



Holgate Primary and Nursery School



Home/School Communication Strategy

Rationale

Our school is committed to giving all children the best possible start in life to prepare them for whatever amazing things their future holds. In order for our vision to be realised, we need to ensure that communication is central to school life and learning. Through good communication we build relationships and knowledge that are cornerstones of our school community made up primarily of children, parents/carers and educators. We will succeed by working closely together.

Principles of communication

A strong communication strategy ensures that every member of our community feels valued, and in turn, values the aims and vision of our school. Therefore, our guiding principles for all school communication must be:

- Clear, accurate and precise
- Inclusive to the whole school community
- Improving our school by listening to each other
- Creating effective systems for feedback.

“The existentialist psychologist, Rollo May, once said, “Communication leads to community, that is, to understanding, intimacy and mutual valuing”.

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We strive to communicate truthfully, for the ultimate benefit of all in our community and in a pleasing and respectful way.

Monitoring quality

To achieve the best communication:

- We will ensure messages are consistent through all forms of school **internal** communication (emails, memos, briefings, conversations, meetings, etc)
- We will monitor the quality of information going from the school, with the senior leadership team reviewing letters and other messages to parents/carers (including via Facebook, ParentMail and Dojo)

Collective responsibility

Parents/carers are responsible for accessing information shared and gathering opportunities provided. If they require further information or detail, they are expected to communicate with teachers, the school office team or the school leadership team. Any misinformation heard in the playground or among other parents must be questioned and / or verified before it is repeated so that the correct details can be given. Repeating misinformation can be damaging and can lead to confusion of the facts.



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Communication Channels (this is not an exhaustive list, but a list of those used most often across school)



Who do we communicate to?	What do we communicate?	How do we communicate?
Parents/carers	Information about the school Teacher information Logistics: Dates/Times/Terms Events/Visits Incidences – behaviour/first aid Safety information Pupil Progress updates	Newsletter Letters School website Facebook Parentmail Face to face (regularly with Year Group Teams; termly for parents' evenings – Autumn and Spring Term) Notes home Boom Reader Phone calls Dojo Termly reports Workshops and Meetings Performances
Children	Information about learning Learning Progress Celebration events Home learning projects	Face to face (teaching staff to child) Marking and feedback on work Parents evenings that children attend Celebration – awards / prizes / Dojo points Through Pupil forums Assemblies
Governors and The Trust	All statutory aspects of the school are reported to the governors: Information about progress, learning and teaching, standards, behaviour, leadership, parent view, finance, buildings, safeguarding, recruitment, HR, admissions and attendance.	Governors' meetings Standards reports termly to the Governors and Trust Finance reports Performance reviews Regular EHT/Chair meetings Emails
Prospective Parents	Information about the school Teacher information Logistics: Dates/Times/Terms Events/Visits	Website Advertisements – school flyers Facebook Letters Phone calls Face to face – Open Events, word of mouth Walk arounds
Teachers	Teaching plans Progress and standards School Improvement Plan Professional dialogue Safeguarding information Operational information	Face to face Briefings Memos Emails Official documents (appraisal for example) Meetings
Local Community	Information about the school Logistics: Dates/Times/Terms Events/Visits Community Engagement	Website Facebook Flyers Local News / Press Releases
Wider Community and other Professional Associations	Information about the school Logistics: Dates/Times/Terms Events/Visits Community Engagement Links with other agents	Facebook Local News / Press Releases Website

Methods of Communication for Parents/Carers – A What to Expect Where Guide

The 1st point of call = Your Child's Class Teacher

Talk to your child's teacher before or after school (please bear in mind that teachers cannot always discuss issues before the school day as they need to be prepared for the children). Teachers can also be contacted via email (office@holgateprimary.org) or via a telephone call to the school office to arrange a convenient discussion time (0115 9638649).

If after speaking to your child's class teacher you feel you would like to discuss a matter further, please contact the school office as above to speak to a member of the school's leadership team. We have a member of SLT on duty each day.



Face to Face PERSONAL		Class Dojo OPERATIONAL / CELEBRATION	
			
Information Shared	Frequency	Information Sent	Frequency
Key messages about the day Incidental reminders Child level conversations – reports, behaviour conversations, celebrations, rewards, praise.	As appropriate	Events Section: Diary reminders for events (events will be listed at the top of the school story)	As appropriate
		School Story section: Whole school reminders, celebrations of events in school e.g. fundraising, whole school theme days, visitors to school	As appropriate
		Class Story section: Celebrations of learning in class. Class Posts / Photos / videos of nice work / activities for parents to do at home	2 celebratory posts a week Reminders as needed
		Dojo Messages: No staff member will initiate communication with you via this method. Messages will be responded to by staff during hours 8.00am – 4.30pm, Monday to Friday, during term time, but messages will not be read and checked constantly due to teaching commitments and staff not accessing during teaching/meeting times or outside of working hours. Urgent messages and absence reporting, MUST be communicated via the school office only.	Never initiated by staff





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Parentmail OPERATIONAL		 ParentMail	School Facebook Page ADVERTISEMENT / CELEBRATION		
Information Sent	Frequency	Information Shared	Frequency		
Trip Letters Key information about school or key events Urgent messages First Aid notifications Diary Dates for the year Information about the running of school	As appropriate	Adverts / Information about community events Celebrations of events in school e.g. fundraising, whole school theme days Year group events, trips etc	As appropriate		

School Website OPERATIONAL / ADVERTISEMENT / CELEBRATION			Medical Tracker OPERATIONAL		
Information Shared	Frequency				
Curriculum learning information Key information for parents about school processes Policies Statutory and compliance information	Updated regularly	First Aid notifications	As appropriate		