

St Anne's Infants' School Communication Policy



At St Anne's Infants' School, our aim is to ensure that information is shared effectively through oral and written communication between staff, children, parents, governors and members of the wider school community. It is our intention that all communication between our stakeholders is purposeful, clear, professional, timely and appropriate. We ensure confidentiality and recognise that the quality of our communication reflects the reputation of our school.

Good communication involves:

- Respectful listening
- An understanding that communication is as much about attitude and behaviour as it is about the message
- The management of relationships and the involvement of appropriate people
- Timely, effective responses, if required

THE GUIDING PRINCIPLES

All communication at St Anne's Infants' School should:

- Keep staff, children, parents, governors and other stakeholders well informed
- Be open, honest, ethical, respectful and professional
- Use jargon-free, plain English and be easily understood by all
- Be actioned in a timely manner
- Use the method of communication most effective and appropriate to the context, message and audience
- Take account of relevant school policies
- Be compatible with our core values as reflected in our vision and Raising Attainment Plan.

INTERNAL METHODS OF COMMUNICATION

- As part of our induction process, all staff are provided with important organisational and procedural information about the school
- The school involves staff through the facilitation of both formal and informal meetings
- Staff meetings take place every week and a record of the meeting is stored on the shared drive. The focus of the meeting is detailed on the Termly Overview. It is the responsibility of all staff who did not attend the meeting to ensure they are well informed and up to date with policies and procedures
- Formal meetings are preceded with an agenda and where agreed, minutes are recorded. Participants are invited to contribute to the agenda up to 24 hours prior to the meeting
- Email is a quick and effective way of communicating information, however, it should not replace face to face meetings if discussion is required
- Written communication should be passed directly to staff
- Approved Governor meeting minutes are documented and are available on the school's website
- The termly overview and weekly briefing papers are emailed to all staff
- Safeguarding briefings take place fortnightly. The minutes from these meetings are saved on the school's shared drive

GUIDELINES FOR STAFF

Email Etiquette

- Consider the best form of communication e.g. face to face/phone-call/ email
- Ensure the intent / reason for email is clear and concise in the subject line
- Where necessary, mark the subject line IMPORTANT / URGENT / ACTION REQUIRED to enable others to prioritise emails. Staff must use their integrity when deciding upon the urgency of the email
- Only send to the relevant person or people
- Do not reply to 'all' unless relevant and necessary
- Ensure emails are concise - Bullet point and highlight the key actions and messages in the email
- Emails may be sent out of working hours, it is at the discretion of the recipient whether these are opened. If urgent action is not required, use the 'send later' option if available
- Only say in an email what you would be prepared to say in person
- Staff email addresses are confidential must not be shared with parents. Any email communication to parents must be sent from either the class email address or the website using the school@stannesinfants.co.uk address.

THE SCHOOL'S INFORMATION MANAGEMENT SYSTEM - Bromcom

- Bromcom is used to record and share information with relevant members of staff
- Effective use of it is integral to ensuring we fulfil our safeguarding duties
- Staff should be thorough and concise in their reporting, providing known, factual information using professional language
- Relevant staff should be tagged into the records; if the incident is serious and requires immediate action, relevant staff must be informed in person.
- For all entries, facts, precise times, dates, locations, relevant people should be recorded
- **Safeguarding** – Ensure children's words are written in capital letters
- **Contact**
- **Behaviour** – behaviour should be described using non emotive language
- **Accidents** – record the details at the time of intervention. If the member of staff recording did not witness the accident, find out the facts and record as 'Name of person, reported that.....'

Mobile Phones

- Mobile phones should not be used during lessons or when in contact with the children.
- In exceptional cases, a member of staff may be permitted to have their mobile phone near to them when with children, 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.
- Staff should not use mobile phones to take photos of children
- Children should not bring mobile phones to school.

In house school communication:

- Microsoft Teams is used as the only tool for communication and staff are expected to download the app on to their phones. Teams allows staff to interact, share useful links and ideas, meet via video call, conduct polls and gauge interest etc. Specific groups can be created to communicate with colleagues via one means (excluding email); Teams replaces WhatsApp, Staff Facebook and Messenger.

