

This policy is for the whole school including the Early Years Foundation Stage (EYFS).

Aim

To support Roedean Moira House as a thriving and successful school we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Definition of communication

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is as much about attitude and behaviour as it is about message. We should also remember the importance of listening. Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflects on the school's reputation. For the purposes of this policy communication includes not only the message but also how that message is communicated; not only the responsibility for communication but also how effectively that responsibility is carried out.

Objectives:

All communications in Roedean Moira House should:

- keep staff, pupils, parents, School Council and other stakeholders well informed
- be open, honest, ethical and professional
- use jargon free, plain English and be easily understood by all
- be actioned within a reasonable time
- to be present at and use parents' consultations as a means of positive communication
- use the method of communication most effective and appropriate to the context, message and audience
- take account of relevant school policies in particular Equal Opportunities & Acceptable Use of ICT
- be compatible with our core values as reflected in our Mission Statement and Strategic Plan.

1. Internal Methods of Communication

Meetings

There is an integrated programme of meetings to facilitate involvement of staff both formal and informal. The school calendar stipulates the minimum standard of frequency of these and a schedule of meetings is circulated to all staff at the beginning of the academic year.

The schedule of academic meetings include Staff meetings and briefings, Staff forums, Faculty meetings and briefings, Heads of Faculty meetings and briefings, Key Stage meetings and briefings, Heads of Key Stage meetings and briefings, Pupil Progress Meetings, Boarding Management Meetings, Boarding House Briefings. In addition to these, line management meetings take place regularly.

All formal meetings should be structured and minuted and members invited to contribute to the agenda. It is important that time is put aside for structured opportunities for staff to engage in team working and to contribute to department's/section's reflection on priorities, activities and future plans. For all other meetings notes should be taken, action points progressed and feedback given to staff.

Decisions in meetings made are communicated by the line manager to the rest of their team.

The Staff Committee liaises with the staff regularly and meets with the Senior Leadership team once every half-term.

Students also have a structured way of communicating with the school. Their first point of contact is their Personal tutor who they meet once a week; a record of the conversation is logged on PASS / 3Sys.

Student Council meetings take place regularly: once a half-term for the Pre-Prep and Lower Prep and once a fortnight for the Upper Prep, Seniors and Sixth Form. Girls in Upper Prep, Seniors and Sixth Form also have a Key Stage forum with their Head of Pastoral Care and Wellbeing and Head of Pupil Progress once a fortnight. Minutes for these meetings are available on the Pastoral notice boards in each House.

Boarders have a weekly boarders' meeting with the Senior Housemistress. Minutes of the meetings are available on the noticeboards in the boarding houses.

The League meet with the Head of Pastoral Care and Wellbeing - Sixth Form once a week. The School Knights and the School Captains meet with the Director of Pastoral Care once a fortnight.

The School Knights meet with the Head of School once a week.

Availability of Minutes/Notes of Meetings

The approved minutes of meetings are emailed to the relevant staff at the latest 3 working days after the meetings taking place and they are also available on Q:\1. Academic\Minutes.

Email

Information and notification of initiatives are communicated through the use of email where appropriate. Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required. To ensure that each member of staff is using email effectively, the following actions should be taken:

- consider a quick telephone call
- do not copy in more individuals than required
- delete mail regularly
- appropriate language is important in the use of email and emails must be relevant and professional; emails should be proof read in order to check tone and appropriateness
- subject headings should be used in order to allow emails to be found and filed easily
- email time should be blocked into your day if possible rather than allowing the received mail trigger to organise your day
- do not use email to avoid face to face contact
- emails should be checked daily and responded to as soon as possible.

Written Communications

These are placed in pigeon holes, in the School Office, and staff should check on a daily basis. Phone messages taken by office staff will be emailed to the appropriate person, except in cases of emergency (when the person will be informed immediately). Email messages received by office staff should be forwarded to the appropriate member of staff.

Staff Briefings

Staff briefings take place twice a week. The diary for the following week is discussed and information shared. The minutes are emailed and can be found on Q:Drive/Whole School/Minutes.

Employee Handbook

A copy of the Employee Handbook is saved electronically on the Q:Drive. It is updated annually. The handbook contains school policies and procedures which are reviewed annually and distributed to staff.

Staff Handbook

A copy of the Staff Handbook is saved electronically on the Q:Drive. It is updated annually. The handbook is reviewed annually and distributed to staff.

School Policies and Documents

A copy of the School Policies and Documents is saved electronically on the Q:Drive. They are updated annually. The school policies and procedures are reviewed annually and distributed to staff.

Noticeboards

Staff notice boards are located in the staff common room to facilitate communication amongst the staff.

