



The Stalyhill Schools' Federation

Communication Policy

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Approved By:	Full Governing Body

At Stalyhill Infant and Junior Schools we will continuously strive to ensure that everyone is treated with respect and dignity. Each person will be given fair and equal opportunities to develop their full potential regardless of their gender, transgender, ethnicity, culture and religious background, sexuality, disability, or special educational needs and ability. The school will actively promote equality and foster positive attitudes and commitment to an education for equality.

At Stalyhill Infant and Junior School we aim to provide a rich learning environment, enabling children to reach their full potential through the development of a desire for lifelong learning.

Rationale

Stalyhill Schools federation recognises the importance of clear and effective communications with all stakeholders (pupils and parents/carers, governors, local authority, outside agencies and national bodies), and is committed to being open and accessible for all who have an interest in the school.

Communicating with stakeholders, particularly parents/carers, is a core part of what we do, not an afterthought. We will always try to share as much information as possible about any issue. If we cannot share information we will explain why. We will endeavour to work as transparently as possible by offering clear explanations for major decisions. We will communicate in a timely fashion and try to avoid parents receiving information about the school from other sources first. We will communicate in a voice which is courteous, jargon free and warm. Where information relating to the school is available in the public domain, we will direct people to it. We acknowledge that some information is of a confidential nature and will always respect that confidentiality. We will do our best to communicate with all school communities.

Aims

1. To ensure there is effective communication through contact and consultation that takes place between the school, parents, carers, pupils and other stakeholders.
2. To ensure there is a high quality of service by ensuring robust processes for consultation between the school, parents and pupils on key service areas.

Forms of Communication

Communications with stakeholders can take a variety of forms:

- Verbal (through meetings, by telephone)
- Written (through letters, reports, parentmail or notices on the school websites
<http://www.stalyhill-inf.tameside.sch.uk>) <http://www.stalyhill-jun.tameside.sch.uk>

Communication between parents and carers

- Teaching and support staff are available at the beginning and end of every day and should be a parent's first point of contact.
- For any urgent messages during the school day, contact can be made via the appropriate school,
by phone, Infant 01457 763598 and Junior 0161 338 4290
or e-mail, Infant admin@stalyhill-inf.tameside.sch.uk and Junior admin@stalyhill-jun.tameside.sch.uk
These messages will then be passed on to teachers as soon as possible.*

*Please note that effective telephone communication can sometimes be a challenge in a school, where staff may be teaching full time and running clubs or otherwise working with pupils at

lunchtime or after school. **Staff will endeavour to return calls to parents at their earliest convenience.**

Letters

All letters will be sent electronically via Parentmail. Letters may be distributed in paper form if a reply from Parents and carers is required, ie: in the case of questionnaires or permission slips.

(Hard copies can be sent out to individual families if they do not have access to the internet, please speak to a member of the office staff if this is the case).

It is the responsibility of parents and carers to ensure that the school office has up to date contact details, including working telephone numbers and an email address.

Whole-School Letters/Newsletters

Information affecting parents/carers of all children will usually be sent from the Executive Headteacher or Heads of School. These will be distributed in the same manner as other correspondence, via the Parentmail system. Copies will also be put onto the school website.

Letters from individual teachers

Individual teachers may, from time to time, send out information about, clubs, special events and other activities. We will aim to ensure that as much notice as possible is given to parents for any event requiring items to be brought into school e.g. fancy dress costumes or food items etc.

Procedures for staff to follow when sending out communication to parents/carers:

1. Seek advice initially from office staff as to whether a template for this type of letter is available.
2. If there is no template available, draft the letter and email it to Joanne Singleton (Infants) or Nichola Aldcroft (Juniors) for checking.
3. Office staff will proof read the letter and ensure all necessary information has been included. The letter will then be shown to a member of the SLT (staff need to allow 48 hours for the letter to be approved and then sent home).
4. All letters should be in Century Gothic font size 11 or 12 on the most current letterhead
5. All letters should be dated and signed by the teacher.
6. Once approved, the letter should be emailed to the office who will copy it on to headed paper and email it out via Parentmail (or send out hard copies if a reply is needed).

Planning Visits and Trips

Teachers must allow sufficient time for the planning of trips.

If staff are planning a trip which requires:

- transport
- change of lunch arrangements
- extra support, or
- arrangements which affect other members of staff

Staff are asked to meet with a senior member of staff six weeks prior to the trip so that all necessary preparations and risk assessments can be made.

It is essential that all staff follow the procedures set out in our Educational Visits Policy

Website

The school websites provide parents with access to a range of school communication and documents. At a whole school level, the website provides reminders and key information on the newsfeed and school calendars. It also gives parents access to a whole range of school documents, such as newsletters, class letters and policy documents.

All letters sent out to parents via Parentmail, or hard copy can also be found on the website.

Additional communication between the school and parents

- Prospective Reception parents are invited to look round the Infant school on several dates before the admissions applications close, these dates can be found on the school website or by telephoning the Infant school office.
- Parents are also welcome to book a visit to the Junior school before their child starts there. This can be done by telephoning the Junior school office.
- Once new Reception parents have had their child's place confirmed, they are invited to a welcome evening in the June preceding the year of entry to the school. All prospective parents receive a welcome pack that covers a wealth of school information.
- New to Reception children are also invited to a 'stay and play' session in the Reception class during June/July preceding the year of entry.
- A full programme of transition is also in place for children and parents moving from Year 2 to Year 3 (Infant school to Junior school)
- All parents are invited to attend Parent's evenings in the Autumn and Spring terms to review the academic progress and attainment of their child.
- In the Summer term, communication about a child's end of year progress and attainment takes place via a full report to parents and carers.

Responding to parents – any requests for information, any concerns, requests for references or progress are dealt with within 5 working days (term time only).

Complaints procedure - Please see the complaints policy.

Communications within our schools

- To keep everyone up to date with events, we operate a shared calendar system that all staff can access.
- Most communication with staff will be done via email.
- Supply teachers are well known to the children and us. Relevant information is passed on to them.
- Staff members' personal details will not be shared with other members of staff or with parents or other outside Agencies.