EXTERNAL METHODS OF COMMUNICATION

Schools have many lines of communication to maintain; with parents and carers, other schools, the community and with outside agencies. Our aim is to have clear and effective communications with all parents and 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 school. Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional.

COMMUNICATION WITH PARENTS AND CARERS

Website

<https://www.stannesinfants.co.uk/>

The school website provides key information about our school. The website is updated regularly and reflects current and/or important information for parents and carers.

Parents are encouraged to refer to the website should they require information regarding the following:

- **About us:**
Headteacher's welcome; Vision and Values; Staff; Governors; Friends of St Anne's; Vacancies; Contact details; Our Facebook page
- **Key information**
School policies; Admissions; School priorities; Curriculum; Data protection; Equalities, Duties and Objectives; Ofsted reports and Performance; Pupil Premium; Special Educational Needs and Disabilities and Sports Premium
- **News and Events**
Latest news; Calendar; Letters; Newsletters
- **Safeguarding**
Safeguarding team; safeguarding and child protection policy; Anti-bullying policy; Online Safety; Site safety; Prevent; Useful links
- **Section for parents**
Attendance and punctuality; Breakfast club; Communication with school; Information for families; Fruit, milk and lunches; Extra Curricular clubs; Munchkins Afterschool Club; Parent feedback; Payments; Promoting healthy lifestyles; Pupil Premium; Reading at St Anne's; Supporting Learning at home; Term dates; Uniform; Volunteering at St Anne's; Are you worried about your child; Useful links; Easy fund raising
- **Section for children**
Year group pages; Growth Mindset; School Council; Eco-Team; Video Resource Centre; Zones of Regulation

Email

- The school promotes the use of the email system in ensuring general messages and information are communicated to parents
- Parents are encouraged to communicate and respond to general requests or queries using the school@stannesinfants.co.uk email address in the first instance
- Whilst most communication will be sent electronically, on occasion the school will send a letter to parents via their child
- The school recognises that some families do not have electronic means of communication and arrangements are made accordingly
- Parents wishing to raise concerns regarding safeguarding or specific family/child welfare matters are encouraged to email help@stannesinfants.co.uk Emails are confidential and will be responded to promptly by a member of the Safeguarding team.

- Parents wishing to communicate with their child's class teacher are encouraged to email using the class email address (child's class @stannesinfants.co.uk). Teachers will endeavour to reply within a five working day window. It is not a school requirement for teachers to check and respond to emails that are sent at a weekend or the evening.
- **If a query or contact is of an urgent nature, parents should phone the school office 0117 9031435**

Telephone

- **Term time office hours: 8.30am – 3.30pm**
- Parents should phone the school if there is any immediate information the school needs to know (see below for reporting absence)
- Parents should leave a message on the school's answer machine if the office is unattended. A return call will be made if required
- **Messages left over a weekend will be checked and attended to on the following Monday. Messages left during school holidays will be checked intermittently and attended to as appropriate**
- The school will phone parents if there is an urgent or specific issue concerning their child

Reporting Absence

- Parents must inform the school on the first day of absence by **phone, email or personal visit** and then remain in daily contact with the school
- The school can only accept messages directly from parents and carers in order to ensure the welfare and safety of our children
- If an absence has not been reported by 10am, the school will try to contact the parents / carers in the first instance.
If contact is not made with parents, the school will telephone the points of contact provided by parents.
If contact is not made with parents or other named contacts, a home visit maybe carried out to ensure safeguarding.
In the event that contact is not made through a home visit, the police may be contacted to provide a welfare check

Reporting of accidents

- In the event of a bumped head at school, parents/carers will receive an email informing them of the nature of the injury, how it has been treated, providing suggested precautionary measures and advice.
- Parents and staff are also alerted to 'bumped heads' by a coloured wristband which is attached a child's wrist, recording the date and time of the incident.
- In the event of a serious incident/accident parents/carers will be contacted by telephone
- In the event of a minor injury, where First Aid has been administered (e.g. a plaster applied), parents/carers will receive an email reporting the incident and the treatment given

Raising concerns

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues will be resolved informally without needing to use the formal stages of the complaints procedure. Where parents would like to raise their concerns formally, they should refer to and follow the guidelines as stated in the Complaints Procedure policy which can be found on the school's website [Complaints Procedure](#) .

