



Moat Farm Infant School

Communications Policy

Updated: January 2020

Review: January 2022

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Statement of intent

At **Moat Farm Infant School**, we understand the importance of the relationship between parents, pupils and the school.

We have a strong inclusive ethos where pupils have positive relationships with staff members and with each other. This policy sets out the aims of the school with regards to internal and external communication, and the responsibilities of the school, its staff members and parents.

The school aims to promote effective communication between pupils, members of staff, parents, stakeholders and all members of the school community. The school's objectives are to:

- Have a clear and professional communication strategy in place which helps to keep parents well-informed about their child's educational progress and any other matters related to their child's overall wellbeing.
- Improve the quality of education 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.

Signed by:

_____	Headteacher	Date:	_____
_____	Chair of governors	Date:	_____

1. Legal framework

1.1.1. This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2002
- General Data Protection Regulations (GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000

1.1.2. This policy operates in conjunction with the following school policies:

- [Data Protection Policy](#)
- [Freedom of Information Policy](#)
- [Child Protection and Safeguarding Policy](#)
- [Social Media Policy](#)
- [Adverse Weather Policy](#)
- [Invacuation, Lockdown and Evacuation Policy](#)
- [Staff Handbook](#)
- [Acceptable Use Agreement](#)

2. Roles and responsibilities

2.1. The headteacher is responsible for:

- Placing key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire school community.
- Communicating the curriculum clearly to parents.
- Informing parents of all school events within appropriate timelines.
- Regularly keeping parents informed of their child's progress.
- Informing parents about the types of data that the school holds concerning pupils, who controls the data, why that data is held and who it may be shared with. This information will be concise, transparent and easily accessible; written in a clear and plain language; and free of charge.
- Ensuring that parents understand their right to access information about their child that is held by the school.
- Ensuring that parents also understand their rights to rectification, to erasure, to restrict processing, to data portability and to object to processing.
- Ensuring that consent obtained from parents, or pupils, regarding the processing of personal data, is freely given, specific, informed and an unambiguous indication of the individual's wishes. Consent cannot be inferred from silence, pre-ticked boxes or inactivity.
- Ensuring that individuals are informed of their rights to withdraw consent and are provided with easy ways to do so.
- Ensuring that information regarding staff pay and conditions of service is made available to all who are employed at the school.

- Taking steps to ensure parents who do not have access to the internet can still access the information that is included on the school website.
- 2.2. Staff members are responsible for:
- Ensuring the principles and procedures of this policy are followed.
 - Communicating proactively with parents about pupil progress, and helping parents to support their child's learning.
 - Ensuring that relevant information is passed on to supply teachers.
 - Updating classroom planning with specific pupil information.
- 2.3. Parents are responsible for:
- Reading the key communications circulated by the school and responding/acting on communications, e.g. by attending meetings.
 - Engaging with verbal communications, so that they understand the information being communicated to them.
 - Logging on to the school website for detailed information about the school calendar, term dates, monitoring and assessments, school achievements and other useful downloads.
 - Informing the school of medical conditions or allergies their child has, along with medical documentation relating to these conditions.
 - Informing the school of child protection matters, legal issues or relevant duties with appropriate documentation.
 - Raising any issues or concerns they may have with the staff at Moat Farm Infant School.

3. Internal and external communications

- 3.1. A timetable is kept in the staff room that outlines weekly activities, as well as a whiteboard for daily messages.
- 3.2. All staff members are aware of the Staff Handbook, which details a variety of school procedures.
- 3.3. Written communications to staff members are delivered via letter/flyer or by email.
- 3.4. Staff members' personal details will not be shared with other members of staff or external agencies without their consent.
- 3.5. Under no circumstance will staff members' personal details be shared with parents.
- 3.6. Staff members will not communicate with parents or pupils via social networking sites, or accept 'friend' requests, in accordance with the Social Media Policy.
- 3.7. Parents will be contacted through the following methods:
- Letters home
 - Text messages

- The school website
 - School newsletters
 - Parents meetings
 - Governor drop-in sessions
 - Assemblies
- 3.8. Parents will be given the opportunity to sign up to receive newsletters etc. via email.
- 3.9. Parents may ring the school office, which is open from Monday to Friday between 8:00am and 4:00pm, on school phone number.
- 3.10. For urgent matters parents can also contact the Head teacher vis email. All emails to the school will be treated as confidential, unless there is a specific reason not to do so.

