



COMMUNICATION POLICY

Aim

At Willaston Church of England Primary School we expect all communication between our children, our parents and the wider community to be of the highest professional standards and in the interests of all our children.

Philosophy

We feel that good communication is based on mutual trust and respect, and that the development and maintenance of good relationships are of the highest priority. We achieve this by;

- Providing an open door policy
- Promoting partnership
- Respecting all points of view
- Listening
- Valuing each other's opinion
- Modelling respectful communication between each other

Communication will always be:

- Open, honest and ethical
- Jargon free and easily understood by all
- Be implemented within a reasonable time
- Use the method of communication most effective to the context and audience
- Respectful of the feelings of all involved

Every member of the school community has a responsibility to support our aim and philosophy and needs to recognise that the quality of their communications reflect on the school's reputation.

Appropriate methods of communication

We expect parents/carers to inform school of any daily issues which we need to be made aware of that day; i.e. appointments, changes to collection etc. These can be given in note form or verbally to the adult welcoming children in the morning or a phone call to the office.

Drop in/Telephone calls

All parents are welcome to visit a class teacher on any Monday afternoon between 3:15 and 3:45pm without appointment. We welcome other appointments subject to mutually agreed dates and times. If parents/carers are unavailable for drop in they can also request a telephone conversation at their convenience after school. We encourage parents/carers to share issues or concerns about their children as soon as possible.

All communication is treated in the strictest of confidence in line with our confidentiality policy guidelines.

We communicate with parents/carers by:

Parentmail ~ We have a text messaging and email system to keep parents and carers informed of school activities and events.

Newsletters ~ Are sent out by the class teacher every half term to inform parents of the learning opportunities provided and encourage parents and carers to reinforce the learning at home. The Headteacher sends a newsletter out every month to celebrate school activities and inform the school community of up-coming events.

Website ~ Is kept up to date by all members of staff and is a point of reference for the whole school community providing information.

Written reports ~ Annually, we provide a full written report at the end of the academic year. This report identifies areas of strength and possible areas for future development. Children are given the opportunity to comment on their own progress and parents and carers are invited to make a similar comment.

Parent/Carers Evenings ~ Take place twice a year. Once in the Autumn Term and once in the Spring term for a private consultation regarding their child's progress. This gives the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need for improvement.

Homework books ~ Provide a resume of what has been taught that week and an opportunity to reinforce the learning which has taken place in class that week. Parents and carers are encouraged to support their child with their homework.

Reading Record Books ~ Enable a regular channel for communication regarding children's reading progress and an opportunity to encourage a love of reading.

Celebration Events ~ A Celebration Afternoon is held at the end of the Summer Term for children to share their achievements with their families.

We communicate with Governors by:

Parentmail/Email ~ Governors are kept informed of all school events, receive agendas and associated papers prior to sub-committee meetings and Full Governors meetings.

Meetings ~ Full Governors Meetings take place half termly where an overview of the schools performance is reported and reviewed and future developments considered.

Headteacher Report ~ is submitted half termly and presented at the Full Governors Meeting. It covers standards and performance, curriculum activities and events, residential visits, SEN report, Pupil Premium, policy approval, community involvement, partnership links alongside statutory reporting agenda items.

Monitoring ~ Subject Leaders attend Governors meetings on a rolling programme to report back on recent whole school monitoring.

Governor Working Day Visits ~ Take place every half term where Governors experience the classroom learning activities presented to the children by the teachers.

Dropbox ~ Governors account enables accessibility to the most up to date versions of key documentation regarding the school's performance.

Governor Training ~ Governors are encouraged to attend Governor training sessions to keep up to date with current educational initiatives.

We communicate with members of staff by:

Email ~ Is used to disseminate information to staff members.

Meetings ~ A diary meeting takes place every Friday lunchtime to discuss the events in the week ahead. Staff Meetings take place every Monday 3:45-5pm and are led by the Headteacher, Deputy Headteacher or Subject Leaders. Senior Management Meetings take place every Wednesday 3:30-5pm and are open to staff and Governors to attend if the discussion is an area of responsibility or particular interest. These are led by the Headteacher.

Monitoring ~ All members of staff monitor the impact of teaching on pupil progress and provision across the curriculum for our children. The SMT/Governors and School Improvement Partner supports this process. Feedback to staff is given as soon as possible following lesson observations, learning walks and book scrutiny initially verbally and usually followed by a written report.

Staff Share ~ Consistency in approach to communication is achieved by standard agreed forms and proformas are made available and accessible on 'Staff Share.'

