



West Byfleet Junior School

School communications policy

September 2023

Key objectives

All communications at West Byfleet Junior School should:

- Keep staff, pupils, parents and other stakeholders well informed
- Be open, honest, ethical and professional
- Use language that can be easily understood by all
- Use the method of communication most effective and appropriate to the context and audience
- Either be neutral or offer a balanced presentation of political views

Communication with parents and other important stakeholders

Effective communications enable us to share our school aims and values as well as keeping parents well informed about school life. This reinforces the vital role that parents play in supporting the school and their child/ren. Whilst staff will always seek to establish open and friendly relationships with parents, it is essential that relationships are professional and parents are addressed in a formal manner in all written communication, whatever the form e.g. Mr, Mrs/Ms etc. West Byfleet Junior School aims to make our written communication as accessible and inclusive as possible, we will ensure that all of our parents can access a form of communication, making alternative arrangements where necessary (e.g. EAL, SEN, IT access or literacy issues). We will seek parental feedback on the school communication via our annual parent survey.

Communication Procedures for staff and parents

The school office can be contacted between 8.30am and 3.45pm on school weekdays.

Postal Address	Telephone	Email
Camphill Road West Byfleet KT146EF	01932 348961	office@west-byfleet-junior.surrey.sch.uk

Policy: School Communications Policy
Nominated Staff Lead: Headteacher

Status: Non Statutory
Review cycle: Every 2 years

Nominated Governor Lead: C of G

Next review date: Autumn 2025

Messages, Queries, concerns	Who to contact
If your child is absent from school	Please report your child's absence via the school absence line: 01932 348961 –option 1 (where you can leave a message on the absence line).
If you have a message for your child's teacher about collection	Contact the school office either by phone or email as soon as possible to notify of any changes.
If you would like to talk about your child's learning progress, home learning or any other concerns.	Make an appointment to meet with your child's teacher by sending an email directly to the class teacher.
If you are concerned about social behaviours or bullying	Make an appointment to meet with your child's teacher via email.
If you would like to discuss your child's special educational needs	Make an appointment to meet with the Inclusion Managers via the Inclusion Managers email.
If you would like to find out about after school clubs	Check the school website, email the office on office@west-byfleet-junior.surrey.sch.uk or ask at the school office.
If you have a query about Breakfast club and After School Clubs (Rise and Shine and Discovery)	Please contact the Extended Schools Manager - Miss Moore. nicki.moore@west-byfleet-junior.surrey.sch.uk out of hours phone number – 01932 348961, option 3
If you have a school dinner enquiry	Please contact the school office
If you wanted to check if the school is open	Please look on the school website under school information and diary. Ring the school office
If you would like information about lost property, stationery or tuck shop	Please contact the school council email: School.council@west-byfleet-junior.surrey.sch.uk

Forms of communication

Emails/letters

Staff will endeavour to reply to parents' letters or emails as quickly as possible. Letters/emails will be acknowledged and replied to within 48 hours from receipt. Email is a quick, effective way of communicating information. However it does not replace face-to face meetings where some discussion is required. All e-mail should be treated as letters and should be checked carefully for technical errors and tone. Under no circumstances should staff contact pupils, parents or conduct any school business using personal email addresses. Please be aware that staff will not respond

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to emails outside of school working hours, the weekend or holiday period. The content of all emails should be carefully considered before sending.

Telephone calls

Staff should take notes about the content of telephone calls, as they would with meetings with parents. These will be stored within the Class Inclusion folder. If a child is absent from school and we have no indication of the reason, administrative staff will contact a parent on the same day, to find out the reason for the absence.

Teacher to parents

We request all parents to inform the school of their current e-mail address, to allow them access to Teacher to Parents through our MIS, which is a quick, economic and efficient method for the school to communicate with parents. A record of those who do not have access to Teacher to Parents is maintained and they will receive a paper copy of any email correspondence. Teacher to Parents is used to send out a variety of information, either to a targeted group, or to all parents on Teacher to Parents.

Information about whole school events and all letters relevant to the whole school are sent out to all parents on Teacher to Parents and in addition, some specific communications regarding trips and events are sent out to the relevant groups of parents. It is our aim to have 100% of parents signed up to Teacher to Parents to facilitate paperless communication.

End of day arrangements

A walkie talkie will be held by a member of staff when on the gate at the end of the day so that if any queries arise regarding collection can be quickly resolved.

Newsletter

The school sends out a weekly Newsletter celebrating and informing the school community of recent and upcoming events and activities. We consider this to be a **vital communication** on the life of our school and it should be accessed each week by the whole community.