The Staff Common Room noticeboards include Head of School, Pastoral, Safeguarding, Medical, EAL, Trips, Cover, Notices for the Day and Examinations.

PASS/3Sys

An increasing amount of information is being placed on PASS and 3Sys and staff are encouraged to use them and contribute to their development. All communication with students and parents (e.g. conversations, emails, phone calls) needs to be logged in the relevant sections, as well as any rewards / sanctions and relevant information and action taken regarding a student.

Staff Committee

- The Staff Committee exists as a vehicle for this dialogue and communication.
- To ensure effective and coherent information flow and consultation the committee is formed to cover all employees. Employees in each department elect their representative on an annual basis. Representatives would not normally be re-elected more than once only in any five years.
- Six meetings are scheduled for each calendar year: 3 meetings for academic and support staff and 3 meetings for academic staff only. Those meetings are with the Senior Managers and one includes Governor representation. Additional meetings can be requested by the committee. Whilst the spirit of open employer / employee relations will remain at the core of any decisions, the management reserve the right to refuse additional meetings. Should more than 40% of the work force require a meeting this will be scheduled.
- Department Representatives are encouraged to collect their staff views and issues through agreed formal and informal means.
- The Staff Committee exists to promote harmonious staff relations and the effective delivery of education by the school. It also aids in the maintenance of proper conditions of employment for the staff of the school.
- As a vehicle for dialogue for the whole organisation the committee concerns itself with a broad range of aspects of the working and operational arrangements in the school. These might be such as (but not restricted to) work-life balance, improving procedures, task allocation, suggested changes to procedures etc. The committee offers an opportunity to all staff to formally raise issues with other colleagues and with the school management. To this end the agenda is set for each meeting as checking and approving previous minutes followed by time given evenly to all representatives who have attended.
- Minutes of the Staff Committee meetings will be prepared by the Assistant Head, emailed to Staff Committee Representatives for comment and then emailed to all relevant staff.
- Roedean Moira House has a well-structured management system with relevant responsibility and accountability. All managers have a responsibility for the welfare of the staff in their care. The Staff Committee does not remove or replace that

responsibility. Welfare and HR concerns would normally require to be dealt with on an individual basis. This remains the responsibility of line managers.

Social Gatherings

The School looks favourably on opportunities to develop professional working relationships and encourages informal gatherings within and outside the organisation in order to build on relationships, develop strong teams and encourage communication. The School will organise some social events during the year to which all members of staff are invited, e.g. staff Christmas meal at the end of the Autumn term, School Council reception in the Summer term.

2. External Methods of Communication

Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve.

In our school we aim to have clear and effective communications with all parents and with the wider community. This enables us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school. Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents will always be addressed in a formal manner (i.e. Mr/Mrs) and staff will avoid developing close friendships with parents. We try to make our written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to recognise and celebrate the contributions made to our society by all the cultural groups represented in our school.

School

- Letters for events must be sent to parents / guardians via MoHo Mail 2 weeks before the event. In exceptional circumstances, the school also uses the text service to contact parents. All MoHo Mail communication, letters or texts, must be approved by a member of the Senior Leadership Team.
- Important dates will be posted on the school website in the calendar section.
- Policies will be placed on the school website when they are updated.
- All emails / phone calls from parents / guardians will receive an acknowledgement on the day. This should be done by the member of staff receiving the email.
- If there is an urgent concern, the message should be requested by the parent/guardian to be sent to the Personal Tutor as soon as possible. Urgent will be, by definition, something that requires the immediate attention of the pastoral team.
- If the query is about a specific subject, the message should be passed/forwarded to the curriculum leader. The curriculum leader will decide if they or the actual subject teacher will respond to the parent/guardian.
- Emails forwarded by senior leaders, curriculum leaders or pastoral leaders to staff will have a notification of whether an action is required and by whom (FYI: For Your Information / FYA: For Your Attention).
- All communication with parents/guardians will be civil and courteous.
- The weekly newsletter goes out to parents weekly informing them of any upcoming events.
- In the event of school closure, due to reasons outside the control of the school (e.g. snow), classwork and homework will be emailed to students in all sections of the school as soon as is reasonably possible.

