



St. Luke's Catholic Primary School

Academic Year	Designated Senior Person	Deputy Designated Senior Person	Nominated Governor	Chair of Governors
2019- 2020	E Murtagh			P Stitt
2020/2021	E Murtagh			P Stitt

Policy Review Dates

Review Date	Changes made	By whom	Date shared with staff
March 2021	3.11- Staff well being	E Murtagh	March 2021

Signed _____



Communications Policy - Spring 2020

Mission Statement

As God's family we learn, love and laugh.
Together: Love one another, forgive one another
Work together, play together,
Worship together, be happy together.

Statement of intent

At St. Luke's Catholic Primary School, we understand the importance of the relationship between parents, pupils and the school.

We have a strong inclusive ethos where pupils have positive relationships with staff members and with each other. This policy sets out the aims of the school with regards to internal and external communication, and the responsibilities of the school, its staff members and parents.

The school aims to promote effective communication between pupils, members of staff, parents, stakeholders and all members of the school community. The school's objectives are to:

- Have a clear and professional communication strategy in place which helps to keep parents well-informed about their child's educational progress and any other matters related to their child's overall wellbeing.
- Improve the quality of education by making sure there is a robust process in place for consultation between the school, parents, staff members and pupils on key areas.

Monitor and evaluate communication issues through regular meetings with staff, parents and members of the school community.

Signed by: Headteacher: _____ Date: _____

Chair of Governors : _____ Date: _____

1. Legal framework

1.1. This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2002
- General Data Protection Regulations (GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000

1.2. This policy operates in conjunction with the following school policies:

- Data Protection Policy
- Child Protection and Safeguarding Policy
- Social Media Policy
- Adverse Weather Policy
- Invacuation, Lockdown and Evacuation Policy
- Staff Handbook
- Acceptable Use Agreement

2. Roles and responsibilities

2.1. The Headteacher is responsible for:

- Placing key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire school community.
- Communicating the curriculum clearly to parents.
- Informing parents of all school events within appropriate timelines.
- Regularly keeping parents informed of their child's progress.
- Informing parents about the types of data that the school holds concerning pupils, who controls the data, why that data is held and who it may be shared with. This information will be concise, transparent and easily accessible; written in a clear and plain language; and free of charge.
- Ensuring that parents understand their right to access information about their child that is held by the school.
- Ensuring that parents also understand their rights to rectification, to erasure, to restrict processing, to data portability and to object to processing.

- Ensuring that consent obtained from parents, or pupils, regarding the processing of personal data, is freely given, specific, informed and an unambiguous indication of the individual's wishes. Consent cannot be inferred from silence, pre-ticked boxes or inactivity.
- Ensuring that individuals are informed of their rights to withdraw consent and are provided with easy ways to do so.
- Ensuring that information regarding staff pay and conditions of service is made available to all who are employed at the school.

- Taking steps to ensure parents who do not have access to the internet can still access the information that is included on the school website.

2.2. Staff members are responsible for:

- Ensuring the principles and procedures of this policy are followed.
- Communicating proactively with parents about pupil progress, and helping parents to support their child's learning.
- Ensuring that relevant information is passed on to supply teachers.

2.3. Parents are responsible for:

- Reading the key communications circulated by the school and responding/acting on communications, e.g. by attending meetings.
- Engaging with verbal communications, so that they understand the information being communicated to them.
- Logging on to the school website for detailed information about the school calendar, term dates, exam details, monitoring and assessments, school achievements and other useful downloads.
- Informing the school of medical conditions or allergies their child has, along with medical documentation relating to these conditions.
- Informing the school of child protection matters, legal issues or relevant duties with appropriate documentation.
- Raising any issues or concerns they may have with the class teacher.

3. Internal and external communications

- 3.1. A timetable is emailed to all staff, with a copy to be kept in the staffroom, it outlines weekly activities.
- 3.2. All staff members are aware of the Staff Handbook, which details a variety of school procedures.
- 3.3. Staff members' personal details will not be shared with other members of staff or external agencies without their consent.
- 3.4. Under no circumstance will staff members' personal details be shared with parents.
- 3.5. Staff members will not communicate with parents or pupils via social networking sites, or accept 'friend' requests, except in the case of blogs or social media pages set up specifically for the purpose of teaching and learning, in accordance with the Social Media Policy.
- 3.6. Parents will be contacted through the following methods:
 - Letters home
 - Text messages
 - The school website
 - School newsletters
 - Parents meetings
 - Class and Whole School assemblies
- 3.7. For general enquiries, parents are required to ring the school office, which is open from Monday to Friday between 8:15am and 3:45 pm, on school phone number – **01244 259999**
- 3.8. For non-urgent enquiries, parents are required to email the school using email address – admin@stlukes.cheshire.sch.uk
- 3.9. All emails to the school will specify the member of staff that the query is addressed to.
- 3.10. Parents may not contact a member of staff directly by email.
- 3.11. All emails advise of consideration of staff wellbeing and the expectation of a timely response.
- 3.12. All emails to the school will be treated as confidential, unless there is a specific reason not to do so.

