



COMMUNICATION POLICY
FOR ALL STAFF - SEPTEMBER 2026

Communication Policy

Reviewed: August 2026

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 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 Whitefield Infant School and Nursery 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 Whitefield Infant School and Nursery should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon free, plain English and be 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 & Development Plan.

Responsibilities

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

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 governors informed of developments and concerns.

All staff

- To communicate regularly with each other, preferably face to face, 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.

Governors

- To ensure the use of trusted online spaces when communicating between governors or with the school
- Using a variety of communication methods to promote & explain the work of the governors
- Listening to people online to hear what is being said about the school
- To ensure the posting of minutes of meeting in appropriate places

Internal methods of communication

- All staff receive an induction pack providing them with important information about organisation and procedures within the school
- An integrated programme of meetings to facilitate involvement of staff both formal and informal: e.g. teachers' meetings, teaching assistant meetings, Office meetings, Key Stage meetings, whole staff meetings
- 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

- Written communications should be placed in pigeon holes, in the staffroom, which staff must check daily and clear regularly
- Teachers' meetings & SLT meetings take place every week and the minutes are placed in the staffroom. Events are discussed in advance at meetings but staff also have the responsibility to check future actions
- TA meetings, Whole Staff meetings & Office meetings take place once a term. Key stage meetings are held informally or formally, as required
- Governors' meeting minutes are placed on the staffroom notice board
- Weekly notices are e-mailed out to staff and placed on the noticeboard in the staffroom
- The whiteboard outside the staffroom is used for day to day notices
- Reminders or letters to individual parents are sent to classes to be given out by the class teachers and must be given to children the same day. Every class must have a system for distributing letters and other materials to go home with the children.
- The schools uses T2P to communicate with parents by text
- Urgent messages for parents/carers will be sent by text as early as possible and followed up by the office staff to ensure receipt
- A list of all those not subscribing to T2P will be kept by the office & hard copies sent to all those on the list

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 through keeping parents well informed about school life. This reinforces the important role that parents play in supporting 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.

Staff will not accept friendship requests from parents on social media.

We will try to make written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to

recognise and celebrate the contributions to our society by all cultural groups represented in our school.

Communications with Parents/Carers

Letters: Staff will respond to parents' letters within 48 hours (2 school days). Any letter of complaint must be referred to the Head Teacher immediately. Letters to parents must be approved by the Head Teacher before they are sent. Copies of all correspondence to individual parents will be placed in pupil files. A copy of general letters will be placed in the red file at the front desk.

E-mail/Text: The school has an text system (T2P) 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 stored in a digital file or 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 e-mails requiring an answer should be responded to within 48 hours (2 school days). E-mail communications concerning a child are kept for the academic year in a digital folder unless they are required for evidence trailing, in which case a copy should be printed.

Telephone calls: Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

Social Media Sites/Blogs: 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".

Written Reports: Once a year, we provide a full 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.

Newsletters: Newsletters are distributed weekly.

In addition, parents meet their child's teacher/s three times 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, or if they are making less than expected progress, parents will be invited to meet with their child's teacher 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. Parents of children with a EHCP will have the opportunity to review the EHCP annually (or as required).

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.

Home-School Communication:

- Home School Agreements are signed on entry
- Pre-school visits take place during the summer term for those joining Reception in the following September
- Information is displayed on the notice board outside school & written on the whiteboard which is updated regularly
- The weekly school newsletter is distributed each Friday
- Parents/carers will be texted if there is an unexpected cancellation of a club
- A questionnaire is sent out termly to parents and the results are analysed & used to improve the school

We recognise that children's protection is a shared responsibility, and that Whitefield Infant School and Nursery should provide a safe and secure environment. If any member of staff has concerns about a child, these should be recorded on CPOMS (online child protection management system) or speak to the Designated Safeguarding Lead for Children Protection, or the Deputy DSL, who may share this information with Social Services.

How will this policy be monitored and evaluated?

This policy will be monitored through on-going school self-evaluation. The Head Teacher will use a variety of methods to evaluate this policy with staff, parents and governors.

Other policies that might be of interest to you.

- Child Protection
- Complaints procedure
- Staff code of conduct
- Data Protection

Next Review: August 2027

- **Annex 1**

This should be circulated to staff under the school's normal communication policy and procedures.

The General Data Protection Regulation (GDPR) is a new data protection regulation that will apply in the UK from 25 May 2018. GDPR applies to 'controllers' **and** 'processors'. The definitions are broadly the same as under the Data Protection Act 1998, the controller says how and why personal data is processed and the processor processes data on behalf of the controller. **The school is the data controller. Anyone who processes data on behalf of our school is a data processor.**

GDPR applies to personal data. That is, any data that can be used to identify a person. For example, pupil records, governor records, contact lists, parents/carers records. **The person who the data is about is called the data subject.**

Under the GDPR, the data protection principles set out the main responsibilities for the school. These are that personal data must be:

- Processed lawfully, fairly and in a transparent manner in relation to individuals. There must be a recorded legal basis for processing the data, for example evidenced consent, or a legal obligation, part of a contract or the vital interests of the data subject.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes. The school cannot collect the data for one reason and then use it for another.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed. The school must only collect the information needed for the purpose we are using it and must not collect excess information just in case.
- The data must be kept accurate and up to date.
- The personal data must not be kept for longer than necessary. The data must have a retention period and then be deleted once that retention period has expired.
- Personal data must be held securely using appropriate technical or organisational measures to prevent unauthorised processing, accidental loss, destruction or damage.
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| <ul style="list-style-type: none">• Article 5(2) requires that 'the controller shall be responsible for, and be able to demonstrate, compliance with the principles'. The school must be able to demonstrate that it is complying with these data protection principles. |
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