Teachers

- Any letter of complaint should be referred to the Head of School or Deputy/Assistant Head for advice. Letters to parents must be approved by a member of the Senior Leadership Team before posting. Copies of all correspondence with parents will be placed on students' or pupils' files on PASS/3Sys and copies forwarded to the office staff.
- Changes to groupings are to be clearly communicated to students and parents/guardians. Particular care should be taken when this occurs prior to a break from school, e.g. at the end of the summer term.
- All groups for the following year are to be decided by the end of the summer term to allow this communication to happen. This is with particular reference to English, Mathematics and Science.
- All emails, letters, phone calls, requests for homework and/or classwork (in the event of pupil absence) to be acknowledged by the Personal Tutor on the day and actioned as soon as possible.
- A copy of any email sent to a parent or received by you from a parent should be logged on PASS or 3Sys on the day of the email being sent. The same applies to all internal email transmissions concerning pupil matters.
- All phone calls / meetings with parents/guardians should be minuted and logged on PASS or 3Sys on the day of the phone call / meeting taking place.
- The student planner will be signed every week by the Personal Tutor and the parents / guardians.
- Notes in the "Comments" section should be responded to, in the planner, on the day of the teacher seeing the message.
- The language and wording of any notes written in the planner should be appropriate. It is in the interests of the students and pupils that parents/guardians and teachers are not seen to be in conflict.
- Staff should not communicate with parents, students or pupils via social networking sites (such as Facebook) or accept them as their "friends" or allow them to "follow" them. The exception to this rule is networks or blogs used in the safety of the website portal for the purpose of teaching and learning.
- Teachers are not to invite pupils to their homes to conduct missed lessons.

Parents/Guardians

- If information is available as to the nature of the request then this will allow a quicker response. In cases where this information is not available, the first call will be to establish the nature of the enquiry.
- The Personal Tutor should be the first point of contact in relation to wider matters.
- Office staff will ask parents/ guardians who phone in for an email address. They will email the information to the relevant member of staff or their line manager.
- Parents/guardians should allow time for a response to their query (including any requests for classwork and homework missed due to pupil absence).
- Parents/guardians will ensure they keep phone conversations with staff brief during the school day. If a longer conversation is required, an appointment should be made with the relevant member of staff.
- Parents/guardians should check the planner at the end of the week and sign it ready for the weekly meeting with the personal tutor. Planners should not be signed in advance.
- The language and wording of any notes written in the planner should be appropriate. It is in the interests of the student, pupil that parents/guardians and teachers are not seen to be in conflict.
- Parents/guardians may be contacted by a more senior member of staff if there is contact by parent/guardian that is affecting the member of staff's working time. This will address situations that are not being resolved by the contact between the member of staff and the parent/guardian.



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- If parents/guardians wish to make a complaint, they should use the formal complaints procedure.

Students and Pupils

- Students and pupils will make sure all letters given out in their form group are logged in their planner and taken home to their parent/guardian.
- Students and pupils will make sure the planner is presented to their parent/guardian so that it can be signed.

In the event of any unforeseen circumstances, parents, teachers, students and pupils will be advised by the Head of School accordingly.



3. Summary of main lines of communication in the school

PARENTS		Meeting	Additional reports to SMT	Where are electronic records saved?	PASS reports	Liaison with School Council	Staff responsible
	Letters to parents			MoHo Mail			School Office
	Parents Reps meetings	Once a term for each section of the school		Q:Drive / Whole School / Minutes			Assistant Head
	Parents Coffee Mornings	Once a term for each section of the school					Assistant Head
	Parents' Evenings	Once a year					Heads of Pupil Progress
	Roedean Moira House Association	Once a term		Q:Drive / Whole School / Minutes			Head of School
	Complaints				Weekly PASS report		Head of School

WHOLE SCHOOL		Meeting	Additional reports to SMT	Where are electronic records saved?	PASS reports	Liaison with School Council	Staff responsible
	Staff meetings	On Inset days					Head of School
	Staff briefings	Twice a week					Head of Communication
	Academic Staff forums (academic staff only)	At the end of every half-term		Minutes on Q:Drive / Whole School / Minutes			Assistant Head
	Calendar of events			Website			Assistant Head
	Calendar of internal deadlines			Outlook calendar			Assistant Head
	Staff Common Room Committee	Once every half-term for academic staff Once a term for support staff		Q:Drive / Whole School / Minutes		One meeting a year	Chair of Staff Common Room Committee
	New Staff Induction	Once a week			Attendance reports		Head of School
	Safeguarding	DSL/DSO meeting	Weekly update	Q:Drive / Whole School / Minutes		Termly report to Pastoral and Boarding Sub Committee from DSL	DSL



