



Glenmere Community Primary School's Communication Strategy

Successful communication strategies are an integral part of building Glenmere Community Primary School's relationships with all stakeholders. We aim to have a clear, effective and positive communication to achieve the best possible outcome for our pupils and their parents/carers. We have a firm focus on nurturing the pupils' positive relationships with both adults and each other.

At Glenmere we aim to:

- Have a clear and professional communication strategy in place which helps to keep parents/carers fully informed about their child's educational progress and any other matters relating to their child's overall wellbeing.
- Ensure parents/carers are fully aware of the ways they can contact school. Additionally, strive to ensure the school is in possession of the current contact details for all parents/carers.
- Constantly endeavour to improve the quality of service by making sure there is a strong process in place for consultation between the school, parents/carers, staff members and pupils on key areas.
- Monitor and evaluate communication issues through regular discussions with staff, parents/carers and members of the school community.

The school is responsible for

- Placing key policies, documents and procedures in areas that are accessible and useful to the entire school community (e.g. the school website).
- Communicating the curriculum clearly to parents/carers.
- Informing parents/carers of details all school events within appropriate timelines.
- Keeping parents/carers informed of the progress of their child at regular intervals.
- Informing parents/carers about the types of data that the school holds concerning pupils, why that data is held and, where necessary, who it may be shared with.
- Ensuring that parents/carers understand their right to view the information about their child which is held by the school.
- Ensuring that information regarding staff pay and service conditions is made available to all employees at the school.

Staff members are responsible for:

- Ensuring the principles and procedures of this policy are followed.

- Communicating proactively with parents/carers about pupil progress, and helping parents/carers to support their child's learning.
- Ensuring that relevant information is passed on to supply teachers.
- Updating classroom planning files with specific pupil information.

Parents/carers are responsible for:

- Reading the key communications circulated by the school and responding/acting on communication when necessary, e.g. by attending meetings.
- Logging on to the school website for detailed information about the school calendar, term dates, monitoring and assessments, school achievements and other useful downloads.
- Informing the school of medical conditions/allergies, along with medical documentation of these conditions.
- Raising any issues or concerns they may have with the class teacher.

Communication

A timetable is kept in school for all staff to view which outlines weekly activities, as well as a whiteboard for daily messages and all staff members are aware of the Staff Handbook, which details a variety of school procedures.

We recognise the importance of the privacy of our staff and as a result, staff members' personal details will not be shared with other members of staff or external agencies without their consent and under no circumstances will staff members' personal details be shared with parents/carers.

Maintaining professionalism is key at Glenmere. Therefore, staff members will not communicate with parents/carers or pupils via social networking sites, or accept 'friend' requests, except in the case of blogs set up specifically for the purpose of teaching and learning, in accordance with the Social Media Policy.

Parents/carers will be contacted through the following methods where essential communication is needed:

- Written communications are delivered via the school gateway app where emails and text messages are sent in order to communicate with parents/carers – this includes the sending of letters to parents
- Phone calls

In addition to this, we also communicate using further methods:

- The school website
- Twitter
- School newsletters (which again will be sent via email within the School Gateway App)
- Parents' Evenings
- Verbal communication at the start and end of the school day where necessary

Enquires

We acknowledge that at times, there will be enquires that parents/carers would like to discuss etc and sometimes, within working hours and so forth, finding time to 'catch the teacher' may be a little more challenging. For general enquiries, parents/carers are required to ring the school office, which is open from Monday to Friday between 8am and 4pm, on the school phone number. In addition to this parents/carers can email the school using the school office email address. We ask that all emails to the school specify the member of staff that the query is addressed to. It is important to remember that all emails to the school will be treated as confidential and vice versa, unless there is a specific reason not to do so. Glenmere Community Primary School aims to respond to emails as quickly as possible, within a maximum of 24 hours. Any delay in the response will be communicated.

The School Website

The school website will be updated on a regular basis with new communications. The contents of the website will complement the work of the school, as well as contain information about the most recent activities and successes of the school, including progress, priorities and performance. It will be utilised to communicate information regarding the following:

- The school's values and ethos
- The school prospectus
- Information regarding the school day
- Policies and key documentation
- Curriculum information, including information of results, performance tables, SEND, pupil premium and clubs and activities
- School news
- Information and resources on supporting Health and Wellbeing
- Supporting your child letters
- Responses to Pupil and Parent questionnaires
- School uniform
- How to contact us

Emergency Communication

All parents/carers will ensure that the school has their latest contact details, including but not limited to their address, telephone number and email address, so that they can be contacted in the event of an emergency. If a pupil is seriously ill or injured, the school will attempt to contact the pupil's parents/carers via telephone. Where an incident affects the whole school community, such as power failure, the school communicate this through the School Gateway App via email and text message, whilst also posting this notification on the school Twitter page. If there is opportunity to let the parents/carers know in advance, a letter will be sent home electronically.

