

# Communication Practices: Students, Parents/Carers

## Introduction

Lasswade High School is committed to establishing and maintaining efficient and effective lines of communication across all of our activities, for all of our stakeholders. We believe that high quality communication is essential in fostering a culture of support and trust, and to ensure we deliver an excellent service for all of our students and families. Regular, open communication allows students and parents/carers to make informed choices in relation to their learning, and it enables all stakeholders to contribute to school improvement.

## Aims and Objectives

- to allow us to fulfil our statutory obligations to provide information timeously and effectively
- to communicate and consult effectively with staff about ongoing issues, policies and procedures
- to provide opportunities to consult with all stakeholders and for them to express their views and offer ideas and suggestions
- to communicate effectively with students and parents/carers
- to promote and celebrate the achievements of our students and staff

## Internal Communication: with students

- Google Year Group Classrooms are our principal method of communicating with the student body; we expect that all students sign up to their Year Group Classroom and activated the notifications element.
- messages via Google Year Group Classrooms are reinforced through our social media platforms; principally the school Instagram and Twitter accounts
- short assemblies via Google Meet and/or Zoom will be used to reinforce key messages relevant to the school calendar or in response to operational matters, these should be planned and will be live or pre-recorded as appropriate
- the use of short messages via the school tannoy will be employed sparingly
- posters/flyers displayed in and around the school campus should be signed off by a member of SLT; typically before they are photocopied the master should be signed and dated by a member of SLT (*we will transition to this system for full implementation from January 2022*)

## External Communication: between school and parents/carers

The following should be common to our practice

- all communication should be as clear and concise as possible
- we create a variety of methods to make our school accessible for parents/carers; telephone, dedicated emails, face to face meetings, Zoom/Teams meetings
- we will aim to respond to all enquiries within 48 hours to acknowledge and where possible resolve; it may be that resolution will take longer with a default that almost all enquiries are 'closed' inside 7 working days
- confidential/individual orientated enquiries are generally resolved through telephone calls, email or face to face meetings
- our school website is our principle source of non-confidential school communication to parents/carers; we will promote this through social media and GroupCall alerts
- we expect our parents/carers to update their contact details annually and if they change, i.e., address/telephone/email, it is the parent/carer responsibility to inform the school
- we expect our parent/carers to follow our school social media accounts Twitter and/or Instagram
- our Parent Council Co-chairs are a filter for parents/carers as required, Parent Council Co-Chairs can raise matters with the school on behalf of other parents/carers; Parent Council Meetings are open to all parents/carers with details on our website of meeting dates/times and agenda items
- SLT have a responsibility to measure the effectiveness of external parent/carer communication; this includes self-reflection and feedback gathered through surveys and Parent Council Meetings