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NON-ACADEMIC		Meeting	Additional reports to SMT	Where are electronic records saved?	PASS reports	Liaison with School Council	Staff responsible
Boarding	Boarding management meeting	Once a week		Q:Drive / Whole School / Minutes	Weekly PASS report	Termly report to Pastoral, Boarding and Pupil Progress Sub Committee from Head of Boarding and Welfare Annual report to Pastoral, Boarding and Pupil Progress Sub Committee from Senior Housemistresses	Head of Boarding and Welfare
	Boarding rota			Q:Drive / Boarding			Head of Boarding and Welfare
	Boston Staff briefing	Once a week		Q:Drive / Whole School / Minutes			Boston Senior Housemistress
	Boston Boarders' meeting	Once a week		Q:Drive / Whole School / Minutes			
	Boston Prefects' meeting	Once a week		Q:Drive / Whole School / Minutes			
	School House Staff briefing	Once a week		Q:Drive / Whole School / Minutes			School House Senior Housemistress
	School House Boarders' meeting	Once a week		Q:Drive / Whole School / Minutes			
	School House Prefects' meetings	Once a week		Q:Drive / Whole School / Minutes			
Admissions and Marketing	Admissions and Marketing	Once a week	Weekly update	Q:Drive / Whole School / Minutes	Weekly PASS reports: - Numbers - Agents reports	Annual presentation to Finance Sub Committee from Registrar	Registrar
	Outreach		Once a term				Director of Outreach
	Short stay		Once a term				Director of Sturdies - Short Stay
Alumni	Old Girls	Once a term	Once a term	Q:Drive / Whole School / Minutes	Weekly PASS reports	Annual presentation to Pastoral and Boarding Sub-Committee from Old Girls' Coordinator	Old Girls' Coordinator
Operations	Maintenance, Grounds, Health and Safety, Fire Safety, Estate Compliance	Once a month	Weekly update	Q:Drive / Whole School / Minutes		Termly presentation to Premises Sub-Committee from Operations Manager	Operations Manager
	Catering	Once a term	Once a term	Q:Drive / Whole School / Minutes			Catering Manager
	Housekeeping	Once a term	Once a term	Q:Drive / Whole School / Minutes			Domestic Bursar
	Equestrian	Once a week	Once a term	Q:Drive / Whole School / Minutes			Head of School/ Head of PE
IT	IT	Once every half-term	Weekly update	Q:Drive / Whole School / Minutes		Termly presentation to Premises Sub-Committee from IT Manager	Network Manager
Business Management	Admin	Once every half-term	Weekly update	Q:Drive / Whole School / Minutes		Annual presentation to Finance and Staffing Sub-	Business Manager



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						Committee from Business Manager	
	Finance	Once a week	Weekly update	Q:Drive / Whole School / Minutes	Weekly PASS report: - Debtors Monthly PASS reports: - Budgets	Termly presentation to Finance and Staffing Sub Committee from Business Manager	Business Manager
	Transport	Once a fortnight	Once a term	Q:Drive / Whole School / Minutes			Accountant
Human Resources	Human Resources	Once a week	Weekly update	Q:Drive / Whole School / Minutes	Daily and termly PASS report re staff absences Monthly PASS reports on staff reviews, training, safeguarding training, first aid training, probation	Termly presentation to Finance and Staffing Sub Committee from Business Manager	Head of HR

ACADEMIC		Meeting	Additional reports to SMT	Where are electronic records saved?	PASS reports	Liaison with School Council	Staff responsible
Curriculum	Heads of Faculty meetings	Once every half-term (once a term, meeting combined with Heads of Pupil Progress)	Weekly update	Q:Drive / Whole School / Minutes		Termly report to Teaching and Learning Sub Committee from Head of Teaching and Learning	Head of Teaching and Learning
	Art and Technology Faculty briefings / meetings	Briefing once a week Meeting once every half-term	Once every half-term	Minutes on Q:Drive / Whole School / Minutes	Weekly PASS report re academic matters	Examination analysis to SLT and School Council in September	Head of Faculty
	Maths and Business Faculty briefings / meetings		Once every half-term				Head of Faculty
	Humanities Faculty briefings / meetings		Once every half-term				Head of Faculty
	Languages Faculty briefings / meetings		Once every half-term				Head of Faculty
	Performing Arts Faculty briefings / meetings		Once every half-term				Head of Faculty
	Science and Psychology Faculty briefings / meetings		Once every half-term				Head of Faculty
	PE Faculty briefings / meetings		Once every half-term				Head of Faculty
	Examinations	Half-termly between Assistant and Exams Officer	Once a term	Minutes on Q:Drive / Whole School / Minutes	Weekly PASS report	Annual presentation to Teaching and Learning Sub Committee	Examinations Officer



