Pensans Communications Policy Quick read version

Dear Parent / Carer,
I have been working alongside the governing body and staff at Pensans to consider how best to ensure that we have the best communication practices in place for ALL families and members of staff.
Communicating with you about your child is vital and I need to ensure that parents and visitors are able to receive information from and pass information to the school in a range of ways convenient to their circumstances. I also need to ensure that demands on staff time do not impact upon your children's learning time.

Ms Angela Clay
Headteacher

Challenges:
-Our reception area can be incredibly busy when parents/carers request to speak to teachers before registration and for messages to be passed on to teachers.
-Some parents are reticent to come into school with any concerns when there are large numbers of parents in the reception area both before and after school.
-Teacher time is often taken up with non-urgent queries.
-Information in the newsletter or other communications that have been sent home by book-bag mail, texts or emails are not always read. This can generate a large volume of queries each day.

Communication:
In recent years, technology has played a key role in bridging communication gaps, but we appreciate that not all of our parents and carers have access to smart phones and computers. As a result, our new communication plan aims to reach both those with access to technology and those who do not. Our aim is to encourage parents to contact the school and to ensure that we have a policy in place so that parents are aware of new procedures and have realistic expectations of staff.

New communication policy summary:
It is vital that you are aware of the following new processes:

1. Teaching staff will not be available to speak to parents before registration and are often busy over break times and/or at after-school clubs. Email is the most convenient form of communication and accessible by most parents. Messages for teachers must be sent to the following email address: messages@pensans.cornwall.sch.uk . Parents should ensure their child's name and teachers name are in the subject line of the email. Parents will be regularly reminded of this email addresses for reference. Office and breakfast staff will not be able to pass on messages on behalf of parents unless it is of utmost urgency.
2. Where a parent does not have email access, they will need to bring in a note addressed to the teacher. A quick tick sheet will be available at the office for parents not able to bring in a note. It should be posted into the secure 'messaging point' post slot at the end of the reception desk or passed to the teacher at the school gate.
3. All communications to teachers will be acknowledged in a timely manner and according to the time period detailed in the Provision Standards section of the Communications Policy (available on the school website). Generally a response will be given on that day or the following.
4. Our school reception is an area where we would like parents and visitors to feel comfortable while waiting for meetings and appointments. Delivering and collecting children at the beginning and end of the day needs to take place in the designated areas at the correct time.

Thank you for your support:
As with any change there may be some teething problems and I am sure that you will bear with us. We are looking forward to creating a far more effective communication process for you and your family.