4. Continuous home-school communication

- 4.1. The school regularly updates parents of ways in which they can support pupils' development and progress through activities to be completed at home.
- 4.2. The school subscribes to an electronic communication system, parent app/email and text which is utilised to achieve effective and consistent communication with parents. The school will ensure that:
 - Parents are asked to provide their consent and details for the use of the system at the beginning of each academic year.
 - Any parents who cannot be contacted via the messaging system will be contacted via another method set out in this policy.
- 4.3. Parents will be invited to partake in any educational visits.
- 4.4. Pupils in each class have a home-school diary which can be utilised by parents to record a wide range of information that they wish to share regularly with their teacher.
- 4.5. Class teachers will be available to discuss pupils' progress and any concerns with parents at key points throughout the year; autumn and spring parents evening.
- 4.6. A meeting will be held by the Headteacher for new parents prior to their child's entry to the school.
- 4.7. If a pupil is absent from school, and the school has no indication of the reason for the absence, the school will contact a parent via telephone on the first day of absence, in order to find out the reason for the absence.
- 4.8. If no contact can be made with any named parent, the school has the right to contact the education welfare officer to ensure the pupil's wellbeing and safety.

5. Email communication

- 5.1. Email and internet access will be used in line with the school's Acceptable Use Agreement.
- 5.2. All members of staff will have their own school email account and it is only this account that may be used for school communication.
- 5.3. Emails will not be used as a substitute for face-to-face communication. Staff members will consider the best way to communicate according to each individual situation.
- 5.4. Staff members will not engage in personal correspondence with pupils.
- 5.5. Staff will ensure that the sending of attachments is limited to only work-related emails.

- 5.6. Parents will be aware that teachers are not in a position to check emails consistently throughout the day.
- 5.7. The school does not expect work emails to be checked during a teacher's personal time.
- 5.8. The school aims to respond to all email enquiries within five working days. Staff and parents are aware that part-time staff may take longer to reply due to the nature of their work schedule.

6. Meetings

- 6.1. If parents urgently need to have a meeting with a member of staff, they will phone the **school office** and the **office staff** will do their best to find a senior member of staff to see parents.
- 6.2. Lessons will not be interrupted to accommodate parents needing to speak to a teacher.
- 6.3. For non-urgent meetings between parents and members of staff, parents are requested to use the appointment system via the school office. The school will aim to meet parents within five working days.
- 6.4. The school will determine the level of urgency in requests for meetings, which will aid in managing multiple demands.

7. School website

- 7.1. The school website will be utilised to communicate information regarding the following:
 - Clubs and activities
 - School hours
 - School uniform
 - Term dates
 - Pupil safety
 - The school calendar
 - Ofsted reports
 - Exam information

8. Emergency communication

- 8.1. All parents will ensure that the school has their latest contact details, including their address, telephone number and email address, so that they can be contacted in the event of an emergency.
- 8.2. If a pupil is seriously ill or injured, the school will attempt to contact the pupil's emergency contact(s) via telephone.
- 8.3. Where an incident affects the whole-school community, such as power failure or snow, the school will send all parents an email or text message directing them to a special message posted onto the school's website.
- 8.4. If the school is closed for more than one day due to adverse weather or similar problem, an update will be posted on the website at least once a day.
- 8.5. The local radio station, **Radio Merseyside**, will broadcast a closure announcement in the event of the school closing due to adverse weather or another emergency situation, in accordance with the **Adverse Weather Policy**.
- 8.6. In the event of a serious incident, the school will follow its Invacuation, Lockdown and Evacuation Policy.

9. Monitoring and review

- 9.1. The efficiency of this policy will be continuously monitored throughout the year by the Headteacher and governing board.
- 9.2. This policy will be reviewed annually by the governing board.
- 9.3. The next scheduled review date for this policy is Spring 2022.