



Communication Policy

Corsham Regis Primary Academy

Date: April 2018

Date of next review: April 2020

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 Corsham Regis is a thriving and successful academy, 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 Regis community are clear, professional, timely and appropriate.

Principles

All communications at Corsham Regis 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.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant academy policies.
- Be compatible with our core values and School Improvement 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, 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 their work within the academy.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.

Governors:

- 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 Corsham Regis
- To ensure the posting of minutes of meeting in appropriate places

Internal methods of communication:

- All staff receive an induction pack providing them with important information about organisation and procedures within the academy
- An integrated programme of meetings to facilitate involvement of staff both formal and informal: e.g. teachers' meetings, teaching assistant meetings, 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 in pigeon holes, in the staffroom, which staff must check daily and clear regularly
- Teachers' meetings take place every week & SLT meetings fortnightly. The minutes are emailed to all staff. Events are discussed in advance at meetings but staff also have the responsibility to check future actions
- TA meetings take place fortnightly. Key stage meetings are held informally or formally, as required. Minutes are taken and shared with colleagues by email.
- Governors' meeting minutes are available from the Headteacher on request
- Weekly notices are placed on the noticeboard in the staffroom
- 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.
- Corsham Regis has surveyed parents/carers about their preferred method of communication. This includes e-mail, text, social media and hard copy.
- Urgent messages for parents/carers will be shared by social media as early as possible and followed up by the office staff to ensure receipt

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 academy life. This reinforces the important role that parents play in supporting their child's education.

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/carers 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 academy.

Communications with Parents/Carers

Letters: Staff will respond to parents' letters within 48 hours (2 school days). Any letter of complaint must be dealt with using the complaints policy. Letters to parents must be approved by the Headteacher before they are sent. A copy of general letters will be placed in the main office.

At the start of a term a hard copy of known diary dates for the weeks ahead is sent out to all families.

E-mail: Corsham Regis has set up its own e-mail system to communicate with parents/carers. Any communication that needs to be sent to parents using this system must be approved by the Headteacher. If a parent communicates with the school using email with a complaint or a matter that requires an action, a copy should be printed & filed. Staff should forward relevant emails from parents to the Headteacher and should always do so if the content is a complaint. These will be dealt with using the complaints policy. All e-mails requiring an answer should be responded to within 48 hours (2 school days).

E-mail communications concerning the safeguarding of a child are kept for evidence as a printed paper copy.

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

Social Media Sites/Blogs: The academy endeavours to harness the accessibility of social media. There is a Corsham Regis official Facebook page. This is used to share news, academy life, celebrate pupils' achievements and promote our values and ethos.

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 social and academic progress. This report identifies areas of strength and areas for future development.

Pupils are also given an opportunity to comment on their achievement.

Newsletters: Newsletters are distributed monthly using the parent/carer's preferred method of communication which they indicate on their starter form.

In addition, the Headteacher produces an informal weekly bulletin for stakeholders on social media.

Parent Consultation Evenings: Parents meet their child's teacher/s three times during the year for a private consultation. We encourage parents to contact the academy if any issues arise regarding their child's progress or well-being. In order to facilitate this, teaching staff are available on the key stage gates in the mornings and accessible at the end of the day if parents/carers need to pop in.

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 or carer with a disability to participate fully in a meeting at our school, or to receive and understand communication.

Parents/Carers of children with a My Plan will have the opportunity to review the My Plan three times in a year.

Website: The Corsham Regis website provides an opportunity to share information about the school and is an opportunity to promote academy life and our achievements to a wider audience.

Home-School Communication:

- Home School Agreements are signed on entry
- Pre-school visits take place during Term 6 for those joining FS2 in the following September
- Information is displayed on the notice board outside school & written on the whiteboard which is updated regularly
- Parents/carers will be contacted if there is an unexpected cancellation of a club or emergency
- 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 Corsham Regis 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 Safeguarding Lead, Mr Spicer, or the Deputy DSL, Mrs Gail McCrum, Mrs Gemma Morris or Mrs Amanda Woodall, who may share this information with Social Services.

How will this policy be monitored and evaluated?

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

This policy should be read in conjunction with the following policies:

- Child Protection
- Complaints procedure
- Social Media policy
- Staff code of conduct
- Data Protection
- Staff handbook