Social networking sites/blogs, etc

- Parents and carers are invited to join the school's Facebook **closed** group. This group is for parent and carers of current pupils only; other family members are not permitted to join the group unless by prior agreement with the school, via a parent. Once a child leaves, parents and carers will be removed from the group within a week. The group is used to share news, school and local events, useful information and photos throughout the year. It is also used to provide reminders and gauge interest in events. Only administrators of the groups (staff)

are able to post. Some, but not all posts have comment boxes; comments should be polite and respect all users.

- The Facebook Messenger platform should not be used as a means of communication between staff and parents; any queries or messages for school should come via the email addresses below
- Staff will not communicate with parents or children via their personal social networking accounts (such as Facebook) or accept them as their 'friends'
- For parents and carers who are not part of the Facebook group, all important messages and information will be sent via email

Tapestry

- The Early Years team use the platform, Tapestry, to celebrate the children's learning achievements and communicate with parents. All parents will be provided with a unique user name to access the Tapestry website. Parents are invited to share evidence of children's home learning via the site. In the event that remote learning is required, EYFS staff will communicate using this platform.

Written reports

- In the summer term, a written report is provided informing parents and carers of their child's progress in each subject. This report gives a summary of the child's academic and social development and provides information regarding their next steps in learning and how to support these.

Parent Meetings

- Parents are invited to meet their child's teacher twice a year for a consultation at parents' evening (in the autumn and spring terms). This gives them the opportunity to celebrate their child's successes and to support their child in areas where there is an identified need for development
- Teachers welcome the opportunity to talk to parents and carers as and when issues arise, either at the end of the school day or by arranging an appointment. Please use the class email to arrange this.
- If children have an additional need, or if they are making less than the expected progress, teachers may request to meet with parents more regularly
- Parents may request to meet with the SENDCo should they wish to discuss issues or concerns regarding their child's individual educational needs. Parents should phone the school office (**0117 9031435**) to arrange a telephone appointment or face to face meeting
- Pupil Premium meetings are held termly and parents will be contacted by teachers to arrange a mutually acceptable time and date
- We will make all reasonable adjustments to enable a parent with a disability or English as an additional language, to participate fully in a meeting at our school, or to receive and understand a communication.

Communication with the community

- Members of the local community are invited to school functions such as assemblies, Harvest Festival, Christmas carol services and school productions.

The Communication Policy is an integral part of other policies and procedures used within the school, such as:

- Positive Relationships and Behaviour policy
- Teaching and Learning Policy
- PSHE policy
- Attendance policy
- Induction policy
- Staff Code of Conduct

This policy has been written with due regard to our obligations under the public sector equality duty
This policy will be reviewed on an annual basis.

CONTACTING THE SCHOOL

Query	Who to contact	Contact information and availability
Absences	<ul style="list-style-type: none"> The school office 	<ul style="list-style-type: none"> The office can be reached on 0117 9031435 Email: school@stannesinfants.co.uk The office is open between the hours of 08:30am and 3:30pm
Complaints	<ul style="list-style-type: none"> The Headteacher 	<ul style="list-style-type: none"> 0117 9031435 Email: school@stannesinfants.co.uk
Safeguarding concerns	<ul style="list-style-type: none"> Designated Safeguarding Team 	<ul style="list-style-type: none"> Email: help@stannesinfants.co.uk
General queries	<ul style="list-style-type: none"> The school office 	<ul style="list-style-type: none"> The office can be reached on 0117 9031435 Email: school@stannesinfants.co.uk The office is open between the hours of 08:30am and 3:30pm
Class specific queries	<ul style="list-style-type: none"> Class teachers 	<ul style="list-style-type: none"> Email ClassName@stannesinfants.co.uk e.g. venus@stannesinfants.co.uk
Special Educational Needs	<ul style="list-style-type: none"> SENDCo 	<ul style="list-style-type: none"> 0117 9031435 help@stannesinfants.co.uk
Family Support	<ul style="list-style-type: none"> Family and Learning Mentor 	<ul style="list-style-type: none"> 07775225151 Email: help@stannesinfants.co.uk
Review date Sept 2024 Next review Sept 2025		?