

St Philip's Catholic Primary School



Communication Strategy 2024

Signed by:

Headteacher: _____ Date: _____

Chair of Governors: _____ Date: _____

Review date:

The guiding principles for the St Philip's Catholic primary School communication strategy is to

- Provide clear guidance to all stakeholders
- To ensure school communications are in line with the school values and mission statement.
- To ensure we have a shared understanding of the importance of communication
- To ensure we all have reasonable expectations of each other in order to achieve a culture of mutual respect and accountability.
- To ensure communications are inclusive for the whole school community
- That communications should be timely, accurate and respectful
- Continuously improving the school.
- Providing effective systems for feedback.

Communication Method	Strategy	School responsibility	Parent/Carer responsibility
School Spider	<p>Primary means of communication between school and home.</p> <p>The app (along with the school website) should be the first port of call for all parent enquires.</p> <p>Everyday school information as well as updates will be found via the app.</p> <p>Important communication will be sent first via the app. Letters could be sent, via the app, to inform parents about important events, to obtain consent for educational visits or to gather vital information from parents.</p> <p>News items and events in school will be shared via the app, either through the relevant sections or with a direct reminder notification.</p> <p>Parent's Evening booking system.</p>	<p>To send any letters via the school office for sharing via School Spider.</p> <p>To ensure staff have received appropriate training and use the system effectively.</p> <p>To ensure communications are accurate and sent in a timely manner.</p> <p>To ensure that any absence requests are acknowledged and acted upon in a timely fashion.</p>	<p>Ensure you have access to the app so you are completely informed about school life.</p> <p>Regularly accessing the app to remain up to the date with the latest information.</p> <p>To report your child as absent using the absence request form. Where necessary, please send copies of appointment letters or submit request forms.</p> <p>Check your personal information and inform the school if your phone number or email address has changed.</p> <p>Respond to any messages when this is requested.</p> <p>Book parent's evening appointments when offered.</p> <p>Request child/ren places at clubs via School Spider.</p> <p>Inform the school office if you are having any persistent difficulties accessing School Spider.</p>

	Booking system for school run extra-curricular clubs.		
Class Dojo	<p>Primary means of communication between the class teacher and individual families.</p> <p>This app allows the class teacher to share information directly with their pupil's families.</p>	<p>Staff will reply to parental requests within two working days</p> <p>Staff will share relevant class information including successes and relevant news.</p>	<p>Ensure you have access to the app so you are completely informed about school life.</p> <p>Regularly accessing the app to remain up to the date with the latest information.</p> <p>Make any requests for a face to face meeting or phone call with the class teacher via Class Dojo</p> <p>Speaking to your child regarding information shared to improve the home school link.</p>
School Website/Social Media	<p>The school website provides information about the school and an opportunity to promote the school to a wider audience.</p> <p>The school website provides guidance on admissions for prospective parents and pupils.</p> <p>All key policies, news items, key information and statutory information will be posted to the school website.</p> <p>This will include a school calendar, with key dates such as parents' evenings, notice regarding emergency closures and the contact details for school staff.</p> <p>Twitter is used on occasion to provide relevant updates regarding school life.</p>	<p>Staff will share information in a timely fashion.</p> <p>School will ensure that the information shared via the website and social media platforms are kept up to date.</p> <p>The School Governing Board will use and monitor the website to ensure accuracy.</p>	<p>Parents will use the school website as their first port of call when seeking general information relating to the school as outlined.</p> <p>Parents are kindly requested to inform the school if they notice any errors or broken links.</p> <p>Parents who would like to contact the SENDCO should use the online form to request a meeting.</p>
Email	Email communication should be used where the methods outlined above have not answered the issue or query.	Staff with delegated access to the addressed provided will ensure email inboxes are monitored and queries	<p>Emails should be used when your query cannot be answered via School Spider or Class Dojo.</p> <p>Parents should use the correct email address for the issue;</p>

