



## COMMUNICATION POLICY

### Statement of Intent

At Manor Green School, staff members understand the importance of the relationship between parents/carers, students and the school.

At the school, there is a strongly inclusive ethos where students have positive relationships with adults and with each other. This policy sets out the aims of the school with regard to internal and external communication within the school, and sets out responsibilities of the school, staff members and parents/carers.

Manor Green School aims to promote effective communication between students, members of staff, parents/carers, 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/carers well-informed about their child's educational progress and any other matters related to their child's overall wellbeing.
- Improve the quality of service by making sure there is a robust process in place for consultation between the school, parents/carers, staff members and students on key areas.
- Monitor and evaluate communication issues through regular meetings with staff, parents/carers and members of the school community.

### 1. Legal Framework

- 1.1. This policy has due regard to statutory legislation, including, but not limited to, the following:
- The Education Act 2002
  - Data Protection Act 2018
  - The Freedom of Information Act 2000

### 2. Roles and Responsibilities

- 2.1. Manor Green School 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/carers.
  - Informing parents/carers of all school events within appropriate timelines.
  - Keeping parents/carers informed of the progress of their child at regular intervals.
  - Informing parents/carers about the types of data that the school holds concerning students, why that data is held, and who it may be shared with.
  - Ensuring that parents/carers understand their right to view the information about their child which is held by the school.
- 2.2. Staff members are responsible for:
- Ensuring the principles and procedures of this policy are followed.

- Communicating proactively with parents/carers about student progress, and helping parents/carers to support their child's learning.
- Ensuring that relevant information is passed on to supply staff.
- Updating student files with on-going information as/when new data becomes available.

2.3. Parents/carers are responsible for:

- Reading the key communications circulated by the school and responding/acting on communication.
- 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/allergies, along with medical documentation of 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 relevant staff member

### 3. Internal and external communication

- 3.1. All staff members are aware of the Staff Handbook, which details a variety of school procedures.
- 3.2. Written communications are delivered via pigeonholes, email and Microsoft Teams
- 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 circumstances will staff members' personal details be shared with parents/carers.
- 3.5. Staff members will not communicate with parents/carers or students via social networking sites, or accept 'friend' requests, except in the case of blogs set up specifically for the purpose of teaching and learning, in accordance with the Social Media Policy.
- 3.6. Parents/carers will be updated daily via the home/school communication book or email (preferred choice to be ascertained by class staff at the start of the academic year). Further communication to parents will take place via:
  - Letters home
  - Text messages using the school's text messaging service
  - Emails
  - The school website
  - School newsletters
  - Parent/carer meetings
  - Annual Reviews
  - Governors drop-in sessions
  - Class assemblies

n.b. where appropriate, the above may take place through Microsoft Teams.

- 3.7. For general enquiries, parents/carers are required to ring or email the school office. For academic queries relating to their child, parents/carers should contact the class teacher. However, if a parent/carer would like to speak to a senior member of staff then Warren Griffiths (Head of Wellbeing & Safeguarding) is the main point of contact within the Senior Leadership Team.

- 3.8. All emails to the school will be treated as confidential, unless there is a specific reason not to do so.
- 3.9. Manor Green School aims to respond to emails as quickly as possible, within a maximum of 24 hours. Any delay in the response will be communicated.
- 3.10. If a child is absent from school, and the school has no indication of the reason for the absence, the school will contact a parent/carer via telephone on the first day of absence, in order to find out the reason for the absence.
- 3.11** During the coronavirus (COVID-19) pandemic, in an aim to adhere to social distancing guidelines, the school will also meet parents and other individuals through Microsoft Teams. Please see 'Remote Education Policy'.

#### 4. Email communication

- 4.1. All members of staff will have their own email account.
- 4.2. Staff/student personal information should not be included in the email when sending to third parties
- 4.3. 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.
- 4.4. Staff members will not engage in personal correspondence with students.
- 4.5. Communication between students and parents/carers with staff members will be carried out via the school email address, and not via staff members' personal email addresses.
- 4.6. Chain emails will not be allowed.
- 4.7. The sending of attachments will be limited and attachments containing personal information should be password protected when sending to third parties
- 4.8. Under no circumstances will adverts be embedded into emails.

#### 5. Emergency communication

- 5.1. All parents/carers will ensure that the school has their latest contact details, including the address, telephone number and email address, so that they can be contacted in the event of an emergency.
- 5.2. If a student is seriously ill or injured, the school will attempt to contact the student's parents/carers via telephone.
- 5.3. Where an incident affects the whole school community, such as power failure or snow, the school will send all parents/carers an email or text message directing them to a special message posted onto the school's website.
- 5.4. 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.

#### 6. Accessing information

- 6.1. In accordance with section 7 of the Data Protection Act 2018, personal information, such as educational records, can be shared via a subject access request (SAR).
- These requests must be made in writing to the Governing Board, and will be responded to within 15 school days if the request is regarding an educational record.
  - If the data being requested is not in relation to an educational record, the response will be within 30 calendar days.
  - A student, or the parent/carer of a student, has the right to access the information that the school holds about the child in question.
  - Some types of personal data are exempt from the right of a SAR, and so cannot be obtained by making a SAR. Information may be exempt because of its nature or because of the effect its disclosure is likely to have.

- Information regarding another individual will not be disclosed in a SAR.
- Individual requests for non-personal information cannot be treated as a SAR, but will be dealt with either as a request under the Data Protection Act 2018 or as a request under the Freedom of Information Act 2000.

6.2. In line with the Freedom of Information Act 2000, private data and public records can potentially be accessed through lodging a freedom of information (Fol) request.

- These requests will be made in writing to the school, stating the name and address of the requester, as well as a description of the information requested.
- Successful Fol requests will be responded to within 20 working days from receipt of the request, unless the request does not comply with the procedure set out in the school's Freedom of Information Policy.
- Manor Green holds the right to charge the requester a fee.
- Certain information will not be shared, such as that explained in Part 2 of the Freedom of Information Act 2000.

### **Raising Awareness of this Policy**

We will raise awareness of this policy via:

- the school website
- staff meetings
- The School Bus Compliance Manager

### **Equality Impact Assessment**

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any student and it helps to promote equality at this school.

### **Monitoring the Effectiveness of the Policy**

This procedure shall be subject to a periodic review and may be changed from time to time.

The Governing Board approved this policy on date: 18<sup>th</sup> March 2021

Signed: Richard Pelly, Chair of Governors

Signed: Joolz Scarlett, Headteacher