



Lawford CE Primary School

Communications Policy

Approved by Governors on: April 2025

Next Review Date: reviewed March 2026

Biennial review

Our children know they are blessed and a blessing. We strive to be ambitious for ourselves and each other, have integrity and nurture all.

‘Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.’
Matthew 25:40

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1. AIMS AND OBJECTIVES

Lawford CE Primary School is committed to the promotion of effective communication between pupils, staff, parents/carers, stakeholders, and the wider school community. This policy should be read in conjunction with the school's Code of Conduct Policy.

Our objectives are to:

- Develop a clear and professional communication strategy to keep parents/carers well-informed about their child's educational progress and overall well-being.
- Set clear expectations about methods of communication.
- Ensure written communications are accessible and inclusive, avoiding bias, stereotyping, or discrimination.
- Promote open, honest, ethical, and professional communication in plain English.
- Establish robust processes for consultation between the school, parents, staff, and pupils on key areas.
- Align communication systems with the school's vision and values.
- Monitor and evaluate communication practices regularly to ensure they remain effective and aligned with the school's goals.

Efficient communication is essential across all levels of the school community, including:

- Between staff members.
- Between pupils and staff.
- Between parents/carers and staff.
- Between the school leadership team and other stakeholders.

2. RESPONSIBILITIES

School Responsibilities:

- Publish key policies, documents, and procedures on the school website to maximize accessibility.
- Share key information about the composition of the governors on the website, including members' details, meeting attendance, and business interests.
- Inform parents/carers of school events within appropriate timelines.
- Provide updates on pupils' progress at least termly throughout the academic year.
- Consult and collaborate with parents/carers on their children's education and well-being.
- Tailor communications to make key messages relevant to the school's community.

Staff Responsibilities:

- Adhere to the principles and procedures outlined in this policy.

- Communicate proactively with parents/carers regarding pupil progress and provide support for home learning where appropriate.
- Communicate proactively with each other regarding school timetables/policies/routines/teaching and learning and assessment.

Parent/Carer Responsibilities:

- Read communications circulated by the school, such as emails J2E story and class pages, newsletters and website updates.
- Respond to school communications, such as consent forms or invitations to meetings in a timely fashion.
- Keep the school updated with changes to contact details and inform the school of medical or safeguarding matters with appropriate documentation.
- Raise concerns or provide feedback initially with the relevant class teacher.
- Emails should be sent via the school office either admin@lawford.essex.sch.uk or secretary@lawford.essex.sch.uk. Staff should respond using BROMCOM email.
- The school visitor and parent code of conduct applies to all communications covered in this policy.

3. INTERNAL COMMUNICATION WITHIN THE SCHOOL

3.1 Communication with Staff:

- The school outlook calendar will be shared with all staff in full so they can prepare for upcoming events and book rooms/ school spaces. Staff must check daily since the diary is regularly updated.
- Staff must check the MSTEAMS – Lawford School Information channel for announcements regularly and should have it open ‘in the background’ during the school day.
- WhatsApp should not be used to plan/ manage/organise work related events/resources outside working hours which should have been done by email/ MSTEAMS channel in working hours. WhatsApp is not a school method of communication. (See Social Media Policy)

3.2 Email Communication:

- All staff must use their official school email accounts for school-related communication and include the designated school signature in emails. Staff should check that their signature block is updated when they change role.
- Emails are not a substitute for face-to-face communication where appropriate. Note: where multiple staff need the information and who work very different schedules this may be the most efficient method.
- Staff should maintain professional tone and content in all written correspondence.
- Emails should be responded to promptly and ideally within two-three working days (the timelines for complaints/grievances is separate to this policy), but staff are not expected to respond outside working hours/when out of office. Working hours (for

the purpose of communication) are considered to be 0730 – 1730 hours Monday to Friday.

- Staff who wish to send internal communication outside of 0730 - 1730 should schedule the emails to be sent within those hours. Staff when emailing a sickness absence to SLT may email/message at any time to ensure cover preparations can be made.
- Sensitive issues should ideally be addressed face-to-face, with notes taken as necessary.

3.3 Use of Social Media:

- Staff must not communicate with pupils or parents/carers via personal accounts or accept friend requests from them. Where staff believe an exception should be made to this policy (e.g. as a parent they wish to be part of a class WhatsApp group) they should seek permission from the headteacher for each exception.
 - School-authorized blogs or social media accounts may be used for educational purposes under careful monitoring.
 - Staff should not use mobile phones or access personal social media during school hours except in designated areas during breaks.
 - Staff should adhere to the Social Media Policy.
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4. COMMUNICATION BETWEEN GOVERNANCE AND LEADERSHIP

4.1 Expectations:

- Regular attendance at Governing Body Meetings is expected.
- Meeting agendas will be circulated in advance, and members are encouraged to prepare by reviewing all materials beforehand.
- Members must respond promptly to communications, typically within two working days.

4.2 Email and Social Media Use:

- Governors should adhere to the same email and social media policies as staff.
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5. EXTERNAL COMMUNICATION

Lawford CE Primary School communicates with parents/carers and the wider community through:

- Letters and newsletters.
- The school website.
- Parent/carers meetings and events.

- Informal communications between staff and parents/carers e.g.J2E
- MCAS – My Child At School – emails and messages

Media Communication:

- Press releases on positive school news may be issued by the Headteacher, who will inform the Chair of Governors.
 - Any other press interactions must be approved by the Headteacher and Chair of Governors.
 - Publications will comply with data protection laws and reflect the school's commitment to equality and diversity.
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6. MONITORING AND EVALUATION

The Headteacher and leadership team will review this policy biennially to ensure it continues to support effective communication within and beyond the school community.