term. This will be regarded as notice for the events that are included.

Letters from teachers are seen by the Headteacher before they are copied for distribution.

Information of interest to all parents is displayed on the notice board outside at the front of the school.

Reports are sent out to parents.

Following discussion with Parent Forum, school expects that parents will respond to communications

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and requested for information by the deadlines given and that parents will respond with regards to consent for trips and events within 5 working days of the planned event.

School will work to meet the agreed timelines as outlined above but will acknowledge if they are not met and apologise for any inconvenience.

Verbal

Parents are very welcome in school but if they need to speak to a member of staff in particular they are asked to come in before school starts or at the end of the school day.

Alternatively an appointment can be made to see their child's teacher or the Headteacher at a mutually convenient time. Where a parent has requested a meeting, this will be arranged as soon as possible but always within five working days. This timeframe may not be met if the parent cannot make the time suggested by the school.

The school also communicates with parents by means of regularly held Parents' Evenings, workshops and Parent Forum meetings.

Communication with the community

Members of the local community are invited to school functions such as Special Assemblies, Harvest, Christmas Fayres, Christmas Carol services and school productions. The children visit the local community at Christmas to sing carols.

Guest speakers from local churches and religious groups, community organisations and charities come into school to speak to the children.

Communication with other schools

The school regularly communicates with staff and children of other primary schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster groups and by means of sports fixtures and other inter-school events.

Communication with the local infant and secondary schools is primarily the responsibility of the year 3 team, the year 6 team and Headteacher who arrange various visits for the children prior to transfer.

Communication with outside agencies

Close contacts are maintained with support agencies including the Educational Psychologist, the Library Service, the Peripatetic Music Service, and the School Nurse.

Monitoring and review

This policy is reviewed in line with the Governing body policy schedule.

Date: October 2020

Review date: March 2023