



C3 Communication

Responsibility: AW

Date: May 2015

Next Review: May 2017

1. Email and VLE

The school email system is run via a web version of Microsoft Outlook and all staff should acquaint themselves with it as soon as possible after taking up employment with the school. The induction process introduces staff to the basics of the system and explains how access is gained to the email system together with brief details on how to navigate around the system.

There are a number of pre-set groups within the email system and staff are requested to use the appropriate group for their messages, rather than sending emails to 'all staff'. Staff should not use emails as an opportunity to complain or berate colleagues, and should choose a title for the communication which allows others to judge relevancy to them.

The Frog VLE hosts various sections which provide staff and parents with information they might need and is also used to post details of any urgent messages. Staff should, in particular, refer to the section on school documents which holds all school policy documentation.

2. Pigeon Holes and Post

All staff are allocated a pigeon hole – individual ones for teaching staff and some support staff, and collectively for groups of support staff e.g. Classroom Support Assistants. Post and messages are put into pigeon holes three times a day:

11.00am (prior to break)

1.30pm (after lunchtime)

3.00pm (prior to end of school)

If you are expecting an urgent phone call please inform the receptionist of this fact in order that a pupil receptionist can be sent to you quickly with the message - alternatively if urgent personal messages for you are being directed through reception please instruct the caller to say it is urgent in order that the message can be passed swiftly to you. In the absence of either of these 'alerts', messages will be either emailed or placed in pigeon holes at the above times and it is therefore incumbent on staff to check their emails and pigeon holes on a regular basis during the day. Post/message trays for the Senior Leadership Team are situated in the general office.

3. Staff Briefings

Staff briefings are held in the staffroom on Mondays, Wednesdays and Fridays at 8.35am. These sessions are used to quickly circulate brief information items to the whole staff group. The meetings are minuted and the minutes are emailed to all staff during the morning of the briefing.

4. School Bulletin

School bulletins are produced every day and are circulated electronically. It is essential that the relevant sections are read to the form by the teacher taking the register at morning registration,

with the exception of assembly day when the bulletin is read out in the hall.

Non-form teachers must make sure that they familiarise themselves with the contents of the bulletin each day.

If a member of staff has a notice to put into the bulletin then it should be either emailed direct to the support staff member concerned in Reprographics or placed in the bulletin tray in that department prior to 1.45pm on the day before the notice is due to feature in the bulletin. Notices should be clear, concise and detail the year group it is aimed at, the name of the person placing the notice, when the notice is to be placed in the bulletin and how long it is to run for.

5. Communication with Parents

Newsletters

Glossy newsletters are produced each term and are circulated to parents, staff and Governors and contain items of interest from across the school. The content of these newsletters is aimed at parents, to keep them well informed of events and activities which have been taking place, however they are also a way of departments communicating information from their area to the wider staff group. Around the half-term holiday more traditional update letters are sent out to all parents.

Parent Bulletin

On Friday of each week, reprographics staff email all parents with a copy of the weekly bulletin. This copies relevant messages from the daily bulletins as information for parents and additional messages from staff to parents can be included. Any notices to be included in the parent bulletin must be lodged with reprographics staff by the end of school on Thursdays.

Electronic texting

The school uses an electronic texting service, called 'Teachers2Parents'. This allows the school to send out a text message to staff and parents in situations such as school closure or event cancellation. The service can also be used to issue reminders about events or to indicate to parents that hard copy letters have been given to children. Any member of staff who needs a text message sending should provide the information to the Headteacher's PA who will seek authorisation and then send out the message.

Calendar app

The school has established an app which parents can download onto their hand-held devices. This provides parents with access to a live version of the school calendar, access to a 'twitter-style' news update, as well as providing additional access to text messages.