



Communication Policy

2020-2021

Audience:	Parents School staff Local Governing Bodies
Approved:	
Other related policies:	Child Protection and Safeguarding, Complaints Procedure, Staff Code of Conduct, Data Protection
Policy owner:	Rachael Dobbie
Policy model:	1
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Why is effective communication so important?

Positive lines of communication between home and school, is an essential element of the work of all schools. Effective communication enables pupils to receive continuity of education, care, support and management within home and school settings.

Statement of Policy Personal Contact details: Home Address, Telephone Numbers, Email

The school holds emergency contact details for all pupils and parents are contacted on an annual basis to ensure that these are updated. Families must alert the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means to contact a parent/carer.

Forms of communication used at Manor Park Academy to provide effective communication:

1. Open Door policy

A member of the Senior Leadership Team, and an adult from your child's year group team, should be available at the school entrance at the start of the day to informally discuss any needs you or your children may have and pass on any messages to those who need to be notified. Many parental queries and concerns can be dealt with at this time. It is also possible to make appointments through the school office if you need to discuss things in private. This allows the school time to organise cover to make staff available to speak to the parents. Our aim is to see the parents as quickly as possible and we try to arrange meetings on the same or next day.

Class Teachers are available for a 'quick word' at the end of the day. However, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as talking at length at the school gate can be difficult for the teachers, parents and children concerned.

2. Class Dojo

All children are part of their Class Dojo page. This is a closed network, in-school social media. Only parents with children registered to your child's class can access Class Dojo on their class page. Parents/ carers will be given a personalised code and information on how to set up their Class Dojo accounts. Once activated, parents can access information on the learning taking place in the classrooms as well as any announcements regarding the class. Staff will regularly (at least twice per week) update their page with photographs and information about current learning and share any information and reminders about upcoming events.

The school will also send out letters and communication via Class Dojo on the whole school page.

3. School Email

The school also sends out letters and communication via email. Not only is it more environmentally friendly as it decreases paper usage, but it also reduces photocopying and other costs in the school. We urge parents to provide us with a valid email address.

Newsletters/parent updates sharing information on school events, reminders and requests will also be sent electronically. These newsletters/updates will also be published on the website.

Where it is not possible to use Email, you can request a paper copy from the school office.

4. Website

The school website (<https://www.manorparkacademy.co.uk>) is regularly updated with information about the school, school policies, current news about what is happening in school and news of any changes to routine. The school diary can also be found on the website and is regularly updated. Staff lists and responsibilities are also available here under the information section.

A curriculum overview for each class can also be found on the school website. The overview clearly identifies the focus of the work taking place with the class during the year and identifies how parents can support their child's work at home.

5. Telephone Calls

Telephone calls will be made where immediate contact with a family member is required i.e. for pupil injury or pupil incident. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact. In the event that no live contact can be made, the member of staff will either leave an answerphone message (ascending order as before) or ensure that repeat calls continue to be made to the contact numbers, where possible.

If you need to contact the school office, please call **0121 327 1023**.

All general enquiries can be made via the school office. If you need to discuss anything more specific, please follow the chain of communication below, only going to the next stage if the matter has not been resolved:

1. Class Teacher/Teaching Assistant
2. Phase Leader
3. Head of School
4. Executive Head Teacher

For pastoral enquiries, please email pastoral@manorpark.bham.sch.uk

Senior Leadership Team

School Business Manager	Mrs Hibbert
Pastoral Lead	Miss Green
Assistant Head Teacher/ phase leader years 1-3	Mrs Davis
Assistant Head Teacher/ phase leader EYFS	Mrs Saghir
Curriculum Lead	Miss Marinho
Head of School/ phase leader years 4-6	Miss Dobbie
Executive Head Teacher	Mr How

6. Facebook and Twitter

Facebook and Twitter may be used to send out quick reminders or to share information about upcoming events or learning that has taken place in school.

7. Meetings

There are a number of meetings throughout the term which provide opportunities to discuss current developments in the school:

- New foundation stage parents/carers - We hold a meeting for new parents/carers each June or July, with Early Years Foundation Stage (EYFS) staff.
- Home Visits - The EYFS team make visits at the beginning of the Autumn term to new nursery children joining the school; they share information and complete records which contain information about the child.
- Residential Trips - Where a major trip is taking place, trip leaders will organise a meeting for parents well in advance to provide detailed information about all aspects of the trip.
- Parents' Evenings - All parents are invited to Parents' Evenings. The meetings give parents and class staff the opportunity to talk through each child's progress, and time to look at work completed by the child during the term. Parents are allocated a 10-minute time slot; if more time is necessary, staff will be happy to arrange another meeting.
- Annual Reviews for children with an Educational Health Care Plan (EHCP) and SEND support plan - during each child's annual review meeting, staff and parents have an extended period of time (45 - 60 minutes) to focus on a pupil's progress and to plan together for future needs. Parents receive a written report after the meeting, which highlights progress in all curriculum areas as well as social and personal development.
- Pupil Passports - Children on the Inclusion Register, have their Pupil Passports reviewed at least once each term. Parents receive a copy of this in order to add any comments from their perspective and ensure a joint home/school approach.
- Inclusion register – parents are written to when children are taken on or off the register stating reasons why.

