COMMUNICATION POLICY

Our Vision:

We are committed to quality teaching and learning in a positive and compassionate Christian atmosphere where everyone is valued as an individual. Within our school community, we expect everyone to, 'Treat others as you want them to treat you.' (Matthew 7:12). We have high expectations of all and strive to provide a safe, challenging, exciting and stimulating environment where everyone can flourish spiritually.

Our Values:

To ensure the highest standards of communication are maintained and that the interests of our children are at the core of any communication, met through our school values of:

- Respect – by respecting each other, listening carefully to the points of view of others, particularly when there is a difference of opinion.
- Compassion – by considering the needs of others whilst communicating diplomatically, valuing diversity and respecting differences.
- Creation – creating an open, positive and safe environment allowing freedom of speech and sharing of ideas and opinions.
- Perseverance – To persevere in providing an inclusive, welcoming and friendly environment, de-escalating and resolving conflict in an appropriate manner, ensuring everyone feels valued and secure.
- Service – by listening, acting on advice, building trusting relationships and ensuring equal opportunities for all.

Aim

At Willaston CE Primary School we expect all communication between our children, our staff, our parents, our Governors 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 vision, values, 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 in advance, which we need to be made aware of i.e. appointments, changes to collection etc. These should be sent to the school office by email or a telephone call.

Drop in/Telephone calls: 'Drop ins', as usual, to visit your child's class teacher on Monday afternoons between 3:20pm and 3:45pm without appointment. We are able to offer a telephone conversation subject to mutually agreed dates and times. We encourage parents/carers to share issues or concerns about their children as soon as possible. It is important that any requests for telephone or in-person meetings are organised by contacting the school office directly.

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 ~ 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 and is a point of reference for the whole school community providing important information.

Instagram ~ Is used to inform the school community of school events, achievements and the learning taking place in classrooms.

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.

Seesaw/Microsoft Teams ~ Are used to provide children with homework tasks providing the 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. In the event of school closures for reasons such as bad weather, then work will be set on Seesaw/Teams by the class teacher.

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 school's performance is reported and reviewed and future developments considered. These meetings take place in school, with governors also given the opportunity to access the meeting remotely.

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 ~ Governors are encouraged to experience the classroom learning activities presented to the children by the teachers. Any visits are recorded and governors are encouraged to feed back their observations and experiences during Governor Meetings.

Governor Hub ~ 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. A timetable of Governor training is developed and shared with all Governors.

We communicate with members of staff by:

Email ~ Is used to disseminate information to staff members.

Meetings ~ Messages can be shared or written on the board in the staff room. Staff Meetings take place every Monday (3:30-5pm) and are led by the Headteacher, Deputy Headteacher or Subject Leaders. Senior Management Meetings take place every Tuesday (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 SLT/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 statement on the Subject Leaders report.

Staff Share ~ Consistency in approach to communication is achieved by standard agreed forms and proformas which 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 encouraged to attend all training sessions.

Teacher Appraisal ~ Provides the opportunity to celebrate and receive 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 enabling us to communicate on a regular basis with the community. Recently we have contributed to the Willaston Poppy Appeal and other charitable events.

In addition, on a regular basis:

Church ~ School attends Christ Church, Willaston to celebrate Harvest, Christmas, Easter and Y6 Leavers. A Church representative leads weekly Collective Worship in school. We have two 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.

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

Forest School Helpers: Parents, grandparents and members of the community support our Forest School sessions, both within the school grounds and in Willaston Meadow.

Residents Committee ~ Various representatives of school are part of these 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.

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.

Chester University ~ We host trainees from different teacher training programmes. We liaise with the University to support CPD and mentor training.

Safeguarding Supervisions – We engage in half termly safeguarding meetings with a small group of primary and special school headteachers. This is supported by a member of the Safeguarding Children in Education team.

Church of England Headteacher Group: The headteacher liaises with other Church of England primary and secondary headteachers. The meetings are chaired by a member of the Chester Diocesan Board of Education.

Church of England Family of Schools – The headteacher and other members of staff engage in regular meetings with headteachers and staff from a small number of Church of England schools. These are Capenhurst, Christ Church, Bishop Wilson and St Oswald's CE Primary Schools. As well as regular meetings, the schools engage in shared professional development, sporting opportunities, worship sessions, and class-based moderation activities.

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 Headteacher Executive Committee ~ The headteacher from Parkgate Primary School 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 class teacher / 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 is disrespectful and breaches this 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 March 2025



Signed Chair of Governors