



COMMUNICATION POLICY 2023-2024

Introduction

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community and within the school. Good communication between all these groups is essential, and children achieve more when everyone works together. Parents and friends of the school can naturally help more if they know what the school is trying to achieve.

Aims

In our school we aim to have clear and effective communications which enable us to share our aims and values, between staff and through keeping parents informed about school life. This reinforces the important role that parents play in supporting the school. Our aims are to ensure that communication is clear, respectful, inclusive, comprehensive, two-way and timely.

The school will endeavour to resolve any issues that concern parents as quickly and effectively as possible and will acknowledge the communication should it not be possible to deal with the matter in the short term. The school will, however, keep parents effectively informed of every action taken towards reaching a solution to the matter.

The school will use a variety of methods to respond to communications received from parents – email, telephone, a meeting, a letter or via the class Dojo App, as relevant.

Range of Communication Methods

Our general communication methods include:

- Letters to parents
- Class Dojo
- Text Message
- Monthly newsletter
- Class/Year Group/ Key Stage assemblies and parent assemblies
- Homework packs
- Notice boards
- Parent evenings
- Evaluation questionnaires
- Termly reports to parents
- Parent and staff handbooks
- Daily notes
- School website, wiki-space and G Drive
- Whole staff meetings
- Key Stage and Year Group meetings
- Committee Meetings
- School fair
- Parent workshops
- SMT open door policy for staff
- Daily planners
- Telephone, SMS, Email & Whatsapp messaging between staff
- Policies



- Calendar
- Curriculum letters
- Report cards/behaviour charts
- Weekly diary notes

Home School Agreement

Our home-school agreement explains the schools aims and values, the school's responsibilities towards the children, the responsibilities of parents and what the school expects of pupils. We ask parents to sign this agreement when their child starts at our school and to renew it each year.

The agreement covers the standard of education in our school, the ethos of the school and our expectations regarding attendance, behaviour and homework.

Parent Handbook

Our Parent Handbook contains a range of specified information to give parents a full picture of provision at our school. We update this annually.

Home-School Communications

The Principal sends a newsletter to parents each month containing general details of school events and activities and any changes in procedures. Other letters of a general or specific nature are sent out as and when necessary. There is a monthly pictorial newsletter sent to parents showing what the children have been doing in school over the last month and contains contributions from the pupils and teachers. The School Story and Class Stories on Class Dojo also share our celebration of children's work in school.

At the beginning of each term, a curriculum letter is sent to parents outlining the work to be covered in the forthcoming term.

Reading record books and home/school Planner are sent home daily. These can be used by parents to record a wide range of information that they wish to share regularly with the teacher. Teachers use the Planners to record homework assignments and as a regular channel of communication with parents. Class Teachers can also communicate with parents via the Class Dojo.

The school encourages parents to share any issues about their child at the earliest opportunity. Teachers will meet with parents immediately, if at all possible. Where this is not possible, the parent makes an appointment. Parents usually have the opportunity to talk with staff when they collect them after school, but are requested to refrain from disturbing lessons in order to meet with teachers.

We hold meetings at the beginning of each new academic year with parents to explain the curriculum for that year with them and any changes that may take place in their child's new Year Group.

We send out three reports each year to parents on their child's progress in school. The parents also have the opportunity to discuss these reports at our parent conference evenings following the issue of reports.

If a child is absent from school and we have no indication of the reason, we contact a parent/carer by telephone on the third day of absence to find out the reason.

If parents wish to raise a concern or make a complaint, then we follow the procedures as laid down in our Complaints Policy.



Class Dojo

Teachers will be expected to set up a Class Dojo account, at the beginning of the school year a Dojo coordinator is appointed and will manage whole school accounts. Specialist and Arabic staff will be linked to accounts that are relevant to their teaching. All members of SMT will be linked to each class account. Teacher's will not be expected to respond to messages on Class Dojo during non-working hours or during holidays. Any issues or concerns regarding Dojo are to be directed to the Dojo Coordinator and where necessary contact SMT.

Communication with other schools

Whenever a child leaves the school to transfer to another school, we issue a transfer letter and the child's latest academic report to the new school.

Communications within our school

To keep everyone up to date with events, the weekly calendar is emailed out to staff. The Daily Notes has notices re staff absences and cover. There is a staff signing-in booklet in the fingerprint sign in area for emergency procedures.

All of our systems and procedures are detailed in the Staff Handbook and also issued to staff annually on a memory stick.

There is a register for each class and children's records including medical information is kept in the Registrar's office.

Staff member's details are kept locked away with HR. These details are not shared with other members of staff or outside agencies.

A planning file can be found in every classroom containing long, medium and short-term plans for that class group.

Electronic communication is used to keep in contact with staff outside of school hours.

Roles and Responsibilities

The Principal is responsible for:

- Ensuring that the school has effective communications with all its stakeholders

SMT are responsible for:

- Ensuring that staff receive all relevant information and documentation they need to carry out their roles
- Dealing with more serious complaints/issues as per the Complaints Policy
- Holding regular meetings with staff to pass on information, check paperwork and deliver INSET

Teaching Staff are responsible for:

- Responding to communications as soon as possible and for acknowledging it should it not be possible to deal with the matter in the short term
- Regularly checking the Daily Planner for any communication from home
- Using the Daily Planner and Class Dojo as a means of communicating with home



- Attending meetings and briefings
- Meeting with parents about issues concerning their child
- Reporting issues to the relevant person or to their line manager
- Being available for parent conferences, open evenings and all other school/community events as required.

Admin staff are responsible for:

- Ensuring that all letters and newsletters are distributed to the relevant persons
- Ensuring that all parental contact information is accurate and current
- Making appointments with parents on behalf of teaching staff and SMT
- Dealing with initial verbal queries from parents

Parents are responsible for:

- Ensuring the school is informed of known absences of their children
- Ensuring their children always have their Daily Planner with them
- Checking the Daily Planner and Class Dojo each day
- Working with children to ensure they receive all paper communications sent by the school via the pupils
- Ensuring all contact information for them held by the school is up to date and correct

All school staff are responsible for:

- Modelling and supporting the school vision and values in communication with all stakeholders
- Representing Newton Schools honourably and effectively in all communication.
- Respecting confidentiality in all situations, relating to all communications where confidentiality is required.