Nurture ~ Believe ~ Discover ~ Achieve

Safa Vision

At SCS we aim to enable our learners to have success for today and to be prepared for tomorrow.

نحن في مدرسة الصفا كوميونيتي نسعى الى تأهيل طلابنا للنجاح اليوم وتحضيرهم لمواجهة المستقبل

Communication Policy 2023 - 2024

Introduction

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality is respected and action coordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership.

Aim

To ensure that Safa Community School is a thriving and successful school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Objectives

All communications at Safa Community School should:

- Keep staff, pupils, parents, and stakeholders well informed.
- Be open, honest, ethical and professional.
- Be jargon-free and easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies.
- Be compatible with our core values and School Improvement Plan.

Responsibilities

This section details the responsibilities of the different groups within the school.

The senior leadership team (SLT)

- To ensure information is made available to staff in a timely manner and via appropriate channels, where practicable face to face.
- To ensure that staff have the relevant information available to communicate with colleagues effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all staff.
- To keep parents informed of developments and concerns.

All staff

- To communicate regularly with each other, preferably face to face or video conferencing to ensure information is available and understood within the context of the classroom and working environment.
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work within the school.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.

Internal Methods of Communication

- All staff receive access to the school's google drive providing them with important information about organisation and procedures within the school.
- An integrated programme of meetings to facilitate the involvement of staff both formal and informal: e.g. teachers' meetings, teaching assistant meetings, Office meetings, Key Stage meetings, whole staff briefings.
- All formal meetings should be structured and minuted and members invited to contribute to the agenda
- E-mail is a quick, effective way of communicating information however it should not replace face to face meetings where discussion is required.
- Team meetings, HOY & SLT meetings take place every week. Events are discussed in advance at meetings but staff also have the responsibility to check future actions.
- Weekly Overviews are emailed to staff each Sunday and followed up with a morning mail which is sent the night before.
- The school uses Seesaw, Google Guardian, Emails and Parent ISAMs and School Lead WhatsApp to communicate with parents.

External methods of communication

- Schools have many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. Our aim is to have clear and effective communications with all parents and the wider community. Effective communications enable us to share our aims and values by keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.
- Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional.
- To this end, parents should always be addressed in an appropriate manner.
- All staff should not accept friendship requests from parents on social media. All staff should follow SCS Policy and Procedures.
- Staff should not use social media groups to voice concerns or questions about the school. Please also be mindful that if your full name is used, you can be identified as a staff member.
- We will try to make written communications as accessible and inclusive as possible. We seek to avoid bias.

Communications with Parents/Carers

- **Email/Text/Seesaw:** The school has an e-mail/text system (ISAMs/WhatsApp) which it uses to communicate with parents. Any communication that needs to be sent to parents using this system must be approved by the Head Teacher. If a parent communicates with the school using email with a complaint or a matter that requires an action, a copy should be printed & filed. Staff should forward relevant emails from parents to the Head Teacher and should always do so if the content is a complaint. All emails requiring an answer should be responded to within 24 hours. E-mail communications concerning a child should be documented on Edukey.
- **Telephone calls:** Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.
- **Social Media Sites:** Staff are advised not to communicate with parents via social networking sites or accept them as "friends". Staff will not accept pupils or ex-pupils as "friends" and follow SCS Policy and Procedures.
- **Written Reports**: Twice a year, we provide a written report to each child's parents on their progress. This report identifies areas of strength and areas for future development. Pupils are also given an opportunity to comment on their progress.

- In addition, parents meet their child's teacher/s twice during the year for a private consultation at a Parents' Evening. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being. When children have particular education needs parents will be invited to meet with their child's teacher and a member of the inclusion team more regularly. We will also make reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school or to receive and understand communication.
- **School Website:** The school website provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.
- We recognise that children's protection is a shared responsibility and that SCS should provide a safe and secure environment. If any member of staff has concerns about a child, these will be passed to the Children Protection Officer.

Recording Keeping and Documentation

SCS uses Edukey as a student information system. This should be used for all recording keeping which stores all documentation linked to Communication between the parent/caregivers and the school.

If there is an email account or history regarding a complaint or concern, this can be uploaded.

How will this policy be monitored and evaluated?

This policy will be monitored through ongoing school self-evaluation. The Principal will use a variety of methods to evaluate this policy with staff, parents.

Review Date - August 2024