



TRELEIGH CP SCHOOL

Every Child.

Every Day.

Every Chance.

Treleigh CP School

Communication Policy

Review Date: October 2028 (Every 2 Years)

Reviewed By: Headteacher/SLT

Treleigh CP School Communication Policy for Parents, Pupils and Staff

Introduction

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership.

Aim

To ensure that Treleigh is a thriving and successful organisation, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Objectives

All communications at Treleigh should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon free, plain English and be easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies and procedures.
- Be compatible with our core values.

Responsibilities

This section details the responsibilities of the different groups within the school.

Communications with Families

Contact details

The school holds emergency contact details for all children on the school's MIS (Arbor). Families are expected to inform the school immediately if contact information needs to be revised/updated. Depending on the nature of the information being shared, the school will use the most practicable means to contact families.

Hereafter the term 'families' will be used to refer to all those individuals who have a role in the up- bringing and care of the child.

Outside of teaching their designated class, all staff have additional duties which they perform either before school, during break/lunch or after school. These duties will include care of children, organisation of extra-curricular activities, continued professional development opportunities or whole-school coordination of a curriculum subject. Teaching staff will aim to return contact within **48-hours** of the request being made via telephone, email and/or other electronic communication. If a meeting is deemed necessary or appropriate, staff will aim to arrange this within **5 school days**. If the school feels that more than one member of staff is needed to attend the requested meeting,

school reserve the right to exceed this number of days.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All response times are indicated in the following paragraphs, where extensions are needed the family will be updated with an expected response time.

Each morning on the gate there are adults that you can speak to. These adults are there to help bring children into school, take messages and listen to any concerns. The school office is manned from 07:45 everyday.

Emails and Electronic Information

The school subscribes to Arbor allowing us to send messages and email letters to families. Not only is this more environmentally friendly as it decreases paper usage, it also reduces photocopying and other costs in the school. Families must provide us with a valid email address.

Families are permitted to use e-mail as a means of providing a quick, effective way of communicating information about their child or to arrange a meeting with their teacher. Staff reserve the right not to respond to emails that are sent directly to them from families. Families are reminded that teachers are teaching and their priority is being with the children. They are actively discouraged from checking emails and Class Dojo during the school day, therefore requests which require immediate or quick action should be communicated via the school office. We request that messages are only sent between 07:45 and 16:30.

All electronic communication requiring an answer should be responded to **within 48 hours**. Staff are not expected to, and are discouraged from, checking and responding to electronic communications outside of the hours stated. However, staff are encouraged to work flexibly and respond to this type of communication in a way that suits them to balance their working hours. Staff do not expect families to read, respond or action emails outside hours that suit them. Indirect communication does not replace face-to-face meetings where sensitive discussion is required. All staff and families should seek face-to-face communications when indirect communication is not appropriate. Staff and families are discouraged from entering into in-depth discussions about a child's progress or well-being by electronic communication.

Home/School Communication

Arbor

The school uses Arbor to send message to families. This is not a reply service.

Class Dojo

The school uses Class Dojo to share learning, messages and reminders from the classroom environment. In the Early Years it is also used as a direct method of communication on a one-to-one basis for families. This means that families in the early years can contact their child's class teacher directly. We ask all families to make comments on posts sent home so we can share these with the children and other staff. In KS1 and KS2 families cannot contact teachers directly via Class Dojo.

Social Media Sites/Facebook

Staff will not communicate with parents or pupils via social networking sites. We expect that all communication between parents relating to school, on social networking sites, is respectful and considers the feelings of the individuals involved and the reputation of the school.

Telephone calls

Inbound

All telephone calls will be answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a telephone call unless it is an emergency. Messages are taken and forwarded to the relevant person. If the call requires a response from a teaching member of staff, we aim to do this **within 48 hours**. Very often a member of the office staff can relay a response to the family.

Outbound

Telephone calls will be made where immediate contact with a family member is required i.e. for illness or injuries. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers where possible.

Written Reports

Once a year, we provide a full written progress report to each child's family. This report identifies areas of strength and next steps.

Newsletters and Knowledge Organisers

Half termly newsletters are sent out at the beginning of each half term via Class Dojo and contains important reminders, dates and messages for the term ahead. Knowledge organisers are also shared via Class Dojo which informs families of upcoming learning opportunities across the curriculum and key knowledge that is to be learned by the children.

