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| <b>Name of Policy:</b><br>Communication Policy                       | <b>Version/Last Review Date:</b><br>March 2019 |
| <b>Statutory documents linked to policy:</b>                         | <b>Previous review date:</b><br>March 2016     |
| <b>Other Policies linked to this policy:</b><br>I.T.C / Social Media | <b>Next Review Date:</b><br>June 2022          |
| <b>Governor Committee Responsible</b>                                | People & Resource Management                   |

WNA Vision: All children will achieve their full potential, with holistic support, whilst enjoying and driving their own learning, gaining self-respect, self-esteem and self- belief. Our classroom extends to rich, exciting environments within the forest, the beach, the city and the community as a whole.

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## West Newcastle Academy Communications Policy

### The aims of our Communications Policy are:

- 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 methods of communication most effective and appropriate to the context, message and audience
- To share the responsibility to support effective communication
- To ensure that all staff are effectively included in meaningful team briefings and discussions
- To nurture a culture of sharing ideas between and among staff
- That all staff ensure they play their part in accessing and reading communications from others and passing on information as required

### Communication with parents/carers

At West Newcastle Academy we are committed to liaising with parents to better their child's education and wellbeing as well as assisting in the safe and effective running of the school. Partnership is built on relationships which are in turn built on excellent communication.

#### Our communication with parents includes:

- A monthly newsletter is given to the eldest or only child in each family (both paper copy and/or electronic)
- At the start of each year, parents are issued with a list of important dates; the list is updated throughout the year in newsletters.
- Letters, flyers and notes are passed to parents via their children throughout the course of each term to draw attention to information and events
- Parents' evenings both formal and informal
- Pre-induction and induction meetings
- Handbooks for School. These can be made available in languages other than English
- Friends of School letters, minutes of meetings and annual meeting
- Telephone calls and text messages
- Email
- Notice boards at the school gate, inside the school and in each class
- One to one communication in school

**Letters:** Staff will respond to parents' letters within 48 hours (2 school days). Any letter of complaint must be referred to the headteacher immediately.

Letters to parents must be approved by the headteacher before they are sent. Copies of all correspondence to individual parents will be placed in pupil files.

**E mail:** The school has an email system it uses to communicate with parents. 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, staff should forward relevant emails from parents to the headteacher and should always do so if the content is a complaint matters. All emails requiring an answer should be responded to within 48 hours (2 school days).

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**School newsletter:** Sent to parents/carers each month by email with paper copies available on request or are given to the children of the parents who are not on the email list. It contains general details of school events and activities. We send other letters of a general nature when necessary and will store copies on the school's website.

**Text Messages:** Sent to parents/carers when the matter may be urgent, or to those parents that do not have access to email readily.

**Reading Diary and Homework:** Children in all classes have a reading diary/record. This enables parents to record a wide range of information about their child's reading.

Each Friday, children receive homework. There is a communication section at the bottom of the homework sheet where the class teacher or parents can communicate with each other. The school encourages parents to share any issues about their child at the earliest opportunity.

**Social Networking Sites/Blogs:** Staff will not communicate with parents or pupils via social networking sites or accept them as "friends" on these platforms.

**Written Reports:** Once a year, we provide a full written report to each child's parents on their progress in each area of learning. This report identifies areas of strengths and areas for future development. Pupils are also given an opportunity to comment on their progress. In addition, parents meet their child's teacher twice during the year for a private consultation at Parents' Evening with an option to meet for a third time following the end of year report. Parents of SEND children will meet with their class teacher three times a year, in addition to parents' evenings. 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.

### Internal Communication

Staff meetings take place every week. The main points are emailed to all staff. The school diary is accessible on line and all members of staff can access it.

Information will be passed on through:

- Email - staff should check their email frequently
- Word of mouth from the headteacher, school office and others who have information which needs to be passed on
- From time to time a paper memo will be sent around to all or some staff depending on the nature and interest of the information. Staff are required to read the information, place a tick beside their name to indicate that they have done so and to pass the memo on to the next person in the list
- Staff are expected to pass information to the headteacher that relates to the day to day running of the school, including visits from outsiders, intended trips, concerns about pupils/families, and requests for leave of absence. See the Child Protection Policy for details about CP issues.

### Staff Team meetings

- Meetings should be scheduled on a termly basis and held every week
- Meetings should be based on agendas to which all team members have had an opportunity to contribute
- The main purpose of any team meeting should be to provide an opportunity for all team members to contribute to a meaningful discussion about matters of common interest in the school. The headteacher will foster a collegiate approach to shaping and improving the service we provide, maintaining the further development of a well-motivated staff base who feel adequately informed about the work of the school and that their contribution is valued
- Minutes should be kept of each team meeting to identify action points. This should be made available, as soon as possible, to all team members and should form an agenda at the next team meeting so that issues raised by team members can be effectively followed through. A copy should be kept in the Year Group meeting file and emailed to staff as appropriate.

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Meetings are scheduled each year in accordance with the TP21 working time agreement.

### **Communication with Partners**

Our partners offer a highly valued service to the school which relates to the health, wellbeing and education of our pupils. It is essential that we create excellent means of communication and so build two way communication that benefits us all.

We communicate through:

- Letters
- Minutes of meetings
- Telephone conversations
- One to one communication
- Email