



Communication Strategy

EHT

- To provide an up and coming list of his/her dates for each term.
- To notify HOS/ Office Lead of weekly changes and additions so that these can be discussed at meetings and added to the diary/wall.
- To monitor school websites for weekly information in newsletters.
- To ensure the Trust website has up to date information on policies and personnel.
- To read the weekly staff meeting minutes and HOS/office staff meeting minutes.
- To be available if necessary to talk to staff.

HOS

- To meet with admin lead and support staff weekly to update diaries, ensure meetings are minuted and that minutes are sent to attendees that day.
- To lead weekly staff meeting from the minutes of the meeting with office lead and to add any further items which staff add during the meeting. Office lead to minute this meeting and e-mail out the same day as well as up-date diary accordingly.
- HT to update board at lunch/after school each Friday for the 2 weeks ahead. The board should always contain 2 full weeks' events (even at the end of term where the first week of the next term should be highlighted).
- To ensure staff keep the diary up to date.
- To ensure that staff absence is added to the diary.
- To ensure PM reflects people's personal responsibility around communication.
- To monitor class notice boards for weekly updates.
- To ensure that timescales for responding to parental queries are met.

Office Lead

- To bring diary to all meetings and ensure they are updated (by another member of the office staff if necessary if minuting and updating is a challenge).
- To e-mail minutes of whole staff weekly meeting out the same day to staff and trust business manager.
- To nominate another member of the office staff to cover their roles in the event of their absence.
- To challenge any person who arrives at school and is not in the diary.
- To inform staff members where events/visitors/absence are not in the diary
- To report any repeated issues to the HT.

All Staff

- To add all attendance at courses to the diary

- To add all agreed absence to the diary
- To attend weekly staff meetings and ensure that they update all staff on events they are responsible for (in the event of being unable to attend a meeting where they need to update staff they should ensure a colleague takes this role).
- To arrange cover for assemblies/playtime when they are absent.
- To ensure parents/colleagues/visitors/outside agencies are contacted in the event of their absence where meetings have been arranged and that clubs are covered (not cancelled).
- To inform the office via the office lead and diary when they have arranged meetings with parents/other agencies/visitors
- To keep class notice boards up to date weekly with reminders and the weekly newsletter displayed prominently.
- To ensure that timetables are adhered to including the use of laptops, I-pads, hall, library, spare spaces/offices
- To bring appropriate items of importance to all staff to the staff meeting each week e.g health and safety, child safeguarding, behaviour, events, training, playground swaps, assembly swaps.
- To email any letters home to the website manager, for uploading to the school website.
- To look at the staffroom notice board daily.

Office staff

- To ensure diary is kept up to date
- To ensure that visitors etc are not allowed to enter school unless their visit is in the main school diary or have been informed by the HOS.
- To ensure that all parents/visitors are accompanied if they enter school and are not allowed to wander around.
- To ensure safeguarding procedures are followed in relation to contractors/visitors- they sign in, receive a visitor's badge and are accompanied by the office staff or the member of staff concerned.
- To greet all visitors warmly, kindly and swiftly and sign them in and provide a badge.
- Ensure that parent contact details are up to date and accessible.
- To provide daily reminders by text of that day's events, deadlines, meetings, trips etc.
- To add dates on website at the end of term for next term
- Weekly newsletter e-mailed, on website and paper copies available in entrance hall which include dates for the following 2 weeks as a standing item.
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Phone calls/e-mails.

- Answerphone to be switched off when first member of admin team arrives and messages taken off and relayed
- Phone calls/e-mails/contact will be responded to the same day except in exceptional circumstances. Contact from parents should be responded to at the next break time. If

a definitive answer to a query can't be made, then a holding reply should be sent the same day.

- Staff should get back to parents the same day or the next day regarding any concerns that they may have had during the initial contact.
- Allegations of bullying will be directed immediately to the HOS and the HOS/Senior staff will meet with parents the same day to discuss how the issue will be monitored, when they will get back to the parent (within 3-4 days) and what the possible outcomes are. This will then be brought up at the next staff meeting for all staff to monitor.
- Allegations of bullying will be added to the bullying log.

Standing agenda items for weekly staff meetings

Child safety/safeguarding – including behaviour issues/friendship issues, distressing events

Health and safety – hazards in school, up and coming repairs, issues, accidents that have occurred and reviews of procedures as a result.

Next week's events and dates, planned staff absence and cover planned.

These items should appear each week and be noted as "no business" if there are no issues but should always appear in the agenda.