

Communication Plan
Robin Hood Primary School

May 2019



At Robin Hood Primary School we are committed to providing a safe, inclusive and supportive environment that promotes open communication, respect, fairness and positive relationships within the school community.

We aim to have clear, effective and positive communication to achieve the best possible outcomes for pupils, staff and parents/carers.

Communication objectives

Robin Hood Primary seeks to:

- Promote the school's vision, values and achievements clearly
- Provide families and the wider community with information regarding events, results, trips and other happenings at the school in a timely manner, giving as much notice as possible.
- Provide staff with information about events, results, expectations and other happenings at the school.
- Provide a two-way channel of communication between the school and parents/carers
- Meet the needs of our school community with flexibility and as easy to access as possible
- Provide a supportive channel of communication for staff (sharing CPD opportunities etc) and an open, honest channel; of communication with staff and, where appropriate, pupils

Pathways of communication



1. Parents/carers

Channel	Details	Audience	Prime accountability	Frequency
Email	Parents/carers can email admin@robinhood.nottingham.sch.uk as a point of contact. Emails can then be forwarded on to the relevant people.	Staff/parents	Parents as appropriate	As appropriate
Marvellous Me	Messages/badges/information sent out as appropriate to parents Positive interaction Parents respond by sending a high five.	Parents	All staff as appropriate (Henry Overton verses)	As often as necessary – often daily.
Twitter	Staff can share GDPR compliant tweets to inform parents of positive parts of the day.	Parents / Other Staff / NST		As often as necessary – often daily.
Text messaging	Used for key information. Used for emergency/urgent contact alongside other methods (reminders/closure)	Parents	Office staff	When necessary (price per message)

Newsletters	Feature key dates, images, events, requests and achievement.	Parents/wider community	Head teacher	Termly
Assemblies	Parents invited in to celebration/achievement assembly to celebrate 'aiming high'. Also class assemblies.	Parents	Staff	Half termly
Learner reviews	Meeting between class teacher and parents/carers to discuss individual child. 30 minute appointments from 8:00 – 18:00	Parents/carers	Class teachers	Autumn and Spring term
Workshops	In the past these have included reading, maths, phonics, RSE, Internet safety and 'Ready for Reception'.	Parents/carers	All staff as appropriate/subject leaders	Throughout the year
School website	Contains key information – menu/term dates/DSL/ classes/letters etc	Parents/prospective parents	All staff/Mike Grey oversees	As appropriate
Targeted letters	Trips, special/key events/key information	Parents/carers	All staff	As appropriate
Face to face	Members of SMT/SLT on the school grounds from 8:45 – 9:10 each morning and 3:15-3:40 after school as a point of contact. Face to face meetings can also be arranged	School community	All staff	As appropriate
Annual child's report	Written by class teachers to inform of academic and non-academic progress. Contains a comment from SMT	Parents/carers	Teaching staff/SMT	Annually (July)
Bump notes	Written out by a 'First Aider' and sent home with child. Recorded in folder in school.	Parents/carers	First Aid staff	As appropriate

2. Staff/governors

Channel	Details	Audience	Prime accountability	Frequency
Email	Staff have a work email account that should be accessed daily. Content should be professional and GDPR compliant.	Staff	Individual staff members	As appropriate (accessed each working day).
Staff meetings	Teaching staff/L4 TAs attend pro-rotas. These include training, updates, workshops.	Staff	Led by different staff as appropriate	Weekly on a Wednesday 3:45-4:45 pm
Text messaging	Used for key information. Used for emergency/urgent contact alongside other methods (reminders/closure)	Staff	Office staff	When necessary (price per message)
Newsletters	Feature key dates, images, events, requests and achievement.	Parents/wider community	Head teacher	Termly
Pigeon holes	Any postal mail placed in pigeon holes	Staff	Office staff	Checked weekly
Notice board	In staff room – shows school diary and key messages.	Staff	Business manager/Head teacher	Updated weekly

INSET days	Key whole school/phase messages shared as well as staff training, key updates and workshops. Occasionally involve collaboration with other schools.	Staff	SMLT	5 over the year
Face to face	Meetings arranged with individual staff. Open door policy with SMLT. These may be to discuss personal issues/support, pupils, incidents etc.	Staff	Staff as appropriate (usually SMT)	As appropriate
Briefing	In staff room. Weeks diary and key events/incidents/achievements shared with all staff. Also emailed out to those who cannot attend because of other school responsibilities	Staff	Head teacher	Weekly 12:40pm in the staff room.

Key points/procedure:

1. We aim to respond to any communications as soon as possible – usually within one working day.
2. Where parents/carers wish to speak with a member of staff, they should initiate contact via the school office and provide a brief overview of what they would like to discuss.
3. Urgent issues/need for discussion should be arranged via the school office with office staff made aware if the urgent nature.

Responding to communication

We aim to acknowledge communications within 24 hours of receipt. We will aim to respond to communications within 5 working days.

Where there is a communication breakdown

When communication breaks down or an issue is unable to be resolved, it may then be passed over/discussed with other members of staff. This would usually be with the deputy head teacher/Head teacher. If there were still ongoing, unresolvable issues, they would then be passed on to the schools governing body. The school has a complaints policy which should be referred to in such occurrence.

School email policy

The schools 'acceptable use agreement' and email policy should be referred to by staff before initiating use of email.