

# **Brandhall Primary School**



## **Communication Policy**

**Last Reviewed: March 2021**

**Next Review: March 2024**

# **BRANDHALL PRIMARY SCHOOL**

## **Communication Policy**

### **Aims of Communication Policy**

Brandhall Primary School is a thriving and successful school and good communication will maintain this. 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**

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 Brandhall Primary School 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 method of communication most effective and appropriate to the context, message and audience.
- take account of relevant school policies in particular, Safeguarding, Equal Opportunities & Computer Use
- be compatible with our core values as reflected in our home school agreement

### **Internal Methods of Communication**

#### **Meetings**

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

subject leaders reflection on priorities, activities and future plans. For all other meetings notes should be taken, action points progressed and feedback given to staff.

## **Email**

Information and notification of initiatives are communicated through the use of e mail where appropriate. Email is a quick, effective way of communicating information all staff should check their school emails regularly.

## **Mobile Phones**

Staff - Mobile phones should not be used during lessons or when in contact with the children. In exceptional cases such as family illness the circumstances should be discussed with the Headteacher. Non-intrusive work related mobile phone use is acceptable during PPA or management time. During trips and off site provision, staff should ensure they can be contacted by mobile phone at all times. Pupils – Pupils should not bring mobile phones to school. Any exceptions must be discussed with and approved by the Headteacher.

## **Written Communications**

These are placed in pigeon holes, which staff should check regularly, handed to staff personally or emailed.

## **Staff Briefings**

Staff Briefings take place on a weekly basis (8.15am Fridays). The diary for the following week is discussed and information shared.

## **Notice Boards**

Staff Notice Board is located at the entrance to the staffroom. Parent notices are placed in the parents' notice board outside the main school office. Notices in classroom windows should inform parent of P.E and Forest School Days.

## **External Methods of Communication**

Schools have many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. In our school we aim to have clear and effective communications with all parents and with 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 the 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 will always be addressed in an appropriate manner and staff will avoid developing close

friendships with parents. We try to make our 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 made to our society by all the cultural groups represented in our school.

## **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 HT. Every letter sent out to parents should include: **WHO, WHAT, WHERE, WHEN, information.**

Dates and times should be checked with the main school diary and approved by the office manager **BEFORE** they are sent. Copies of all correspondence with parents will be placed in pupil files.

### **E mail**

The school has a text messaging and email system it uses to communicate to parents called Parentmail. 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, a copy should be printed. Staff should forward e mails from parents to the Headteacher and should always do so if the content is a complaint. A hard copy of any e mail sent to a parent or received by you from a parent should be filed and a copy stored in the school office. The same applies to all internal email transmissions concerning pupil matters.

### **Telephone calls**

Office staff should not interrupt teaching for staff to answer a telephone call. They must wait until break time or after school, with the exception of emergencies.

### **Social Networking Sites/Blogs etc**

Staff will not communicate with parents or pupils via personal social networking sites (such as Facebook) or accept them as their "friends", see Social Media Policy. Brandhall Primary has their own dedicated Facebook Page and this is routinely monitored by Admin staff and the Head Teacher.

### **Written Reports**

Once a year we provide a full written report to each child's parents on their progress in each subject. This report identifies areas of strength and areas for future development. In addition, parents meet their child's teacher up to three times during the year for a private consultation at Parents' Evening. This gives them the opportunity to celebrate their child's successes, and to support their child in areas

where there is a particular need for improvement. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being.

When children have special educational needs, or if they are making less than the expected progress, we find it helpful to meet with parents more regularly. We will also make any 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 a communication.

### **School Website**

The school website provides information about the school and an opportunity to promote the school to a wider audience. Diary dates and key information can be found on here.

### **Home-school communication**

A calendar of school events will be produced at the start of each term and issued to parents. A school Newsletter (Brandhall Beat) is sent to parents each week. It contains general details of school events and activities. Children in all classes have a school planner. This enables parents to record a wide range of information that they wish to share regularly with the teacher. Teachers use the school planner as a regular channel for communication with parents. The school encourages parents to share any issues about their child at the earliest opportunity. Parents are encouraged to speak to staff on duty in the morning and they will make a note of any issues and share with the class teachers. Teachers arrange to see parents as soon as possible if necessary.

### **Communication with other schools and outside agencies.**

Prior to pupils joining Reception and for in year admissions, parents are invited to visit the school. This is to enable us to gain information about their child to help and support their transition to Brandhall Primary.