

HOLY TRINITY C of E PRIMARY SCHOOL
EAST FINCHLEY
LONDON, N2 8EA



'At Holy Trinity School we promise to provide opportunities for every child to be the best that they can be.'

We aim to create a happy and secure Christian environment in which children can grow in confidence and independence.

We strive for excellence in teaching and learning to achieve high standards together.'

Policy Name: COMMUNICATIONS POLICY

Ratified by Full Governing Body



High Standards Together

Holy Trinity C of E Primary School Home/School Communications Policy

Purpose

- To promote the partnership between the school, parents and students through efficient and effective communication.
- To continue to make Holy Trinity C of E School a 'Welcoming School'.

Principles

Holy Trinity C of E School believes that;

- Families are a crucial influence on the education and development of our students, and effective partnerships between the school and home have a positive impact on student learning.
- It is important that parents have access to relevant information and that they receive our support, guidance and help quickly and effectively.
- It is important that parents are consulted and given opportunities to provide feedback to the school.

Holy Trinity C of E School recognizes;

- The important role played by parents, other adults, siblings and peers as key educators.
- The importance of effective systems for facilitating communication, not only to support the learning and well being of our students, but also to reinforce our reputation as a "welcoming school".
- The Home-School Communication Policy will include the principles of the Equal Opportunities Policy, Race Equality Policy, Special Educational Needs Policy (which incorporates Policy on Disability) and Home-School Agreement.

Communications Definitions

External Methods of Communication

Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required.

Appropriate language is important in the use of email and so emails should be proof read in order to check tone and appropriateness. When responding to parents via email, holding replies will be made within 48 hours. Detailed responses will be made within 3 working days. Copies should be stored in the pupils' files.

Written Communication

These are placed in pigeon holes, in the General Office. Responses to letters from parents should be viewed by the Headteacher /Deputy Headteacher. Responses should be made within 48 hours. We will try to make our written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. Copies of all correspondence will be placed on pupils' files.

We keep a list of separated parents who have specifically asked for copies of reports, progress checks and newsletters. Parents are only added to this list if they make a request.

Telephone Calls

Responses to calls should be made within 48 hours.

The Website

An increasing amount of information is placed on the website. Staff are encouraged to use them and contribute to their development. A number of school documents and information is available for public access via the website.

Social Networking Sites

Staff will not communicate with parents or pupils via social networking sites (such as Facebook) or accept them as their "friends". The exception to this rule is networks or blogs used in the safety of the Learning Platform for the purpose of teaching and learning. *Zero tolerance of malicious use of social networking sites against staff will be enforced.*

Response times:

- Communications will be acknowledged within 48 hours.
- A reply, where possible will be given within a 3 working days.

Email

'Thank you for your email. The school policy is to acknowledge your email within 48 hours and when necessary, to reply within 3 working days.'

Guidelines

- All correspondence to school through email should be sent to the school office where the email will be forwarded to the appropriate staff member
- The school will use a variety of methods to respond to communications received including; email, text message, telephone conversations, a meeting, or letter.
- Communication on issues that affect the safety or wellbeing of a student(s) will be treated as priority.
- The school will use a variety of methods to communicate general information to parents through, Newsletters, Web site, Text messages, Email, Letters, Reports and Reading Diaries in KS1 or Homework Books.
- Use of the Reading Diary in KS1 will be encouraged amongst students, staff and parents.

- This will be reinforced by regular checks that students have their diaries and/or Homework Books.
- A calendar of important dates, including parents meetings, trips, inset days, etc, will be issued at the beginning of each term, with the newsletter.
- The school will consult with parents and provide opportunities for feedback through parents' forums, questionnaires and other means.

Roles and Responsibilities

The Headteacher is responsible for:

1. Ensuring that teacher's primary purpose is to concentrate on the teaching and learning of the children.
2. Ensuring that the school has effective communications with all its stakeholders.

Staff are responsible for

1. Respond to communications as set out in the guidelines above
2. Regularly checking the reading diary for any communication from home.
3. *Use the reading diary as a means of communicating with home, when appropriate or necessary.*

The Office Manager is responsible for

1. Ensuring that all communications reach the appropriate recipient.
2. Ensuring that parental contact information is updated when received.

Parents are responsible for

1. Ensuring that the school is informed of known absences of their child(ren).
2. Ensuring that their child(ren) always carry their reading diary with them in school.
3. Checking the home-school diary on a regular basis and at least once a week.
4. Checking with their child(ren) that communication via the reading diary has been shown to the relevant staff.
5. Working with their child(ren) to ensure that they receive all paper communication sent by the school via the student.
6. Ensuring that all contact information for them held by the school is up-to-date.
7. Leaving times of availability and telephone numbers for contact if they want the school to respond by telephone.
8. Reading the newsletter
9. Understanding that emails regarding issues for their children are sent to the office email address and not staff emails.

The Governing Body is responsible for

1. Evaluating the effectiveness of the Home-School Communication Policy.
2. The Governing Body will evaluate and monitor this policy through various means.
3. The Governing Body will collect evidence of the perception of parents through questionnaires and will act upon this evidence as appropriate.