

## **General Welfare Requirement: Organisation**

Providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

## **Partnership**

### **4.8 Home/Pre-School Agreement outlining communication with staff**

#### **Policy Statement for St Joseph's Pre-school**

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated. Communication includes not only the message but also how that message is communicated.

Good communication promotes partnership.

To ensure that St Joseph's Pre-school is thriving and successful we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of the pre-school community are clear, professional, timely and appropriate.

#### **Objectives**

All communications at St Joseph's Pre-school should:

- keep staff, pupils and parents 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;
- use the methods of communication most effective and appropriate to the context, message and audience; and
- take account of relevant pre-school policies.

#### **Responsibilities**

This section details the responsibilities of the different groups within the pre-school.

##### *Chair and Lead Practitioner:*

- To ensure information is made available to staff in a timely manner and via appropriate channels, where practicable face to face.
- To ensure that staff have the relevant information available to communicate with colleagues effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all staff.
- To keep committee informed of developments and concerns.

##### *All staff:*

- To communicate regularly with each other, preferably face to face, to ensure information is available and understood within the context of the classroom and working environment.
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work within the pre-school.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.

## **Communication Policy**

- Using a variety of communication methods to promote and explain the work of the pre-school.
- To ensure the posting of minutes of meetings in appropriate places.

### **Internal methods of communication**

- All staff receive an induction pack providing them with important information about organisation and procedures within the pre-school.
- An integrated programme of meetings to facilitate involvement of staff both formal and informal: staff meetings, committee meetings and EY forums.
- All formal meetings should be structured and minuted and members invited to contribute to the agenda.
- Email is a quick, effective way of communicating information. However, it should not replace face to face meetings where discussion is required.
- Written communications should be placed in pigeon holes, which staff must check daily and clear regularly.
- Staff meetings take place every week and the minutes are kept in the pre-school. Events are discussed in advance at meetings but staff also have the responsibility to check future actions.
- Committee meetings take place once a term.
- St Joseph's Pre-school's Annual General Meeting is held in the summer term (Term 6).
- Weekly notices are emailed out to staff and placed on the noticeboard.
- Reminders or letters to individual parents are put in drawers to be given to children the same day.
- Urgent messages for parents/carers will be sent by email/phone call as early as possible and followed up by practitioners to ensure receipt.

### **External methods of communication**

Pre-schools have many lines of communication to maintain: with parents and carers, other settings, the community and with outside agencies. Our aim is to have clear and effective communications with all parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about pre-school life. This reinforces the important role that parents play in supporting pre-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 should always be addressed in an appropriate manner.

Practitioners will not accept friendship requests from parents on social media.

We will try to make 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 to our society by all cultural groups represented in our pre-school.

### **Communications with Parents/Carers**

- Letters: Staff will respond to parents' letters within 48 hours (2 pre-school days). Any letter of complaint must be referred to the Lead Practitioner and Chair immediately. Letters to parents must be approved by the Lead Practitioner before they are sent. Copies of all correspondence to individual parents will be kept on file. A copy of general letters will be placed in the red file at the front desk.

- **Email/Text:** The pre-school has an e-mail system which it uses to communicate with parents. Any communication by practitioner staff that needs to be sent to parents using this system must be approved by the Lead Practitioner. If a parent communicates with the pre-school using email with a complaint or a matter that requires an action, a copy should be stored in a digital file or printed and filed<sup>1</sup>. All emails requiring an answer should be responded to within 48 hours (2 pre-school days). E-mail communications concerning a child are kept for the academic year in a digital folder unless they are required for evidence trailing, in which case a copy should be printed.
- **Social Media Sites/Blogs:** Staff will only communicate with parents on the St Joseph's Pre-school Facebook page: parent and practitioner private group via social media. Staff will not accept pupils, ex-pupils or parents as "friends"<sup>2</sup>.
- **Written Reports:** Twice a year, we provide a full written report to each child's parents on their progress. This report identifies areas of strength and areas for future development.
- **Newsletters:** Newsletters are e-mailed out termly.
- **Pre-School Website:** The pre-school website is accessible via St Joseph's Catholic Primary School's website<sup>3</sup>, and provides an opportunity to share information about the pre-school and to promote the pre-school to a wider audience.
- **Face to face:** Parents can speak to practitioners on a daily basis, there is also a parents evening at the start of the year and key worker meetings at the end of the year.

We encourage parents to contact the pre-school if any issues arise regarding their child's progress or well-being. When children have particular education needs, or if they are making less than expected progress, parents will be invited to meet with their child's key worker more regularly. We will also make reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our pre-school, or to receive and understand communication. Parents of children on the graduated pathway will have the opportunity to review the pathway three times a year.

#### **Home-Pre-School Communication:**

- Information is displayed on the notice board in the foyer which is updated regularly.
- The termly pre-school newsletter is emailed out and paper copies are put in drawers.
- Parents evening is held at the beginning of each pre-school year (Autumn term).
- Key worker meetings are held in the summer term.

We recognise that children's protection is a shared responsibility, and that St Joseph's Pre-school should provide a safe and secure environment. If any member of staff has concerns about a child, these will be passed to the Designated Senior Person for Children Protection, or the Deputy DSP, who may share this information with Social Services<sup>4</sup>.

<b>Version Number</b>	<b>Author</b>	<b>Purpose of Change</b>	<b>Date</b>
1.0	Committee	New policy written and page numbered	Nov 2017
2.0	K Coupe	Reviewed, updated and version controlled	16/01/2020 Cttee Mtg

<sup>1</sup> Policy 5.4 Data Protection

<sup>2</sup> Policy 1.12.3 Social Networking

<sup>3</sup> [www.st-josephs-nympsfield.com/Preschool](http://www.st-josephs-nympsfield.com/Preschool)

<sup>4</sup> Policy 1.2 Safeguarding children and child protection (including managing allegations of abuse against a member of staff).