Headteacher Weekly Video Update

Each week the Headteacher uploads an update video with key messages, celebrations and information for families, pupils and staff. This is uploaded to Class Dojo each Friday. There is also a monthly electronic newsletter shared on Class Dojo.

Parent Consultations

All families are provided with two, 10-minute meetings each academic year. Families are asked to book a single appointment for an allocated date and time and to attend together. Should there be exceptional circumstances that mean you cannot attend, your child's class teacher will offer one further appointment to the family. **Please note we offer one appointment per child.**

All families are welcome to request additional meetings should they have further concerns regarding their child's progress or well-being throughout the year.

Annual Reviews for Children with an Education, Health and Care Plan

All children with an Education, Health and Care Plan will have an Annual Review each academic year to discuss their progress in relation to the aims and objectives of their plan and termly review meetings are held to ensure provision and support is appropriate.

Individual Learning Plans (ILPs)

Children on the Special Educational Needs Register have an updated ILP every term which is provided to families. Each Plan offers practical advice to families on how they can work with school staff to

support their child in achieving targets to assist the child's progress. Plans can be viewed and commented on by families via Insight online platform. Parents/carers of children on the SEN Record of Need will be offered a separate, 10-minute virtual meeting with the school SENCo.

School Website

The school website www.treleigh.cornwall.sch.uk provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

Complaints

All formal letters of complaint will be dealt with in accordance with the school's separate Complaints Policy. Emails will NOT be treated as a formal letter of complaint. All formal letters to families must be approved by the Headteacher before they are sent. Formal correspondence with families will be kept in the child's personal folder and held for a period of time in accordance with our Disposal of Records Schedule. The school does **not** accept or act upon anonymous communication unless in relation to matters of serious Child Protection.

Requests for Information

Please refer to our Data Protection and GDPR Policy for copies of children's records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings.

If you are ever unsure who to contact and for what purpose the following information can be used as a guide.

Who in school do I ask for?	
To discuss my child's attendance or punctuality	Ms. H. James in the office
Queries around the use of Arbor, school payments for Wraparound Care, school trips, lunches, camps etc.	Mrs. R. Giddens in the office
To discuss my child's academic progress	Your child's class teacher by making an appointment through the school office
To discuss school meals or questions regarding eligibility for Pupil Premium/Free School Meals (FSM)	Mrs. R. Giddens or Mrs. V. Gilbert
To discuss concerns about my child's wellbeing or mental health	Firstly, your child's class teacher who may signpost you to the school's Mental Health and Wellbeing team and/or School's Mental Health Lead – Mrs. R. Wheeler
To discuss a sensitive family matter which may affect your child's safety or wellbeing	Any of the Safeguarding Team, firstly requesting the DSL, Mrs. S. Williams, if available
To discuss medical issues, allergies or medicine	Your child's class teacher or the school office who will register medicines, record information and update pupil medical records
To discuss homework or home reading	Your child's class teacher by making an appointment through the school office
To discuss concerns about a special educational need	The school SENDCo: Mrs. S. Williams
To discuss a behaviour concern either of your child or another child	Your child's class teacher by making an appointment through the school office
If your enquiry regarding any of the above has not been resolved	Mr. S. Proctor or Mrs. N. Winnan

Final Note

Although it is a rare occurrence, when communication becomes inappropriate, aggressive, vexatious, persistent, or disproportionate and the school deems it is unacceptable, then actions will be put in place. This behaviour will not be tolerated and may result in a parent/carer being banned from the premises, in line with our Parent Code of Conduct policy. These actions will involve: The headteacher, senior management and the school Chair of Governors, and if appropriate, the police. Communications should be honest, respectful, ethical and professional and our staff will strive to adhere to this and hope this will be reciprocated by the wider school community.

Internal Communication with Staff

General Whole School Staff Communication Systems

- All staff undertake an induction providing them with important information about organisation and procedures within the school.
- An integrated programme of meetings to facilitate involvement of staff. All staff are to attend a weekly teacher's meeting or weekly support staff meeting.
- All staff are required to attend INSET and staff training sessions in line with the school's chosen CPD programme.
- All staff are to communicate regularly with each other, preferably face to face or email, to ensure information is available and understood within the context of the classroom and working environment.
- Staff ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work within the school.
- Staff to use open channels of two-way communication to keep the leadership team and colleagues informed.
- All staff to check the Outlook calendar at least weekly and read staff meeting minutes which are sent via email.
- Staff ensure that emails are checked at least once a working day and responded to if necessary.
- E-mail is a quick, effective way of communicating information, however, this should not replace face-to-face meetings where an in-depth discussion is required.
- E-mail can be used during the school day and after school. However, e-mail responses should not be expected or chased for, out of school hours.
- Schedule send to suitable hours 08:00 – 18:00 for non-urgent emails is required.
- WhatsApp groups are in place for quick response to important operational/urgent matters i.e. lockdown procedures – they should be used sparingly and follow the group rules. Staff are to opt in to WhatsApp communication for GDPR purposes.
- All letters must be seen by a member of SLT before going out to parents and a copy should be sent to the office (a copy will be placed on the school website if appropriate).