8. Parent/carers Email

The school does not believe that email should be used as a means of communication between parents and staff to discuss pastoral or academic matters. In such instances, parents are asked to contact the school to arrange a phone call or meeting. However, if all the above lines of communication have not been possible, parents can email a member of staff directly as long as they have received prior agreement with that member of staff.

Every attempt will be made by teachers and staff members to respond to any emails as soon as possible between the hours of 08:00 and 17:00. However, due to teaching and other commitments, parents must be aware that teaching and support staff will not have access to work emails whilst teaching. All staff will endeavour to respond within 3 working days, but if contact with outside agencies is required, this may take longer. Parents must use class email addresses to contact teaching staff and personal email addresses of school staff must not be used.

9. School Money

When children start at Manor Park Academy parents will be given information on how to set up an account with our online payment and communication system, School Money. Parents with parental responsibility can request to be provided with information on how to set up an account at any time. Bookings and payments for school dinners, clubs and trips etc. need to be made using this system. Some permissions slips can also be completed electronically using School Money.

10. Written Reports

At the end of each academic year, children are provided with written reports, outlining their academic achievements for the school year. All parents with parental responsibility are eligible to receive a copy of these reports. If more than one copy of a child's report is required, parents are advised to request these and class teachers will be able to ensure that copies are provided.

11. Safeguarding & Early Help

Child protection is of utmost importance and Manor Park Academy aim to provide a safe and secure environment for all children in its care. If any member of staff or parent/carer has concerns about a child, these will be passed to the Designated Safeguarding Lead for Children Protection (Miss Green) or the Deputy DSLs (Mrs Davis, Mrs Saghir and Miss Dobbie) who may have to share this information with Social Services.

An Early Help Assessment (EHA) is a simple way to help identify needs of children and families and make a plan to meet those needs. It is a shared tool which can be used by all agencies in Birmingham who are delivering early help. Its purpose is to provide a coordinated response so no-one misses out on the support they may need. Manor Park Academy believes the sharing of information with other agencies will ensure that the pupils and families of our school community receive the right support when they need it. Other policies of relevance:

Child Protection and Safeguarding, Complaints Procedure, Staff Code of Conduct, Data Protection.

12. Communication between pupils and staff

Two-way communication between pupils and staff is an important aspect of school life. The school welcomes and encourages pupils to engage in conversation with all members of staff within the school. When communicating with a member of staff, staff and pupils should:

- Stand in front of the individual they are speaking with and make eye contact;
- Be respectful, do not talk over, raise voice or walk away before the conversation has ended. When communicating with pupils staff should use pupils' first names and full names of staff (Mr Surname and Ms/Mrs Surname) in front of pupils. Try to avoid generic terms of: Sir and Miss to convey politeness;
- Pupils will address adults using their formal name e.g. Mrs Smith, never referring to a
- member of staff by their first name.

13. Communication between MPA staff

Verbal

Staff are to use first names when communicating with each other and full names (Mr/Dr/Ms/Mrs Surname) in front of pupils. Avoid generic terms of: Sir and Miss to convey politeness.

Email

- consider whether an email is appropriate when face to face communication may be more
- conducive;
- avoid send or reply all unless necessary;

- line managers are to be copied in when necessary;
- keep emails concise, use Standard English and bullet points if necessary.
- Staff to check emails twice a day – before the children arrive and at the end of the school day.
- Use group emails as appropriate.
- Staff should not send non-urgent emails before 7am or after 6pm during the week, and not at weekends unless agreed. Emails should instead be saved as drafts and sent during work hours.

A weekly bulletin will be sent to all staff on Friday afternoon to plan for the following week.

Phone/WhatsApp/messaging

Consideration must be taken when communicating via these methods. Wellbeing is of high importance at MPA so please consider the urgency of any messages and the impact on individuals who may receive them. It is every staff member's right to ask not to be contacted via these means or to request not to be contacted at specific times and contacting people regarding school issues via these methods outside school hours is to be avoided.

14. School trips, visits and activities

The school will endeavour to publish all proposed trips, visits and activities on the school calendar at the start of each academic year. Parents and carers will be notified by letter of trips, visits and activities that their child/children may wish to participate in as early as possible. Occasionally opportunities arise during the academic year to offer pupils additional trips, visits or activities that were not known or available when the school calendar was published. The school will always ensure parents and carers are notified of any additional opportunities for their child as soon as possible to ensure parents and carers have adequate time to plan for such events.

15. Severe weather and emergency closure

In the event of emergency closure communication will be made to parents and carers via text or email. Parents and carers should also tune in to local radio and check the school website, Class Dojo and social media channels (e.g. Facebook).