



School Communication Policy

Approved by: Head Teacher & SLT

Last reviewed: November 2022

Next review: July 2024

Aims

To support Gaskell 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 Gaskell Primary School should:

- keep staff, pupils, parents and other stakeholders well informed
- be open, honest, ethical and professional
- 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

Formal Meetings

There is an integrated programme of meetings to facilitate involvement of staff. All formal meetings should be structured and members 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.

Email

Information and notification of initiatives are communicated through the use of email where appropriate. All emails will be sent/received using the staff member's school email address. Email is a quick, effective way of communicating information. Emails by all members of staff should be sent between the hours of 8am – 6pm. 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. We have a weekly briefing (Friday Morning at 8:30am), when important messages and the school calendar (also online) is communicated face to face.

Staff & Pupil Voice

Staff and pupil questionnaires will be sent out 3 times per year (once a term) through Microsoft Forms to gather feedback to enable school to move forward effectively.

Mobile Phones

During trips and off site provision, staff should ensure they can be contacted by mobile phone at all times. Mobile phones should not be used in class during lessons.

Weekly Briefings

Important and key messages are also shared in the weekly briefing. This is shared with all staff on Friday Morning at 8:30am and an electronic copy is emailed to all staff after the meeting. A whole school diary is kept online. Any events taking place within classes must be recorded, by the teacher, in here. They must ensure there are no clashes and any cover or timing arrangements are discussed with the Head Teacher prior to adding the event to the diary.

Notice Boards

The staff notice board is located in the staffroom. Parent's notice boards are located outside the main office area.

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 Head Teacher. All letters to parents must come to the Head Teacher electronically. Letters to parents must be approved by the Head Teacher before they are sent.

Electronic

The school uses Parentapp to communicate to 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, the Head Teacher must be notified. Whole school messages will be communicated through Parentapp. These must come to the Head Teacher for approval, then the office will send them out. Teachers can communicate class and year group messages through SEESAW. For example, 'Remember it is PE tomorrow, please bring your PE Kit to School'.

Extra-Curricular clubs, residentials and trips will be communicated through Parentapp. This will be managed by the office. All correspondence must be written on school letter headed paper in Tahoma size 12 font and be first proofed by the Head Teacher before it is sent out by the office.

Shining Stars Breakfast and After School Club will be communicated online through Parentapp. All registration forms can be completed online and all payments will be made online. This is managed by the School Business Manager.

Social Networking Sites

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 Twitter page and Subject Twitter pages to showcase the children's learning in school. All staff are welcome to post on these pages. The posts need to be grammatically correct and not offensive. Any tweets that are not, will be taken down immediately by SLT.

Written Reports

Once a year we provide a full written report to each pupil's parents on their progress. This report identifies areas of strength and areas for future development. In addition, parents meet their pupil's teacher twice during the year for Parents' Evening. This gives them the opportunity to celebrate their pupil's successes, and to support their pupil in areas where there is a particular need. Assessment Rocket Letters will be sent out three times per year to share pupil's progress and attainment.

School Newsletter

A weekly newsletter is sent out to all parents on a Friday to showcase the children's learning and share any important information that is coming up. This will be shared with parents on Parentsapp, Twitter, SEESAW and the school's website.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience. This also gives in-depth detail into the school's curriculum. Parents and children can also access learning from home by clicking on their Class Page.

Home-School Communication

Any letters from staff to parents must, in the first instance, be checked by the Head Teacher. This should be sent to the Head Teacher and copied to the School Business Manager. This is to allow us to know what is going on and also store a copy for our files. School events will be produced at the start of each term and displayed on the website calendar. Children in all classes have SEESAW. This enables parents to record a wide range of information that they wish to share, including homework assignments, and as a regular channel for communication with parents. The school encourages parents to share any issues about their child at the earliest opportunity. Teachers will arrange to see parents as soon as possible.