



Policy Title:	Communications Policy
Responsibility:	Head Teacher
Review Body:	Executive Head
Date:	May 2017
Review:	May 2019

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 coordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership.

Aim

To ensure that Cudham CE Primary School is 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 community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Objectives

All communications at Cudham C. E. Primary 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
- take account of relevant school policies in particular Equal Opportunities & Computer Use

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, 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 the Trust 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 their work within the school.



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- To use open channels of two-way communication to keep the leadership team and colleagues informed.

Internal methods of communication

- All staff receive an induction pack (staff handbook) 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. teachers' meetings, teaching assistant meetings, Office meetings,
- Key Stage meetings, EYFS, Pre-school 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 in pigeon holes, in the staffroom, which
- staff must check daily and clear regularly
- Teachers' meetings & SLT meetings take place every week and the minutes are made available to staff – T-drive and or email. Events are discussed in advance at meetings but staff also have the responsibility to check future actions
- TA meetings take place fortnightly; staff meetings take place weekly; safeguarding and SEN briefings take place weekly and office meetings take place once a month. Key
- stage meetings are held informally or formally, as required
- A weekly planner and any notices are e-mailed out to staff and placed on the noticeboard in the staffroom if appropriate.
- The whiteboard in the staffroom is used for day to day notices
- Reminders or letters to individual parents are sent to classes to be given out by the
- Class teachers and must be given to children the same day. Every class must have a system for distributing letters and other materials to go home with the children.
- The school communicates with parents by phone, text or e-mail
- Urgent messages for parents/carers ie school closure will be sent by text as early as possible

External methods of communication

Cudham CE Primary Schools has many lines of communication with parents/carers, other schools, the community, the Trust and outside agencies. Our aim is to have clear and effective communications with all parents and the wider community so we can share and reinforce our aims and values and the important role that parents play in supporting their children's learning.

Whilst staff will always seek to establish open and positive relationships with parents, they will also ensure that the relationships are professional and child-centred. 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.



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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

Letters:

Staff will respond to parents' letters within 48 hours (2 school days). Any letter of complaint must be referred to the Head Teacher immediately. Letters to parents must be approved by the Head Teacher before they are sent. Copies of all correspondence to individual parents will be placed in pupil files. A copy of general letters will be placed outside the office.

E-mail/Text:

The school has an e-mail and a text system (Textmarketer), which it uses to communicate with parents. Any communication that needs to be sent to parents using this system must be approved by the Head Teacher. 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 or printed & filed.

Staff should forward relevant emails from parents to the Head Teacher and should always do so if the content is a complaint. 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 the academic year in a digital folder unless they are required for evidence trailing, in which case a copy should be printed.

Telephone calls:

Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

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".

Curriculum meetings

A coffee morning is arranged at the beginning of each academic year with parents in each class and the Head Teacher. This provides an opportunity to discuss the curriculum and the expectations for the year ahead as well as an opportunity to introduce parents to the staff who will be involved in their child's education.

A meeting for new Reception parents is held each June and meetings for Year 1, 2 and Year 6 parents take place during the year to explain the assessment and reporting arrangements in place for these year groups.

An annual meeting is held for parents of Year 6 regarding the sex education programme. Furthermore, in advance of the residential visit for Year 5, parents are invited for an information.

Annual Report to Parents

Each year a written report is provided to parents on their child's progress in the various areas of learning of National Curriculum subjects. This report also identifies areas of strength and areas for future development. Children in Key Stage Two are asked to



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comment on their own progress, and all parents are invited to make a comment on their child's report. The parents of children in Year 2 and Year 6 are given the details of their child's performance in the national tests, and details of national comparative performance in the national tests.

Termly Meetings

Every term, we will arrange meetings with class teachers, support staff and the SENCO for parents of children with Statements and those in the category that was formerly known as School Action Plus. At these meetings, we will discuss progress, support, targets and ways parents can help. Annual review meetings for children with Statements will continue.

Full details of the school's SEN provision are also available on the school website.

A child's individual targets are discussed at the parent meetings in the Autumn and Spring terms. This discussion gives parents the opportunity to celebrate their child's successes but also to support their child with any areas for development. Parents are able to look at their child's work during the Spring and Summer meetings.

Newsletters

Newsletters are sent to parents on a monthly basis. These contain general details of school events, activities, current topics in education and results of parent questionnaires.

Notices

Notices and other general information are also displayed on the parents' notice board in the playground. This includes who to speak to in the school should anyone have a safeguarding concern.

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.

Home-School Communication:

- Home School Agreements are signed on entry
- Home visits take place during the Summer Term for those joining FS2 in the following September
- Information is displayed on the notice board on the playground
- The monthly school newsletter is e-mailed and posted on the school website. Paper copies are available in the school office and collected in a folder.
- Parents/carers will be texted or called if there is an unexpected cancellation of a club

Safeguarding and Child Protection

We recognise that children's protection is a shared responsibility, and that Cudham CE Primary School 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 Social Services. Forms are available on the Teacher-Drive.

All staff and visitors are given a safeguarding leaflet which clearly details what to do if they have concerns about a pupil or member of staff.

All visitor badges have a sticker on the back that names the Designated Safeguarding Lead and the Fire Meeting Point.



Absence

If a child is absent from school, and we have had no indication of the reason, we contact a parent by telephone to find out the reason for the absence. Please see Attendance Policy for further information.

Monitoring and Evaluation

The Head monitors this policy on a regular basis through consideration of the following:

- Parental attendance at a range of meetings
- Responses to letters
- Responses to questionnaires
- Daily contacts before, during and after school.

This policy will be reviewed in May 2019

Signed

**Mrs Sophie Sear
Head Teacher**

Date: 13th May 2017