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	Staff cover		Once a term	PASS/3Sys	Daily PASS report		Cover Coordinator
	Extra-curricular activities	Once a half-term	Once a term	Minutes on Q:Drive / Whole School / Minutes		Annual presentation to Teaching and Learning Sub Committee from Assistant Head	Assistant Head / Activities Coordinator
	Educational visits	Once a week	Once a term			Annual presentation to Teaching and Learning Sub Committee from Assistant Head	Assistant Head
Teaching and Learning	Heads of Pupil Progress meetings	Once every half-term (once a term, meeting combined with Heads of Pupil Progress)	Weekly update	Q:Drive / Whole School / Minutes		Termly report to Teaching and Learning Sub Committee from Head of Teaching and Learning	Head of Teaching and Learning
	Pupil progress meetings	Once every half-term	Once a term	Q:Drive / Whole School / Minutes		Annual presentation to Teaching and Learning Sub Committee from Heads of Pupil Progress	Heads of Pupil Progress
	Transition meetings between sections of the school	Once a year (minimum)	Once a term	Q:Drive / Whole School / Minutes		Termly report to Teaching and Learning Sub Committee from Head of Teaching and Learning	Heads of Pupil Progress
	e-learning Committee	Once every half term	Once a term	Minutes on Q:Drive / Whole School / Minutes		Annual report to Education Sub Committee from Chair of e-learning Committee	Chair of e-learning Committee
	TAs briefing	Once a fortnight	Once a year	Q:Drive / Whole School / Minutes	Weekly PASS report	Annual report to Teaching and Learning Sub Committee from Lead TA	Lead TA
Pastoral	Heads of Pastoral Care and Wellbeing meetings	Once every half-term	Weekly update	Q:Drive / Whole School / Minutes	Daily PASS reports: - All notes - Rewards and Sanctions Daily attendance reports	Termly report to Pastoral, Boarding and Pupil Progress Sub Committee from Director of Pastoral Care	Director of Pastoral Care
	Personal tutor meetings	Every week	Weekly update	PASS/3Sys	Weekly PASS report	Termly report to Pastoral and Boarding Sub Committee from Director of Pastoral Care	Director of Pastoral Care
	Assemblies	Three times a week				Annual report to Pastoral and Boarding Sub Committee from Assistant Head	Assistant Head



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	Medical Department	Once a week as part of the Boarding Management meeting	Once a term	Q:Drive / Whole School / Minutes	Weekly PASS report	Annual report to Pastoral and Boarding Sub Committee from Head of Boarding and Welfare	Head of Boarding and Welfare	
	Pre Prep and Lower Prep Student Council	Once every half-term	Once a term	Q:Drive / Whole School / Minutes		Annual meeting with School Council on Governors' Day	Director of Pastoral Care	
	Upper Prep, Seniors and Sixth Form Student Council	Once a fortnight	Once a term	Q:Drive / Whole School / Minutes			Director of Pastoral Care	
	Student Forums	Once a fortnight	Once a term	Q:Drive / Whole School / Minutes			Heads of Pastoral Care and Wellbeing	
	Meeting with the League	Once a week		Q:Drive / Whole School / Minutes			Head of Pastoral Care and Wellbeing - Sixth Form	
	Meeting between Director of Pastoral Care, School Knights and Captains	Once a fortnight					Director of Pastoral Care	
	Meeting between Head of School and School Knights	Once a week					Head of School	
	Coffee break with each year group	Once a year		Q:Drive / Whole School / Minutes			Director of Pastoral Care	
	Y11 and Y13 individual meetings	Once a year		PASS			Director of Pastoral Care	
	Chaplaincy	Once a term	Once a term	Q:Drive / Whole School / Minutes			Annual report to Pastoral and Boarding Sub Committee from staff in charge of Chaplaincy	Staff in charge of Chaplaincy
	Bullying						Weekly PASS report	Director of Pastoral Care
Pyramids	Head of Pyramids meetings	Once every half-term	Weekly update	Q:Drive / Whole School / Minutes	Weekly PASS report	Annual report to Pastoral and Boarding Sub Committee from Assistant Head	Assistant Head	



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Related policies and documents

This policy should be read in conjunction with the following policies and documents:

- Employee Handbook
- Staff Handbook
- Code of Conduct for Employees
- Health Safety Handbook
- Boarding Staff Handbook
- National Minimum Standards for Boarding Schools
- ISI Handbook for the Inspection of Schools, Regulatory Requirements
- Teachers' Standards
- Departmental Handbook
- Acceptable Use of IT Policy
- Equal Opportunities Policy
- Complaints Policy (Parents)
- Complaints Policy (Pupils)

POLICY REVIEWED BY SCHOOL: May 2017

POLICY REVIEWED BY SCHOOL COUNCIL: June 2017

NEXT REVIEW: May 2018