4. Continuous home-school communication

- 4.1. Each term, class teachers will write to parents detailing the work that will be taught in the forthcoming term.
- 4.2. The school regularly updates parents of ways in which they can support pupils' development and progress through activities to be completed at home.
- 4.3. Class teachers will be available to discuss pupils' progress and any concerns with parents before the start and end of each school day.
- 4.4. A meeting will be held by a member of the Senior Leadership Team for new parents prior to their child's entry to the school.
- 4.5. If a pupil is absent from school, and the school has no indication of the reason for the absence, the school will contact a parent via telephone on the first day of absence, in order to find out the reason for the absence.
- 4.6. If no contact can be made with any named parent or the other members on the contact list a 'safe and well' check will be carried out to the home of the child. If the school cannot establish the child is safe the has the right to contact the police to ensure the pupil's wellbeing and safety.

5. Talking to staff

- 5.1. Class Teachers are always available for a 'quick word' at the start or end of the day. However, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as talking at length in the playground before or after school is difficult for the teacher and the children.
- 5.2. Staff keep notes of these interactions in their class communication book as a record for reference.

6. Email communication

- 6.1. Email and internet access will be used in line with the school's suite of ICT policies and Acceptable Use Agreement.
- 6.2. All members of staff will have their own email account.
- 6.3. Emails will not be used as a substitute for face-to-face communication. Staff members will consider the best way to communicate according to each individual situation.
- 6.4. Staff members will not engage in personal correspondence with pupils.
- 6.5. Communication between parents with staff members will be carried out face to face, by telephone or by letter, and not via staff members' personal email addresses.
- 6.6. Chain emails will not be allowed.
- 6.7. Staff will ensure that the sending of attachments is limited to only work-related emails.
- 6.8. Under no circumstances will adverts be embedded into emails.
- 6.9. Parents will be aware that staff are not in a position to check emails consistently throughout the day.
- 6.10. The school does not expect work emails to be checked during staff personal time
- 6.11. During term time the school aims to acknowledge the receipt of all email enquiries within **5 working days**. During term time the school aims to respond to all emails within **10 working days**. If for any reason this would be longer school will provide a response to the email by telephone or in writing that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected. Staff and parents are aware that part-time staff may take longer to reply due to the nature of their work schedule.
- 6.12. If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.
- 6.13. Whilst this is rare, if a member of staff receives an email which is an aggressive tone or sets unreasonable demands then the school's serial and persistent complaints policy will be followed and/or the member of staff will no longer reply to the emails.

7. Letters

- 7.1. Letters can be handed into, or posted to, the school office. As with emails all letters will be treated with full confidentiality.

- 7.2. Please note all letters should specify the member of staff to whom the query is addressed.
- 7.3. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently. We will respond to letters within 10 working days (during term time).

8. Telephone

- 8.1. This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to the school.
- 8.2. We ask parents to phone the school on 0121 552 1885. If the call requires a response from a member of staff, we aim to do this within 2 working days.

9. Meetings

- 9.1. A programme of all staff meetings will be shared with staff in the staffroom.
- 9.2. All formal meetings will be minuted and members invited to contribute to the agenda.
- 9.3. Time will be set aside for structured opportunities for staff to engage in team working and to contribute to the school's reflection on priorities, activities and future plans.
- 9.4. For all formal meetings, minutes will be taken, action points progressed and feedback given to staff members.
- 9.5. If parents urgently need to have a meeting with a member of staff, they will phone the school office and the reception staff will do their best to find a senior member of staff to see parents as soon as possible.
- 9.6. Lessons will not be interrupted to accommodate parents needing to speak to a teacher.
- 9.7. For non-urgent meetings between parents and members of staff, the school will aim to meet parents within **5 working days**.
- 9.8. The school will determine the level of urgency in requests for meetings, which will aid in managing multiple demands.

10. School prospectus

- 10.1. The school prospectus will be updated each Summer term. This will be available on the school website.
- 10.2. The content of the prospectus will complement the work of the school, as well as contain information about the most recent activities and successes of the school, including progress, priorities and performance.

11. Emergency communication

- 11.1. All parents will ensure that the school has their latest contact details, including their address, telephone number and email address, so that they can be contacted in the event of an emergency.
- 11.2. If a pupil is seriously ill or injured, the school will attempt to contact the pupil's emergency contact(s) via telephone.
- 11.3. Where an incident affects the whole-school community, such as power failure or snow, the school will send all parents a text message directing them to a special message posted onto the school's website and the council Facebook page.
- 11.4. In the event of a serious incident, the school will follow its Emergency plan.

12. Accessing information

- 12.1. In accordance with an individual's right of access under the GDPR, personal information (such as educational records), confirmation of data processing, and other supplementary information will be shared with individuals who request access.
- 12.2. The requests will be made in writing to the Head Teacher and will follow school's GDPR policies.

13. Monitoring and review

- 13.1. The efficiency of this policy will be continuously monitored throughout the year by the headteacher and governing board.
- 13.2. This policy will be reviewed every 2 years by the governing board.