

Category	Communications		
Document Name	Communications Policy		
Accountable Body	RADIUS Trust		
Reference	CO.P2	Date Ratified	13 February 2014
Version	1.1	Last Update	26 th November 2015

Related Documents

Document	Reference
Prospectus	CO.P2.01
Assurance Profile – Public Information	CO.P2.02
Means of Communication	CO.P2.03
Website Administration	N/A

Reference Material

Guidance
NMSS Statutory Instrument – September 2015

Related Policies

Name	Reference
Complaints Policy	CO.P1

Policy Statement

The Trust requires each school to provide clear and up to date information to all parents/carers, external agencies, Governors, Trustees, Trust Staff and internal staff members. Information is required be readily available upon request as well as relevant content being published via the school's website.

All external communication by each school is expected to be executed in a professional manner and will assist the school to maintain strong relationships with:

- Parents/carers
- Local Authorities
- Public agencies – such as Ofsted, Colleges, Local Children's Safeguarding Board
- Other schools (to ease pupil transition)
- Community organisations
- Supporting organisations (such as external learning support, agencies and consultants)

Regular internal communication will provide support for members of staff and proactive assurance to Governors and Trustees.



Website

Each school is required to ensure that the website content is always up to date and relevant for public consumption.

The following arrangements are established to support the maintenance of web based information and communication.

Activity	Responsibility
Website design & background images.	Charity Office / Agent
SEO & traffic monitoring.	Charity Office / Agent
Technical problems resolution including broken pages, links, website malfunctions or errors etc.	Charity Office / Agent (School to report issues ASAP)
Vacancies	Charity Office
Regular review, accuracy and consistency (formatting) of content. Including compliance requirements.	School Nominee Person
Regular news items (monthly)	School Nominee Person
Galleries to be refreshed within the first week of each school term. Secure written permission from parent for use of any child image. (Please be aware that the school or the Trust must obtain clear evidence of written permission prior to using an image of LAC.)	School Nominee Person
Changes to Staff to be reflected within one week.	School Nominee Person
Changes to Governors to be reflected within one week.	Charity Office
Useful Downloads to be kept up to date e.g. term dates, prospectus, newsletters, Ofsted reports, etc. (Please note all documents should be in pdf or doc format and a max file size of 2MB with a suffix of .pdf or .doc only – lowercase).	School Nominee Person

Each school is expected to maintain the supporting document 'Assurance Profile – Public Information' to clearly indicate the roles within the School to review and approve the content in detail. An up to date Assurance Profile will be reported to a meeting of the school Governing Body at least annually.

Public Access Documents

The Charity Office will ensure that there is full access to all approved Trust policies with each school ensuring that related operational procedures and protocols are equally accessible to all employees, volunteers and school governors.

Mandatory public documents will be published on the school website and all other public policies and documents must be made available upon request including minutes of governors meetings.

Prospectus/Local Offer

The Trust requires each school to maintain an up to date prospectus/local offer for prospective pupils and those on roll to provide the following information:

- the name, address, email address, website address and telephone number of the school
- the names of the Headteacher/Principal and of the chair of the governing body;
- the classification of the school as a day or boarding school, or a school taking both day and boarding pupils;
- the description of the category of need approved to be supported by the DfE and referenced to -
 - the number, age and sex of day and of boarding pupils, respectively, and
 - their respective special educational needs.
- a brief description of the education, residential care and other services offered by the school;
- a brief description of the premises and facilities offered;
- The Trust's policy and associated operational arrangements for child protection and safeguarding;
- The Trust's policy and associated operational arrangements to secure equality and diversity statement.

Home-School Communication

Each school is required to maintain regular and effective communication with parents/carers and to speedily respond to parent/carer communication.

The school must encourage parents to contact the school if and when required and make them aware of the methods such as:

- Home-School work book.
- E-mail – all emails must be recorded.
- Telephone – all calls must be recorded.

All contact with parents should be made through the Form Tutor / Teacher / Key Worker if possible with the exception of therapy, medical and residential care staff.

All incoming parent communication via the School Office must be routed to the Form Tutor / Teacher / Key Worker. If the concern is of a nature that is not possible for the Form/Class Tutor to address or is an urgent or delicate matter the parent must be given the option to make an appointment to meet with the Headteacher/Principal or another member of the Senior Leadership Team.

Residential pupils must have access to a telephone in their residential area from which they can both make and receive phone calls from family and friends.

Newsletters must be sent to Parents regularly and at least on a half termly basis containing reminders of dates, pupil achievements and information on school events and activities.

The Trust expects its schools to organise regular forum sessions for parents including opportunities to meet teachers and other staff (including therapy) to discuss and consider pupil progress and development.

The Trust also expects each school to support a parent Forum and facilitate meetings of such fora.

Parent Surveys

The Trust expects schools to organise regular surveys of parent views and experiences and to act on the results of such surveys and to identify interventions arising from analysis.

Schools will be expected to encourage maximum participation of parents in Ofsted surveys and to follow up on any matters arising from Ofsted parent surveys.

Pupil Progress Reports

Each school is expected to provide a written report to each pupil/student's parents/carers on progress in the various National Curriculum subjects, therapies, medical, care and counselling where appropriate. The report must highlight progress against the pupils' Individual Education Plan targets where appropriate and identify areas of strength and areas for future development.

As well as the annual report, interim reports must also be provided for parents at the end of each term.

Pupil Transitions

Each school is expected to have detailed arrangements for the transition to pupils from the roll of the school to provide a high quality information pack to successor learning.

Transition to another school or learning setting will be required to be based upon deep and meaningful participation of parents/carers.

External Agencies

Each school is expected to have regular contact with relevant professionals, such as the Child and Adolescent Mental Health Service (CAMHS) and Educational Psychologists to support individual pupils.

Each school must respond to potential admission placements from Local Authorities within 72 working hours and invite LA's to annual reviews with at least a half term notice of arrangements.

The Trust and its schools recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that all schools should provide a safe, secure environment. Where necessary, information regarding a child's welfare will be shared with statutory child protection agencies such as the Children's Social Care function of relevant Children's Services Departments.

Internal Communication

Each school is expected to have a daily internal hand-over/briefing meeting to enable education staff, care staff and other staff to share information. A record of the information shared at each of these meetings must be made available throughout the day for all staff to consult.

Staff must be made aware of the procedures within the school to communicate with colleagues such as e-mail, telephone or pigeon-holes.

Governance Reporting

Each school through its leadership and management capacity is expected to support detailed school governance including detailed reports and attendance at meetings of the school Governing Body and support to Lead Governor arrangements.