Meeting with parents

We encourage parents to contact the school if issues arise regarding their child’s progress or wellbeing. For everyday issues parents should contact their child’s class teacher. For persistent or serious issues, parents should contact the Headteacher or Deputy Headteacher. Any parent wishing to meet with a member of staff should contact the necessary member of staff directly. This will then be arranged at a time convenient to both parties.

The subject for that meeting should be shared in advance to help staff to be fully prepared to ensure the meeting is productive. Parents should not come to the school to talk to a member of staff without an appointment. Staff members may be unavailable to meet should this happen.

Parents (like all visitors) should report to reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. If a meeting with a parent is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation.

When a pupil is accompanying a parent for a meeting, it is perfectly acceptable to ask a pupil to remain out of the meeting for part of it.

Specific Information Meetings

At the beginning of each term year group meetings are arranged to share curriculum, routines and additional information. Meetings are held prior to any residential trip to inform parents of planning, content and arrangements. A meeting for new Year 3 parents is held in June each year.

Written reports

An annual report is sent to parents on their child's progress in each subject. The report identifies areas of strength and areas for further development. Pupils are also given the opportunity to comment on their own progress and parents are invited to make a comment. In addition there will be an Autumn and Spring progress report sent to parents.

Parental Consultations

Parents meet their child's teacher twice a year, at parental consultation evening, and we encourage children to be part of these. When pupils have special educational needs, or if they are making less than expected progress or experiencing behavioural or disciplinary difficulties, we may arrange to meet with parents more regularly.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience and provide guidance on admissions for prospective parents and pupils. It also has a regularly updated area for information for current parents. In addition, it has up-to-date policies available for parents to view. Copies of all newsletters to parents and information guides are also accessible through the website. When staff upload documents these will always be saved as PDF document.

Public Access Documents

Curriculum information, policies and copies of recent letters will be available on the school website. Key dates for the year (where possible) are sent out in September.

Safeguarding including child protection (See also Safeguarding Policy)

Staff will not communicate with parents or pupils via social networking sites nor accept them as their "friends". Teachers should also ensure that they do not engage in private /personal correspondence with a pupil/parent. This includes texting and social networking.

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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 will be sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998. Parents have a right to view the information we hold, and we have contact details of the agencies to which our information is passed. (Please see our data protection policy)

Communication with colleagues at West Byfleet Junior School

An annual programme of meetings will be agreed and calendared for staff and the timetable facilitates informal meeting and planning /support time for teaching colleagues. All formal meetings should be minuted and members invited to contribute to the agenda. It is important that these are focused on developmental, not administrative, matters and time is set aside for structured opportunities for staff to engage in team working and to contribute to the school's reflection on priorities, activities and future plans. For all formal meetings, notes should be taken, action points progressed and feedback given to staff. Minutes of meetings should be copied to relevant staff, the Headteacher and saved on staff shared area in the pertinent folder. All staff are expected to read the minutes to ensure they are aware of the content and then can receive further information should it be required.

Internal E-mail (See also Online Safety Policy and Access Agreement)

The school gives all staff their own email account to use for all school business. Email can be an efficient way of communicating with colleagues and passing on information. However, it should not be used as a substitute for face-to-face contact and staff must consider whether it is the best way to communicate in each situation and understand that there is permanent record of any communication. The content of all emails should be carefully considered before sending.

Internal telephone calls

Use of internal telephone systems should be used for essential communication. It should be avoided during lesson time.

Staff Briefings and Meetings

A one week calendar of events is on display in the staff room. There is also a weekly leadership meeting and a weekly teaching staff meeting. There is a weekly morning briefing on a Monday for all staff at 8.15am. All meetings will be reviewed to ensure that they have had the desired impact. Staff who cannot attend this meeting should see their line manager for any important information. Year group meetings are held once per week with the HT.

Staff Handbook

<i>Policy:</i>	<i>School Communications Policy</i>
<i>Nominated Staff Lead:</i>	<i>Headteacher</i>

<i>Status:</i>	<i>Non Statutory</i>
<i>Review cycle:</i>	<i>Every 2 years</i>

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<i>Next review date:</i>	<i>Autumn 2025</i>
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A copy of the Staff Handbook is shared with all staff at the beginning of the academic year. A hard copy is available in the staffroom and updated annually. An electronic version is given to all staff and it contains essential information and should be read by all staff.

Notice Boards

Staff notice boards are located in the staff room. These are maintained and updated by office and leadership team.

Links with Other Policies

This policy should be read in conjunction with: • Equality Information and Objectives Policy

•Online Safety Policy and Acceptable Use Agreement for staff and pupils • Safeguarding and Safe Recruitment Policy

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