Staff Communication in Teaching Phases

To ensure the expectations are met for the delivery of a two year rolling curriculum, it is essential that teachers within their phase communicate effectively. Statutory planning, preparation and assessment time has been purposefully aligned within teaching phases to ensure all pupils are receiving full equity of the

curriculum requirements across the phase.

In phases staff will:

- Meet weekly for **at least 30 minutes** of their allocated time together to share plans for the upcoming week.
- Meet at least once a half term during statutory PPA time to discuss assessment judgements across the phase.
- Communicate and share planning workload proportionally between the staff members within the phase.
- Communicate any changes to the school day which may impact learning for other classes in the phase either verbally or via e-mail as/when they occur.
- Be mindful of cover which may be required in your phase, ie due to staff absence and make sure this is communicated to the Headteacher/Deputy in a timely manner for appropriate arrangements to be made.
- Be respectful of each other's professional input during meetings and communicate within the expectations of the staff code of conduct.

Safeguarding

Communication of safeguarding concerns will be in accordance with the agreed Safeguarding and Child Protection Policy. Authorised personnel will communicate through MyConcern where appropriate. (See Safeguarding Policy)

Communication with Governors

We work to develop and maintain strong relationships with and have highly engaged governors. In addition to the significant amount of information shared through the Full Governing Board and sub committees, we actively encourage wider engagement with teachers, staff and children. Staff attend governor meetings to share insights and provide input and governors are encouraged to visit and engage in the daily life of the school as much as they can and particularly around their areas of focus. The governors are listed on the school website. Governors should be contacted via the Clerk (email: vjacobs@treleigh.cornwall.sch.uk or written communications left at the school office, which will be forwarded to the Chair of Governors). As governors support the school in a strategic role, if parents contact them on a matter to do with the management of the school, governors will be unable to respond and will direct them to take their concern to the school.

Communication with the Community

Members of the local community are invited to school functions such as Harvest service, Christingle services, Christmas and Summer Fayres. We welcome guest speakers from local businesses, community organisations and charities to come into school to speak to or work with the children. We also try to involve parents and governors as much as possible.

Communication with Other Schools and External Agencies

We have an open and supportive working relationship with the Local Authority, ensuring we deliver against our statutory reporting duties, as well as keeping up to date on national initiatives and any change of policy affecting the school and our work. We work collaboratively with other local schools, working to support each other where it makes sense and sharing best practice, so we can learn from each other.

The school regularly communicates with staff and children of other primary schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster

groups and by means of sports fixtures and other inter-school events. The school is a member of the Redruth Learning Group and utilises CPD opportunities via the Local Authority and other local and national opportunities. Communication with the local secondary schools is predominantly for Year 6 children. We have close links with maintained schools support agencies, including School Admissions, Attendance Improvement Officer, and Family Support Services.

Confidentiality

We hold information on pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. We will be compliant with the Data Protection Act 2018. Parents have a right to view the information we hold, and we have contact details of the agencies to which our information is passed. Exceptions There may be occasions where the school needs to invoke alternative or more bespoke communication protocols to operate effectively or to respond to more unique situations. This will be done with reference to our other guiding policies and in line with the school's governance framework and responsibilities.

Parent Information

What's happening?	How we will communicate this with you...
Sports fixtures 	Email with information, consent to be given via trips on Arbor.
School trips/visits 	Email with information, consent to be given via trips on Arbor.
Clubs sign-up 	Notification on Dojo at the start of each term with information. Sign up via clubs on Arbor.
Parent's Evenings 	Notification on Dojo that bookings are live. Book via guardian consultations on the main Arbor front page .
Events 	Email with information, tickets available to buy in the shop .
 Arbor Messages will be sent to you with individual information e.g. your uniform order has arrived or for payment reminders etc.	
★ Please remember Please do check Dojo, your emails and Arbor regularly so you don't miss important school information.	