

Reevy Hill Primary School



Communications Policy

1. Introduction

At Reeve Hill Primary School, we understand the importance of the 3-way relationship between parents, students and the school.

There is a strongly inclusive ethos where students have positive relationships with adults and with each other. This policy sets out the aims of the school with regard to internal and external communication within the school and sets out responsibilities of the school, staff members and parents.

2. Aims and objectives

At Reeve Hill Primary School, we aim to promote effective communication between pupils, members of staff, parents, stakeholders and all members of the school community. Our objectives are to:

- Have a clear and professional communication strategy in place which will help us to keep parents/carers well-informed about their child's educational progress and any other matters related to their child's overall well-being.
- Improve the quality of service by making sure there is a robust process in place for consultation between the school, parents, staff members and pupils on key areas.
- Monitor and evaluate communication issues through regular meetings with staff, parents and members of the school community.

3. Responsibilities

3.1 School's responsibilities

- To place key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire school community.
- To communicate the curriculum clearly to parents/carers.
- To inform parents/carers of all school events within appropriate timelines.
- To keep parents/carers informed of the progress of their child at regular intervals.

3.2 Staff members' responsibilities

- To ensure the principles and procedures of this policy are followed.
- To communicate proactively with parents/carers about pupil progress and helping parents/carers to support their children's learning.

3.2 Parent/carer's responsibilities

- Read the key communications circulated by the school (e.g.: homework diary, website, newsletter) and respond/act on communication (e.g.: sign forms, attend meetings).
- Log on to the School Website www.reevyhill.co.uk for detailed information about the school calendar and term dates, SATs details and other useful downloads.
- Follow the schools 'Schoolcal' app for update to date newsfeeds about the school and pupils
- Inform the school of medical conditions/allergies, along with medical documentation.
- Inform the school of child protection matters, legal issues or relevant duties with appropriate documentation.

- If there are any issues or concerns, parents are encouraged to raise these with the class teacher in the first instance.

4. Internal and external communication

4.1 Internal communication

- A timetable is kept in the staff room which outlines weekly activities, as well as a whiteboard for daily messages.
- The staff handbook contains details of procedures.
- Written communications are delivered via pigeonholes or by e-mail.
- Staff members' personal details will not be shared with other members of staff without their consent.

4.1.1 Email communication for members of staff

- All members of staff have their own email account.
- While emails can be used as an efficient way of communicating with colleagues, it must not be used as a substitute for face-to-face communication. Staff must consider the best way to communicate according to each situation.
- Engaging in personal correspondence with a pupil is not allowed.
- Communicating with pupils, parents and staff members must be carried out via the school email address and not via one's personal email address.
- Sending of chain emails is not allowed.
- Sending of attachments should be limited.
- Embedding of adverts is not allowed.

4.1.2 Meetings

- A programme of meetings is set out on the school calendar.
- All formal meetings should be minuted and members invited to contribute to the agenda.
- It is important that time is set aside for structured opportunities for staff to engage in team working and to contribute to the department's reflection on priorities, activities and future plans.
- For all formal meetings, notes should be taken, action points progressed and feedback given to staff.
- Minutes of meeting should be copied to relevant staff, the SLT and saved on the staff shared area on the faculties drive, in a subject folder.

4.1.3 Social Networking Sites/Blogs etc.

Staff will not communicate with parents or pupils via social networking sites or accept 'friend' requests. The only exception would be in the case of blogs set up specifically for the purpose of teaching and learning.

4.2 External communication

4.2.1 We communicate with parents through:

- Letters home

- Text messages
- The school website
- Regular School Newsletters
- Parent/Carer Meetings
- Governors Drop-In Sessions
- Class assemblies
- Informal communication between teachers and parent/carers.
- Schoolcal App.

4.2.2 The following information is available through the prospectus and/or the website:

- Clubs and activities
- School day
- Uniform
- Keeping safe
- Term dates
- School calendar
- Ofsted reports
- Exam information

4.2.3 How can parents get in touch?

- For general enquiries, parents/carers are asked to ring the School Office on 01274 677549. Office hours are 8am – 4.30pm.
- Alternatively, parents are encouraged to email office@reevyhill.bradford.sch.uk for non-urgent enquiries (For e.g.: seeking clarification of a school event).
- All emails should specify the member of staff the query is addressed to. All emails to the school will be treated as confidential.
- The school aims to respond to emails as quickly as possible, or a maximum of 24 hours. A delay in response will be communicated.

5. Emergency communication

- Parents/carers must make sure that the school has the latest contact details, including the address, telephone number and email address, so that they may be contacted in the event of an emergency, such as an unplanned closure or injury/ill-health.
- If your son/daughter is seriously ill or injured, we will attempt to call you by telephone.
- Where an incident affects the whole school community, such as power failure or snow, the school will send all parents an email or text message directing them to a special message posted onto the school's website. If the school is closed for more than one day due to adverse weather or some similar problem, an update will be posted on the website at least once a day.

Reviewed: March 2016

Approved by Governing Body on: March 2016

Headteacher

Chair of Governors