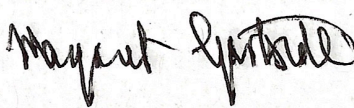


# MARLFIELDS PRIMARY ACADEMY

## Communications Policy

Policy Author	Mrs S Isherwood
Responsible Governor's Committee	Curriculum
Date discussed at SLT Meeting	
Date discussed at Staff Consultation meeting	
Date reviewed and approved by Committee	1 March 2023
Full Governors Meeting	22 March 2023
Chair of Governors Signature	
Frequency of Review	Review in the light of changes to legislation or operating experiences Or within <b>two</b> years of approved date from Governors
Review Month	February
School Website	Yes

## Introduction

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action co-ordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership.

## Aim

To ensure that Marlfields Primary Academy is a thriving and successful school, we understand how we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. Our aim is to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

## Objectives

All communications at Marlfields Primary Academy should:

- Keep staff, pupils, parents, governors 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 whenever possible.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies.
- Be compatible with our core values and School Improvement & Development Plan.

## Responsibilities

This section details the responsibilities of the different groups within the school:

### Senior leadership team (SLT)

- To ensure information is made available to staff in a timely manner and via appropriate channels, first and foremost where practicable face to face.
- To ensure that staff have the relevant information available to communicate with colleagues effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all staff.
- To keep governors informed of developments and concerns.

### All staff

- To communicate regularly with each other, preferably face to face, to ensure information is available and understood within the context of the classroom and working environment.
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support the work within the school.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.

### Governors

- To ensure the use of trusted online spaces when communication is being used that way to promote & explain the work of the governors.
- Listening to people online to hear what is being said about the school.
- To ensure the posting of minutes of meetings in appropriate places.

### Internal methods of communication

- All staff receive an induction pack providing them with important information about organisation and procedures within the school. An integrated programme of meetings to facilitate involvement of staff both formal and informal: e.g. Key Stage meetings, whole staff meetings
- All formal meetings should be structured and minuted and members invited to contribute to the agenda.
- E-mail is a quick, effective way of communicating information however it should not replace face to face meetings where discussion is required.
- Written communications should be placed emailed or placed in pigeonholes, in the offices, which staff must check daily and clear regularly.
- Teachers' meetings & SLT meetings take place every week and the minutes are placed on the staff share area of school record keeping system. Events are discussed in advance at meetings, but staff also have the responsibility to check future actions.
- Key stage meetings are held informally or formally, as required.
- Full Governors' meeting minutes are available to all on the school website Governors page.
- Weekly Staff Bulletin is e-mailed out to staff.
- The whiteboard in the staffroom is used for day-to-day notices.
- The schools use Home contact to communicate with parents by text or e-mail.
- Urgent messages for parents/carers will be sent by text as early as possible and Using a variety of communication methods to promote & explain the work of the governors.
- Listening to people online to hear what is being said about the school.
- To ensure the posting of minutes of meeting in appropriate places.

### External methods of communication

Schools have many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. Our aim is to have clear and effective communications with all parents and 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 school. Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents should always be addressed in an appropriate manner. Teaching staff will not accept friendship requests from parents on social media. We will try to make 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 to our society by all cultural groups represented in our school.

### Communications with Parents/Carers procedure

**Letters:** Staff will respond to parents' letters within 48 hours (2 school days). Any letter of complaint must be referred to the Principal immediately. Letters to parents must be approved by the Principal before they are sent. Copies of all correspondence to individual parents will be placed in pupil file on CPOMS.

**E-mail/Text:** The school has an e-mail/text system (Homecontact/Class Dojo) which it uses to communicate with parents. Any communication sent to parents using this system must be approved by the Principal. If a parent communicates with the school using email with a complaint or a matter that requires an action, a copy should be stored in a digital file (CPOMS). Staff should forward relevant emails from parents to the Principal. Any complaints about the Principal should be sent to the Chair of Governors, in alignment with the Complaints Policy. All e-mails requiring an answer should be responded to within 48 hours (2 school days). E-mail communications concerning a child are kept for evidence trailing on CPOMS.

**Telephone calls:** Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency. Calls to parents by staff should not be done during teaching time unless approved by the Principal.

**Social Media Sites/Blogs:** Staff are advised not to communicate with parents via social networking sites or accept them as "friends". Staff will not accept pupils or ex-pupils as "friends".

**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 an opportunity to comment on their progress.

**Newsletters:** Newsletters are E-mailed out approximately weekly. In addition, parents meet their child's teacher/s two or three times during the year for a private consultation at a **Parents' Evening**. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being. When children have particular education needs, or if they are making less than expected progress, parents will be invited to meet with their child's teacher more regularly. We will also make reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand communication. Parents of children with a School Focus Plan will have the opportunity to review the plan three times in a year.

**School Website:** The school website provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

- The weekly school newsletter is e-mailed to all parents and it is also posted on the school website.
- Parents/carers will be texted if there is an unexpected cancellation of a club.
- Parents are invited to parent's evenings three times a year where they have the opportunity to discuss various topics.
- Once a year a questionnaire is sent out to parents and the results are analysed & used to improve the school. We recognise that children's protection is a shared responsibility, and that Marlfields Primary Academy should provide a safe and secure environment. If any member of staff has concerns about a child, these will be passed to the Designated Senior Person for Children Protection, or the Deputy DSP, who may share this information with the appropriate bodies.

### How will this policy be monitored and evaluated?

This policy will be monitored through on-going school self-evaluation. The Principal will use a variety of methods to evaluate this policy with staff, parents & governors.

### Links to other policies

Child Protection & Safeguarding

Complaints procedure

Data Protection & Privacy

Equality

Health and Safety

Parent Conduct policy

Social Media Policy

Staff Code of conduct