



# St Peter's Anglican Methodist V.C Primary School

## Communications Policy

<b>School Address</b>	Bank Road Pilning South Gloucestershire BS35 4JG
<b>School Contact Number</b>	01454 631137

### 1. Introduction

Effective communication between all members of the school community is essential. St Peter's will ensure communications will be clear, comprehensive, two-way and timely to allow parents, carers, staff, governors, outside bodies and the wider community to be involved and contribute to the development of the school.

Sharing our aims and values reinforces the importance of the role that parents and carers (home life) play in supporting the school in achieving high quality education. Pupils achieve more when the school, parents and carers work together.

### 2. Purpose

The purpose of the St Peter's communication policy is to:

- Explain the principles of St Peter's communication policy.
- Document the methods of communication that are in operation.
- Clarify the roles and responsibilities of all parties in communicating with each other.
- Explain how communications will be monitored and evaluated

### 3. Principles

All communications at St Peter's will:

- Keep pupils, parents, carers, staff, governors, outside bodies and the wider community informed.
- Be clear, comprehensive, open and professional.
- Use jargon free, plain English and be easily understood by all.
- Take place at the right time by giving plenty of notice.

- Encourage successful two way dialogue.
- Acknowledge communications within 1 working day and respond within 3 working days.
- Use the most effective method that is appropriate to the context, message and audience.
- Be consistent with relevant school policies.
- Promote the aims and values of St Peter's as reflected in our vision statement and Strategic Development Plan.

Effective communications will:

- Promote the partnership between parents, the school and the wider community.
- Generate confidence and pride in the work of the school.
- Improve the effectiveness of the school.
- Enable all staff to engage in and contribute to the management of the school
- Create a positive culture for learning

## 4. Methods of Communication

St Peter's uses a variety of methods to communicate to different groups depending on the type of information being transmitted. The school website is the primary source of information about the school and should be used for general queries. General school or class communication between the school and pupil's homes is achieved through the school newsletter, school messaging service (Arbor App), school email service and class notices. Pupil specific communication takes place using telephone contact, personal email or a face to face meeting.

Parents/carers and other parties that wish to communicate with the school should start at the website for routine requests for information, if the website is insufficient then parents/carers can contact the class teacher or office for more urgent or other enquiries. External parties should contact the office in the first instance.

## 5. Roles & Responsibilities

**The Head Teacher** is responsible for ensuring the school complies with the St Peter's communication policy and is accountable to the Governing Body.

**St Peter's staff** are accountable to the Head Teacher for ensuring effective communications by:

- Responding to verbal communications immediately and written communications by the next working day. However, staff are not expected to respond immediately to emails or written communication outside of 'normal' working hours.
- Teaching staff to frequently communicate with parents/carers at the end of the school day or other planned events e.g. Parents evenings or appointment.
- Teaching staff to ensure that parents/carers are informed of pupil events or individual pupil issues as soon as possible.
- Liaising with the school office to ensure office issued communications are accurate and timely.
- Ensuring that they are fully informed.

**The School Office** is responsible for:

- Ensuring that all communications are transmitted between parties in a timely manner.
- Ensuring that parental contact information is accurate and current.

- Ensuring that the school website is kept up to date with all school communications and information including a diary of events to support community relations.
- Ensuring that the school messaging service will only be used for approved school communications.

**Parents/carers** are responsible for:

- Reading all school communications and responding as requested where necessary.
- Ensuring that the school is informed of known absences.
- Ensuring that all contact information for them held by the school is up to date in the event of an emergency.
- Raising issues or concerns at the earliest opportunity with the school.
- Listening to local radio, the school or South Glos website in the event of bad weather or other health and safety issue.
- Providing feedback to the school office, school staff or school governors on the effectiveness of school communications.
- Following the complaints policy if they wish to escalate a communication issue.

**The Governing Body** is responsible for monitoring and evaluating the effectiveness of the Communication Policy.

## **6. Monitoring & Evaluation**

The Governing Body will evaluate and monitor this policy through routine Full Governing Body and sub committee meetings by holding the Head Teacher to account for compliance with the communications policy. The Governors will collect evidence and feedback on School communications from parents, carers, staff, outside bodies and the wider community by using tools such as questionnaires and direct Governor engagement.

## **7. Policy Agreed:**

At the meeting of the Resources committee on 7<sup>th</sup> November 2024

## **8. Policy Review:**

This policy will be reviewed by the Resources committee in line with the overall policy timetable which is every three years.