

# TIBSHELF COMMUNITY SCHOOL COMMUNICATION STRATEGY

Ratified: Feb 23  
(Tibshelf Policy)



## Introduction

At Tibshelf Community School, we understand the importance of the relationship between parents, students, governors, the school and the wider community.

There is a strongly inclusive ethos where students have positive relationships with adults and with each other. This is extended into the wider community, and we continue to value the central role the school plays in the lives of many.

### 1. Aims and objectives

At Tibshelf Community School, we aim to promote effective communication between students, members of staff, parents, governors and outside agencies and other stakeholders including members of the community. Our objectives are to:

- Have a clear and professional communication strategy in place which will help us to keep parents/carers well-informed about their child's educational progress and any other matters related to their child's overall well-being.
- Improve the quality of service by making sure there is a robust process in place for consultation between the school, parents, staff members and students on key areas.
- Monitor and evaluate communication issues through regular meetings with staff, parents and members of the school community.

### 2. Responsibilities

#### 2.1 School's responsibilities

- To place key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire school community
- To communicate the curriculum clearly to parents/carers and students
- To inform parents/carers of all school events within appropriate timelines
- To keep parents/carers informed of the progress of their child in school
- To celebrate and reward the success of students regularly
- To maintain open and transparent lines of communication with parents / carers

#### 2.2 Staff members' responsibilities

- To ensure the principles and procedures of this policy are followed
- To communicate proactively with parents/carers about student progress and wellbeing and help parents/carers to support their children's learning and development both academically and emotionally

#### 2.3 Parent/carer's responsibilities

- Read the key communications circulated by the school (e.g., website, newsletter) and respond to / act on communication (e.g., sign forms, attend meetings).
- Access the [Tibshelf School website](#) for detailed information about the school calendar and term dates, exam details, information on mentoring, Year 8 and 9 options and other useful downloads
- Inform the school of medical conditions/allergies, along with medical documentation.
- Inform the school of child protection matters, legal issues or relevant duties with appropriate documentation.
- If there are any issues or concerns, parents are encouraged to raise these with the school.
- Download the Arbor app to access live information regarding attendance and behaviour.

### 3. Internal and external communication

#### 3.1 Internal communication

- Staff briefings take place on Wednesday morning at 8:15am in the Main Hall for all staff.
- The staff bulletin is distributed weekly (Friday) and also shared with governors.
- The staff handbook is available via an icon on the desktop of all members of staff.
- Written communications are delivered via email and the staff bulletin.
- Staff members' personal details will not be shared with other members of staff without their consent.
- The use of jargon or acronyms is avoided (or where used, explained) and communication is kept clear, concise and professional.
- Letters are always distributed on the accurate letterheaded paper.
- Supply staff are briefed with relevant policies and procedures on their first day in school.

#### 3.2 Email communication for members of staff and governors

- All members of staff/governors have their own email account.
- While emails can be used as an efficient way of communicating with colleagues, it must not be used as a substitute for face-to-face communication and should never be used as a method of emergency communication. Staff/governors must consider the best way to communicate according to each situation.
- Communicating with students, parents and staff members must be carried out solely via the school email address.
- When sharing internal documents, staff should use SharePoint and avoid sending documents as email attachments
- Where files are shared to external agencies, these should be encrypted and fully adhere to GDPR policy and guidance

#### 3.3 Meetings

- A programme of meetings is set out on the school calendar.
- All formal meetings should be minute, and members invited to contribute to the agenda.
- It is important that time is set aside for structured opportunities for staff to engage in team working and to contribute to the department's reflection on priorities, activities and future plans.
- For all formal meetings, notes should be taken, action points progressed, and feedback given to staff.
- Minutes of meetings should be shared to relevant staff and saved on the appropriate SharePoint area.
- Where relevant, (e.g., union meetings) time is built into individuals' timetables.

#### 3.4 Social Networking Sites/Blogs etc.

Staff should not communicate with parents or students via social networking sites or accept 'friend' requests. Further guidance can be found in the ICT Policy.

#### External communication

##### 3.5 We communicate with parents through a variety of methods:

This list is not exhaustive and is expanding continually as new methods of communication are explored and developed.

- Letters home
- The school website
- ParentPay
- Social media
- Regular School Newsletters
- Parent/Carer Meetings
- Governors Drop-In Sessions
- Year group assemblies
- Informal communication between teachers and parent/carers.
- Open Evenings
- Local Radio
- Parents' Evenings

- Email
- Arbor App

### **3.6 The website is fully compliant with DfE guidance and contains the following:**

- Clubs and activities
- School day
- Uniform
- Keeping safe
- Term dates
- School calendar
- Ofsted reports
- Exam information
- Complaints Procedure
- Faculty information
- Governor information
- Important messages
- Reporting a student absence

### **3.7 How can parents get in touch?**

- For general enquiries, parents/carers are asked to ring reception.
- All emails should specify the member of staff the query is addressed to. All emails to the school will be treated as confidential. The school aims to respond to emails as quickly as possible.
- Parents attending school to meet with a teacher should ensure that they sign in at the main reception and are accompanied around school with a member of staff.

## **4. Emergency communication**

- Parents/carers must make sure that the school has the latest contact details, including the address, telephone number and email address, so that they may be contacted in the event of an emergency, such as an unplanned closure or injury/ill-health.
- If a student is seriously ill or injured, school will attempt to call the given contact by telephone.
- Where an incident affects the whole school community, such as power failure or snow, the school will send all parents an email or text message directing them to a special message posted onto the school's website. If the school is closed for more than one day due to adverse weather or some similar problem, an update will be posted on the website at least once a day.

## **5. Links to other policies**

- ICT Policy
- Online Safety
- Child Protection
- Complaints Procedure
- Accessibility Plan
- GDPR