

School Communication Policy

Rationale

Effective communication is the cornerstone of a successful educational environment. A well-defined communication policy ensures that all stakeholders, including pupils, parents, teachers, and administrative staff, are informed, engaged, and aligned with the school's vision and values. The rationale for implementing a clear school communication policy includes the following key points:

1. **Enhancing Transparency and Trust:** Clear and consistent communication fosters transparency and builds trust among all members of the school community. It ensures that everyone is aware of important information, decisions, and changes, reducing misunderstandings and promoting a culture of openness.
2. **Supporting Pupil Success:** Effective communication between staff, pupils, and parents is crucial for children's achievement. Regular updates on progress, attendance, and behaviour help parents stay informed and involved in their child's education, enabling timely interventions and support.
3. **Promoting Engagement and Collaboration:** A robust communication policy encourages active participation and collaboration among stakeholders. It provides opportunities for feedback, discussion, and shared decision-making, which are essential for creating a supportive and inclusive school environment.
4. **Ensuring Consistency and Clarity:** Standardised communication protocols ensure that messages are delivered consistently and clearly. This reduces confusion and ensures that all stakeholders receive the same information, regardless of the medium used.
5. **Facilitating Crisis Management:** In times of crisis or emergency, a well-established communication policy is vital for sharing accurate and timely information. It helps manage the situation effectively, ensuring the safety and well-being of all.
6. **Adapting to Technological Advancements:** As technology evolves, so do the methods of communication. A regularly reviewed communication policy allows the school to take advantage of new tools and platforms, to enhance communication efforts.

By implementing a clear policy, the school can create a cohesive and informed community, ultimately contributing to a positive and productive educational experience for all.

Key roles:

1. School Leadership Team:

- **Headteacher:** Oversees the implementation of the communication policy, ensures alignment with the school's vision and values, and addresses any issues that arise.
- **Depute Headteachers/Principal Teachers:** Support the Headteacher in managing communication efforts and may handle specific areas such as Seesaw or school website.

2. Teachers:

- **Classroom Teachers:** Communicate regularly with children and parents about progress, classroom activities, and any low-level concerns.
- **Learning Support Teachers:** Provide tailored communication to parents and carers of children with Additional Support Needs, ensuring they are informed about their child's progress and any individualised planning and assessments.

3. Office Team:

- **Administrative Assistant and Clerical Assistants:** Manage day-to-day communication tasks such as sending out newsletters, and handling enquiries from parents and the community.

4. Parents and Carers:

- **Active Participants:** Engage with the school by attending meetings, responding to communications, and providing feedback to help improve the school's communication efforts.

5. Children:

- **Pupil Voice:** Share their ideas and opinions, for example through the Pupil Council, Rights Respecting Schools groups, Together Times as well as class discussions and pupil questionnaires.

6. Partners:

- **Collaborators:** Engage with the school to support our vision, values and aims.

7. Parent Council:

- Facilitate communication between the school, parents, pupils, and the wider community. This helps build strong partnerships and enhances the overall educational experience.

Each of these roles plays a crucial part in ensuring that the communication policy is effectively implemented and that all stakeholders are informed and engaged.

Appendix A – Processes for Parents and Carers

Queries, information and concerns from parents and carers:

Parents will receive an acknowledgment to their query during the same working day. The information will then be passed to the Depute Headteacher(s) or Principal teacher for the child's year group. They will then respond as soon as they are available. They will try to respond the same day wherever possible. In some circumstances they may ask another relevant member of staff to contact you if this would be more appropriate, for example Support for Learning teacher or class teacher.

Following this, if a parent/carer feels the issue is not resolved, the Headteacher will contact them to follow up.

Seesaw

Seesaw is a useful school-home communication tool for sharing learning and everyday queries/information, typically the type of thing you may usually ask the teacher at the classroom door during drop-off or pick up time, for example:

"My child struggled with the addition homework," "should we bring in wellies for a trip" or "please keep an eye as Grandad is unwell and they are upset."

More complex issues should be dealt with by calling the school office or sending us an email at foulfordps.enquiries@fife.gov.uk. This is to ensure that your query is dealt with quickly and appropriately.

First-Aid/ injuries or wet clothing

If your child has suffered an injury and receives First-Aid treatment such as a plaster for a small cut, they will have a note sent home in their school bag. If your child has had a more significant bump/ head bump, then we will contact you or an emergency contact by phone.

General communication

Newsletters will be sent out at the end of each term to all parents/carers and staff. The newsletter will include upcoming dates for the diary.

The annual year calendar will be sent out at the beginning of each session with the main events for the year. This will be a draft, with dates being firmed up nearer the time.

Seesaw messaging as detailed above.

The school website has policies and further information, including holiday clubs and activities.

Groupcall messages will be sent out as and when required.

If you need to report your child's absence, our preferred methods are the ParentsPortal App, a text to our absence line 07860 003748 or email. If your enquiry is not urgent, if at all possible, please email the school or call after 9:30am. The phone line is very busy first thing in the morning. This leaves the school phone line free for more urgent calls.

Parents' Evenings are held twice a year.

End of year progress reports are sent out at the end of Term 4 each year for all school pupils and those in their final year at nursery.

Monitoring and Evaluation

If you have any comments or questions regarding this policy, please contact us at foulfordps.enquiries@fife.gov.uk