



Communication Policy

Through living our Christian values, everyone at WCEJS has the opportunity to flourish.

We nurture the curiosity to learn, the courage to lead and the compassion to care.

Building solid foundations (Matthew 7 24-27)

1. Rationale

At WCEJS every effort is made to ensure that communication amongst all members of the school community and the wider community is both effective and efficient. Through effective communication we want to develop understanding, build trust and co-ordinate our actions

2. Objectives

We want to:

1. Promote a general feeling of partnership between parents, school and community;
2. Enable stakeholders to engage in and contribute to the leadership & management of the school;
3. Generate confidence and pride in the work of the school;
4. Improve the overall effectiveness of the school;
5. Ensure everyone is informed about expectations and arrangements in a timely manner;
6. Promote respectful and appropriate communication.

3. Guidelines for Communication:

- All interactions should be open, honest, positive and show respect for others; confidentiality must be respected;
- Information will be shared in an accessible format;
- Communication will be appropriate in terms of: media (oral / paper / digital); time and place;
- Written communications with parents and other external contacts must comply with agreed practice;
- Consultation issues, plans and changes which may affect the work of the school is inclusive of all appropriate stakeholder groups.

4. Communication with Children

- Much of the communication with children will be verbal: they are informed of the day to day arrangements through their Class Teacher and announcements in collective worship;
- Further information will be posted on relevant boards (school council, music lessons etc) and it will be the responsibility of the individual child to check these boards for the most recent information;
- Posters for upcoming events will be sited around the school;
- Extended Learning and Remote Learning will be shared through eSchools.

5. Communication with Staff

- Communication with staff will be made through a range of media (verbal message, memo in pigeon hole, minutes of meetings and updates, information boards in the staff room)
- Weekly staff training sessions (Monday 3.45pm) and briefing sessions (Friday 8.30am) are used to inform staff of changes to policy & practice, to alert them to pupil concerns & upcoming events and to celebrate our achievement.
- Staff are expected to use the working boards in the staff room and read the school newsletter and Learning Update in order to supplement the training and briefing sessions.
- The school diary is shared through the online registration system and school website; staff must liaise with the school office about events they are planning.

6. Communication with Parents & Community:

Incoming information:

- Parents are able to talk briefly with school staff on the school gate at drop-off and collection. Messages may also be left with the school office via email or telephone – this is more appropriate for more important information, such as changes to collection arrangements or requests for further information / appointments with a member of staff.
- Where more formal conversations need to take place, for instance the sharing of confidential information or to discuss a concern, a meeting will be arranged in school.
- Written communication with parents is likely to be through letters, the weekly newsletter, texts and emails. Our preferred method of written communication from parents is email; parents should email admin@wendoverjunior.co.uk clearly stating who the message is intended for and the subject. Parents should not use eSchools to message teachers directly.
- Your email will be directed to the most appropriate person - in most cases this will be the class teacher. Year leaders / SENDCO / Designated Safeguarding Lead / headteacher may be involved if required. It is therefore, quite possible that the person you send the message to does not reply to you directly (see appendix A for further clarity of who to contact in the first instance).
- We strive to respond to all communications within two working days. However, more complex enquiries may take longer – particularly if the input of a number of staff or outside agencies is required.

Outgoing information:

- Letters / emails / texts will be sent to parents as required throughout the year. Sometimes these will be whole school letters and sometimes these will be for groups of children (year groups, SEND etc). Weekly newsletters share our successes and important information about school. It is important that parents take time to read the information and make note of important dates. We support parents by highlighting events / important dates at the start of newsletters and flagging communication that requires action. Whilst we do send reminder texts, parents should not rely on these.
- Learning Update is a half-termly publication which helps parents better understand what children experience in school and helps them to support the learning of their child at home. The prospectus & website contains a wide range of information for parents including: our expectations, day to day arrangements, upcoming events, curriculum information, development priorities, policies and performance information. The school website has a wealth of information to help parents support their child (parents tab).
- Termly written updates are provided to share the progress of children and we provide opportunities for parents to meet with teachers each term.
- We aim to submit articles to the Wendover News & St Mary's Church Newsletter each term in order to promote community cohesion.

7. Communication with Outside Agencies

- We may need to talk with the local authority about your child, for instance the arrangement of more specialist provision, transport or about changes to tests.
- In order to safeguard children, and ensure that they have the provision they need, we may need to communicate with outside agencies. This will always be with the consent of parents, unless their knowledge of the communication would place the child at risk.
- Parents have a right to view the information that we have shared with outside agencies; we record, process and share data in accordance with the Data Protection Act 1998.

This policy should be read in conjunction with the Parent Code of Conduct, the Staff Code of Conduct, The Volunteers / Visitors Code of Conduct.

Appendix A

Who should I contact in the first instance?

All emails should be sent to admin@wendoverjunior.co.uk with calls / messages to 01296 696822

Urgent Information	
Reporting pupil absence	By email (FAO school office) or telephone (option 1 on answerphone) by 8.30am
Urgent safeguarding information, such as a child being at risk of harm	By telephone (option 2 on answerphone - FAO Mrs Bartlett or Mrs Cook)
A change to the collection of your child today	Telephone (option 1 on answerphone)
Non-urgent information	
Queries about school events, lost property, school meals, parentpay, e-Schools, leave of absence, finance...	By email (FAO school office)
Queries about music lessons or after school extra-curricular activities	By email (FAO club leader)
Queries regarding general progress & learning support, the curriculum, extended learning or requests for a meeting with the class teacher	By email (FAO class teacher)
SEND queries, such as EHCP applications, annual reviews, termly reviews of support plans & specialist provision or a request to meet the SENDCo	By email (FAO Mrs Bartlett)
Safeguarding information that is non-urgent	By email (FAO Mrs Bartlett)
Queries or concerns that have not been resolved with the class teacher	By email (FAO year leader)
Queries or concerns that have not been resolved with the Year Leader, SENDCo, DSL or school office	By email (FAO the headteacher)
Parents are encouraged to talk with school staff about concerns. We ask that parents do not approach staff or governors informally outside of school. There is a resolution and complaints process that parents may use if they have continued concerns that they feel have not been addressed.	