	For example, in relation to SEND, any concerns with a class teacher or where an issue has not been resolved via the class teacher.	are responded to within 2 working days unless there is a legitimate reason for the delay such as where there is a need for investigation.	admin@st-philips.stockport.sch.uk – for any general enquires. finance@st-philips.stockport.sch.uk – for any payment related enquiries, for example in relation to educational trips or debt. sendco@st-philips.stockport.sch.uk – to discuss your child’s special educational needs. deputy@st-philips.stockport.sch.uk – for any concerns relating to your child’s teacher or where an issue has not been resolved to your satisfaction or continues to persist. headteacher@st-philips.stockport.sch.uk – in relation to the correct stage of any complaint having followed the complaints procedure.
School Office	<p>The school office is open between 7.45am and 3.15pm on school weekdays.</p> <p>The telephone number is 01614830977.</p> <p>Messages can be left on the school voicemail if there is no answer.</p>	<p>A member of office staff will be available during the hours listed to direct or answer general enquires.</p> <p>Messages will be shared with relevant staff in a timely fashion where the parent has been unable to do this themselves.</p>	<p>If you are unable to access School Spider to report an absence, then the school office should be contacted on each day of your child’s absence either via phone or in person.</p> <p>If you are unable to access School Spider to request an absence, then please contact the school office either in person or via email.</p> <p>If you have been unable to speak to your child’s class teacher or have not received a response via Class Dojo, please contact the school office.</p> <p>If you would like to contact the Chair of Governors, please do so in writing via the school office. All correspondence must be sealed and addressed to the Chair of the Governing Body, Elizabeth Donegan.</p> <p>School staff are unlikely to be available for a face to face meeting during the school day. Parents should only visit the school office to speak to staff if they have a pre-arranged appointment.</p>
Face to Face	<p>Meetings will be arranged where more discussion or privacy may be required</p> <p>Teaching staff are only available</p>	Staff will respond to a request for a meeting within two working days unless there is a legitimate reason for the delay.	<p>Any meeting requests for class teachers should be made via Class Dojo.</p> <p>Where requests for a face to face meeting are made, the subject should be shared in advance to ensure staff can</p>

	<p>for a short period of time after school each day unless via a pre-arranged appointment.</p> <p>Calendarised opportunities for face to face meetings, including but not limited to parents evenings and open evenings will be arranged and shared via the school website and School Spider.</p>	<p>Staff will arrange a face to face meeting where it is deemed necessary and communicate this to families.</p> <p>Staff will be suitably prepared for the meeting when the subject is known in good time.</p> <p>If a meeting with a parent is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is acceptable to call a meeting to a close in order to allow time for further investigation.</p>	<p>be fully prepared for the meeting and the meeting is purposeful.</p> <p>Any quick messages can be shared with the school office if you have been unable to speak to our child's class teacher.</p> <p>During a face to face meeting and where the pupil is accompanying a parent, any staff request for the pupil to wait outside during the meeting should be adhered to.</p>
ParentPay	<p>This app is specifically used for payments and consent for educational trips.</p> <p>Where parents are requested to access ParentPay, this will be indicated via School Spider.</p>	<p>School will upload payment details for extra curricular visits in a timely manner allowing a reasonable amount of time for families to plan for payment.</p> <p>School will upload meal options each term.</p> <p>School will communicate with parents as per the school debt policy where there is a growing debt or upcoming deadline for payment.</p>	<p>Ensure you have access to the app so you are completely informed about school life.</p> <p>Regularly accessing the app to remain up to the date with the latest information.</p> <p>Select your child's school meal choices in good time and no later than the evening before the meal is to be taken.</p> <p>Informing the school office if you are having persistent and unresolved issues when accessing ParentPay.</p> <p>Where appropriate, providing consent for extra curricular visits when submitting payments.</p>

Any communication received by the school during times of school closure or school holiday will be responded to upon the school reopening. Where communication has been received during a holiday period the timescale for response will begin upon the reopening of the school.