INSET and staff training ~ Ensures consistency in communication regarding the implementation of new initiatives, updating existing policies and procedures and developing and improving current practice. All staff are willing to and encouraged to attend all training sessions.

Teacher Appraisal and Performance Management ~ Provides all staff with feedback on performance in relation to their role in school and the impact on the pupils they are responsible for.

We communicate with the local community by:

We value being involved in all local activities and events which enables us to communicate on a regular basis with the community. Recently we have contributed

to the Willaston Poppy Appeal and Willaston Horticultural Show. In addition, on a regular basis:

Church ~ School attends Christ Church, Willaston to celebrate Harvest, Christmas, Easter and Y6 Leavers. A Church representative leads Collective Worship every Tuesday afternoon in school. We have two Foundation Governors who represent the church on our Governing Body.

PTA ~ We have a committed PTA who meet regularly to organise fund raising events in school. The Headteacher, Deputy Headteacher and Senior Teacher attend these meetings. Staff members attend most fund raising events.

Toddler Group ~ We hold a Toddler Group in our school every Friday morning for our younger members of the community and their parents/carers.

Reading Rangers ~ Representatives from the local community support our Reading Ranger programme on a regular basis in school.

Residents Committee ~ A PTA member represents our school at regular Resident Committee meetings.

Willaston Meadow Committee ~ Our Forest School teacher liaises with the Meadow Committee who support our Outdoor Learning programme in school. Our children have planted the majority of the trees in the meadow over the years.

Horticultural Society ~ Our children enter work into the horticultural show on an annual basis.

We communicate with our partners by:

Neston Education Partnership ~ The Headteacher meets on a regular basis with other Neston Schools where there is an agreed focus for educational development and improvement across our partnership.

School Improvement Partner ~ Our partner makes termly visits to school and works with all staff to make judgements regarding performance and support the future development of the school.

Neston Primary and Secondary Initial Teacher Training Partnership ~ We are the lead school for the delivery of School Direct. All our Neston schools host a minimum of one trainee each. Mentor training is delivered on a regular basis for all mentors in the partnership from our school.

Chester University ~ Are responsible for delivering the academic modules on our School Direct programme. We also host trainees from different teacher training programmes. We liaise with the University to support CPD and mentor training.

We communicate with the Local Authority by:

Email ~ Most communication is by email from different departments in the Local Authority. (Personnel, Finance, SEN team etc.)

Cheshire West and Chester Executive ~ The Headteacher represents Neston Schools at these meetings and disseminates information to the schools following each regular meeting.

Communication with Outside Agencies

We recognise that children have diverse needs, and we are supported by various agencies and groups of professionals, who provide advice and support to the school. Support may be provided by Health Professionals (such as Speech and Language Therapy, Occupational Health and Physiotherapy), by Educational Psychologists, or from behaviour specialists. Advice and support is also provided by Educational Welfare or Social Services.

Children have a fundamental right to be protected from harm and their protection is a shared responsibility. Our school aims to provide a safe and secure learning environment. When any member of staff has concerns about a child, these will be passed on to the Designated Officer for Safeguarding who may share this information with outside agencies in line with our Safeguarding Policy.

Safeguarding/behavioural information/parent contact is logged on CPOMS (Child Protection Online Management System). Staff are alerted on a need to know basis through this system.

We hold information on pupils in our school, and from time to time we are required to pass some of this information to others for educational or safeguarding purposes. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998. Parents have a right to view the information we hold.

Communication through Social Networks

Staff will **not** communicate with parents or pupils via social networking sites. We expect that all communication between parents relating to school, on social networking sites, is respectful and considers the feelings of the individuals involved and the reputation of the school.

Dealing with Complaints

- If anyone wishes to communicate a complaint they should, in the first instance, raise it with the classteacher / Deputy Headteacher or Headteacher, who will try to resolve the situation.
- If the issue cannot be resolved within 10 working days, the individual can submit a formal complaint to the Headteacher in writing or any other accessible format.
- The Headteacher will reply within 10 working days.
- If the issue still cannot be resolved, the parent may contact the Chair of Governors whose contact details are available from the school office or on our website.

- Any issues that remain unresolved at this stage will be managed according to the school's *Complaints Policy*. This is available, on request, from the school office and on the school website.

School will not respond to any form of communication that breaches the agreed Communication Policy.

This policy should be read in connection with Assessment, Recording and Reporting Policy, Attendance Policy, Complaints Policy, Confidentiality Policy Guidelines, Safeguarding Policy, Professional Relationships Policy.

Approved Governors February 2019

Two handwritten signatures in cursive script, one on the left and one on the right, both appearing to be in black ink.

Signed Chair of Governors