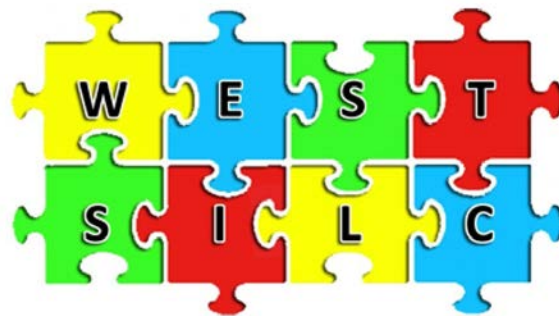




# West SILC Stakeholder Communication Policy



**“Communication works for those who work at it.”**



# West SILC Stakeholder Communication Policy



## Introduction

The communication policy of West SILC Special School outlines our objectives for effective communication within our school community, including staff, learners, parents/carers, and external stakeholders.

This policy aims to ensure open, transparent, and timely communication to promote collaboration, understanding, and a positive school environment.

## Objectives

The objectives of the communication policy are as follows:

- a. To establish clear channels and methods of communication for different stakeholders.
- b. To ensure timely and accurate dissemination of information.
- c. To encourage active and respectful participation in the communication process.
- d. To foster positive relationships and partnerships between the school and its stakeholders.

## Communication Channels

### ***a. Staff Communication:***

- i. Internal communication among staff members will primarily rely on school email, staff meetings, and internal messaging platforms.
- ii. Staff will be encouraged to maintain open lines of communication with colleagues, supervisors, parents and carers, and the school leadership team to address work-related matters.

### ***b. Learner Communication:***

- i. When appropriate, learners will be informed of important school information through classroom announcements, school council discussions and weekly assemblies.
- ii. In special cases, individual or group meetings may be scheduled between learners and appropriate school staff.

### ***c. Parent/Guardian Communication:***

- i. Regular communication with parents/carers will be maintained through phone calls, newsletters, emails, letters, social media, partnership books, Class Dojo and the school website.
- ii. Parents' & Carers' Evenings will be held annually to discuss learners' progress and address any concerns.



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- iii. Annual EHCP review meetings.
- iv. The school will encourage parents/carers to initiate communication with teachers, administrators, or the designated point of contact for specific matters.
- v. Parents/ carers will be updated on their child's progress through Evidence for Learning.

## **d. External Stakeholder Communication:**

- i. Communication with external stakeholders, such as the local authorities, community organizations, and service providers, will be established through various means, including email, phone calls, meetings, and official reports.

## **Communication Methods and Procedures**

### **Telephone**

Parents and carers are welcome to telephone the school with urgent messages that need to be delivered immediately to staff. Urgent calls may be put through to the most appropriate or available person. If it is not possible for a parent or carer to speak to class staff, a message will be taken and delivered for contact to be made within a reasonable time.

Non-urgent calls to class staff should be kept to a minimum at times of the day where learning may be disrupted. Office staff should not interrupt teaching for staff to answer a non-urgent telephone call. Details will be taken as to the nature of your call and these will be passed to the relevant member of staff, who will get back to you, when they are able to.

### **Regular class level communication: Partnership books and Class Dojo (where appropriate)**

A daily dialogue between the class teacher and home can be important to ensure that relevant information is relayed to parents and carers. The partnership books & Class Dojo can be essential for fostering communication between parents and teachers. As many pupils travel to school without their parents, the usual opportunity for conversation at the school gates is not available. These communications can be used as a prompt for parents and carers to engage with their child or young person about their activities and feelings regarding how the day went. Some learners are capable and benefit from managing elements of their home-school communication, and a daily update is not required. Teachers and support staff will follow the 'Guidelines for Communication with Parents' document.

Each class teacher selects an effective method of home-school communication suitable for the needs of their class, learners, parents, and carers. This is done to ensure that they are as learner-centred as possible. These communication methods often provide parents and carers with a quick and convenient way to pass simple messages to school staff. Concerns or



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requests for a change in frequency or method of communication should be addressed to the class teacher in the first instance.

## Email

The school operates a central email address: [info@westsilc.org](mailto:info@westsilc.org). In most cases, this is the most appropriate address for contacting staff. A response will be made within a reasonable timeframe. All email communication should be professional and courteous and comply with school's online safety policy and acceptable user policy.

## Newsletters

The school newsletter is sent to staff, governors, parents and carers at the end of each term. It contains general details of school events and activities and is a fantastic way to highlight the amazing work of our learners. We send other letters of a general nature when necessary.

## School Website

Our school has a website, [www.westsilc.co.uk](http://www.westsilc.co.uk), with up-to-date information on the school and links to various policies for parents and carers.



## Annual Reviews

All learners have an annual review to evaluate and develop an action plan regarding all aspects of the learners, will participate in a person-centred review. Representation from all professional services working with the family will be invited to attend as appropriate. Whilst in-person meetings are preferred, the school will support additional methods of accessing these meetings such as video and telephone calls.



