

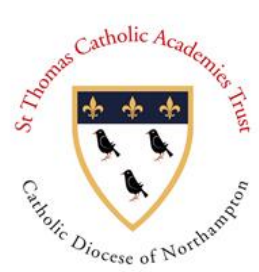


Learning, Growing
And Living with Jesus

St. ANTHONY'S CATHOLIC PRIMARY SCHOOL & NURSERY

In the Diocese of Northampton

Head Teacher: Mrs S Oppé, LLB, MA, NPQH
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"The glory of God is
a human being fully alive"

Communication Policy

At St. Anthony's we believe good communication is more than just the exchange of information. We believe that 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.

To ensure that St. Anthony's is a thriving and successful school, 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.

All communications at St. Anthony's:

- Keep staff, pupils, parents, and stakeholders well informed.
- Be open, honest, ethical and professional.
- 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.
- Be compatible with our core values, ethos and School Improvement Plan.

Responsibilities

Senior Leadership Team (SLT)

- To ensure information is made available to staff in a timely manner and via appropriate channels, where practical face to face.
- To ensure that staff have the relevant information available to communicate with colleagues effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all staff.
- To keep parents informed of developments and concerns.

All staff

- To communicate regularly with each other, preferably face to face, to ensure information is available and understood within the context of the classroom and working environment.
- To 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.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.

Internal Methods of Communication

St Anthony's Catholic Primary School & Nursery has a commitment to safeguarding, and the welfare and wellbeing of children.

St Thomas Catholic Academies Trust; Registered Company Number: 9660515

Registered office: St Joseph's Catholic High School, Shaggy Calf Lane, Slough, Berkshire, SL2 5HW



- All staff receive a list of key policies and specific guidance to read, providing them with important information about organisation and procedures within the school.
- An integrated programme of meetings to facilitate involvement of staff both formal and informal, such as teacher meetings, support staff meetings, office meetings, Key Stage meetings, whole staff meetings.
- All formal meetings should be structured and minuted and members invited to contribute to the agenda.
- E-mail is encouraged as a quick, effective way of communicating information however it should not replace face to face meetings where discussion is required.
- Staff should avoid using What's App or other similar methods of communication for work purposes and should never use children's names in messages, for safeguarding reasons.
- Egress, SIMs and CPOMS are used as secure methods of email and communication, for safeguarding matters.
- Written communications should be placed in pigeon holes, in the staffroom, which staff must check daily and clear regularly and where possible e-mailed to staff.
- Staff meetings & SLT meetings take place every week. Events are discussed in advance at meetings but staff also have the responsibility to check future actions.
- Support Staff meetings take place weekly.
- Office meetings take place once per week.
- Attendance meeting takes place with HT weekly.
- Weekly overview is published in the online diary and updated regularly.
- The white board in the staff room should be used for daily reminders.
- Reminders or letters to individual parents are sent to classes to be given out by the class teachers and must be given to children the same day. Every class must have a system for distributing letters and other materials to go home with the children.
- The schools uses Parent Pay to email and send letters to parents.
- The school uses Twitter as a means of updating and communicating with parents.
- Telephone contact from parents to the office should be communicated by email to appropriate members of staff or face to face conversation.

External methods of communication

Schools have many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. Our aim is to have clear and effective communications with all parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in supporting school.

Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional.

To this end parents should always be addressed in an appropriate manner.

All staff should not accept friendship requests from parents on social media. All staff should follow school Policies and Procedures.

We will try to make written communications as accessible and inclusive as possible. We seek to avoid bias.

Communications with Parents/Carers

E-mail: St. Anthony's has an e-mail system called Parent Pay, which it uses to communicate with parents primarily. Any communication that needs to be sent to parents using this system must be approved by the Head Teacher/Deputy Head Teacher. If a parent communicates with the school using email with a complaint or a matter that requires an action, a copy should be printed & filed. Staff should forward relevant emails from parents to the Head Teacher and should always do so if the content is a complaint. All e-mails requiring an answer should be responded to within 5 school days.

Telephone calls: Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

Social Media Sites/Blogs: Staff are advised not to communicate with parents via social networking sites or accept them as "friends". Staff will not accept pupils or ex-pupils as "friends". The school twitter account is used to communicate news, headlines and reminders. Tweets must be approved by SLT.

Written Reports: Once a year, we provide a formal written report to each child's parents on their progress. This report identifies areas of strength and areas for future development. Pupils are also given an opportunity to comment on their progress.

In addition, parents meet their child's teacher/s twice during the year for a private consultation at a Parents' Evening. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being. When children have particular education needs parents will be invited to meet with their child's teacher more regularly. We will also make reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand communication.

School Website: The school website provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience. Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

We recognise that children's protection is a shared responsibility, and that St. Anthony's School should provide a safe and secure environment. If any member of staff has concerns about a child, these will be passed to the Designated Safeguarding lead who may share this information with Social Services.

Addendum – COVID-19

During the Covid-19 pandemic, where face to face communication is suggested in this policy, this contacts should be risk assessed and the school Covid-19 risk assessment that is in place takes precedence over this Policy, while it is in place. Alternative forms of communications should be used during this time.

- Meetings take place via Zoom or Teams.
- Visitors only attend the school site in exceptional circumstances.
- Any face to face meetings take place in a large, well ventilated space, socially distanced, wearing masks/face coverings.

Communications from parents

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Class Teacher
My child's wellbeing/pastoral support	Learning support mentor/Designated safeguard lead
Payments	School Office
School trips	School Office
Uniform/lost and found	Class Teacher (please check lost property boxes)
Attendance and absence requests	If you need to report your child's absence, call: 01753645828 If you want to request approval for term-time absence, contact office manager
Bullying and behaviour	Class Teacher/Assistant Head Teacher
School events/the school calendar	School Office
Special educational needs	Mrs Hayes/ Mrs Russell - SENDCo
Before and after-school clubs	Office manager
Hiring the school premises	School, School Business Manager
The PFA	Krisztina Varga
The Local Academy Committee	Maclon Dsouza/ Krisztina Varga
Catering/meals	School Business Manager

Created and Approved: March 2021

Review date March 2022