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## **Parents' & Carers' Evenings**

An annual 'Parents' & Carers' Evening' will be arranged each year this is offered in addition to the annual review meeting. These meetings are used to explain areas of our curriculum, discuss progress and provide an opportunity to review learner specific communications such as IPRA's (Individual Pupil Risk Assessments).

## **Letters**

Letters are regularly used as medium of communication. In most cases, these letters are sent by email. A physical copy of the letter can be provided on request.

## **Evidence for Learning Family App**

Evidence for Learning Family App allows the sharing of evidence to take place between school, parents and carers, once permissions have been signed and granted. This is a two-way process, staff can upload photos and videos, parents & carers are able to comment on the evidence that has been shared.

This app also allows parent/carers to upload photographs or short videos of experiences that pupils have taken part in at home or whilst out with their parents and carers.



## **Annual Reports**

In the Summer Term, the school will provide an annual written report to parents and carers on their learner's progress. This will include information on progress throughout the academic year, will identify future opportunities and accurate attendance data.

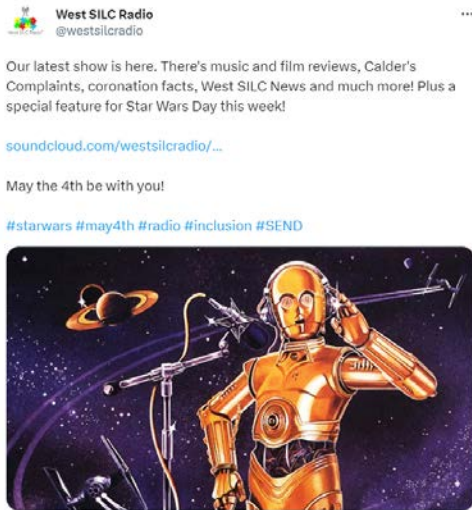


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## Social Media

The school operates on several social media platforms. These provide the school with a fantastic medium of communication to highlight the achievements of our learners in addition to providing an interactive way to engage with updates. In addition to a public Twitter and Facebook page, a private Facebook group exists for parents and carers. Details of how to access this page are available from the learner's class teacher.



[www.twitter.com/West\\_SILC](http://www.twitter.com/West_SILC)

[www.twitter.com/westsilcradio](http://www.twitter.com/westsilcradio)

[www.facebook.com/wsilc](http://www.facebook.com/wsilc)



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## **Drop-ins & Coffee Mornings**

From time to time, we offer drop-ins and coffee mornings for parents and carers. These provide further opportunities to develop positive relationships between home and school and promote the safeguarding of children, young people and their families. The purpose of the drop-in sessions is to provide an opportunity for parents and carers to meet, to socialise and chat about issues affecting them.

## **Parents & Carers Surveys**

The school distributes a parent and carer survey to establish the views and opinions of parents and carers on the school performance. This is analysed by senior management and governors and this data is used to provide a focus for wellbeing initiatives and school improvement.

## **Unavoidable Absences**

If a child or young person is going to be absent from school, parents and carers should telephone the Milestone school office before 9.30am to advise with regard to the reason for this absence.

If the school does not receive any notification, it will therefore have no indication of the reason for a child or young person being absent. Where this is the case, the school will contact a parent or carer (by telephone, if possible), to find out the reason for the absence. Where we fail to make contact via telephone a welfare check may be undertaken.

Please refer to the West SILC Attendance Policy on the school website for more information regarding learner absence procedures.

## **School Closure Communication**

Any communication on school closures will be made by text. Parents and carers are asked to check the school website [www.westsilc.org](http://www.westsilc.org) and social media sites for further updates. If parents and carers do not have access to the internet, they are asked to try to obtain contact details of someone who can check this for them.

**It is important that you notify the school of any changes to you telephone number as soon as possible.**



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## Communication of key decisions and changes impacting learners

Key Decision & Changes	Communication Method/s & Timeframes
Planned change of class/site/teacher throughout the academic year	Phone call at least two weeks before the change happens. A face-to-face meeting may be offered.
Change of class for the following academic year	Letter to parents at the end of the previous academic year.
Prolonged absence of class teacher or class lead	2 weeks from the first day of the teacher's absence - letter

## Confidentiality and Data Protection

- a. The school acknowledges the importance of maintaining confidentiality and adhering to data protection regulations.
- b. All communication involving sensitive or confidential information must be conducted securely and shared only with the relevant individuals or parties on a need-to-know basis.

## Complaints and Feedback

- a. The school welcomes feedback, concerns, and complaints from all stakeholders and is committed to addressing them promptly and fairly.
- b. A designated complaint procedure is in place, outlining the steps for reporting and resolving complaints.
- c. Complaints will be handled with confidentiality, respect, and impartiality.

This policy will be approved by the SILC's Governing Body

This policy will be reviewed in September 2025 and bi - annually thereafter.

This policy should be read in conjunction with:

Equality ACT 2010

West SILC Teaching and Learning Policy

West SILC Online Safety Policy and Acceptable Use Agreement

West SILC Safeguarding and Child Protection Policy

West SILC Complaints Policy & Procedures

West SILC Attendance Policy

John Mace, Vice Principal – September, 2023