



Communication Strategy

Overdale Junior School

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Communication Strategy

At Overdale Junior School, we recognise the importance of communication. It is our vision that our school, the local community and the parents and carers of our children are able to communicate effectively. As such, we are committed to ensuring that communication is central to school life and learning.

Through effective communication, we build the positive working relationships that are the cornerstones of our school community. By working together effectively, we will be able to put our children as well as their wellbeing and learning first. At Overdale Junior School, our core values are built upon 'Respect, Resilience and Responsibility' and all of our decisions are based around these three branches.

Based on these three branches, our communication strategy is as follows:

Respect	To ensure high standards of communication between school, home and all stakeholders standards for the benefit of all children by prioritising respectful communication, fostering an environment where all voices are valued and heard.
Resilience	To nurture effective and fruitful relationships between school and home. These relationships will be built on trust and a shared understanding of the uniqueness of every child. School and home will be committed to the resilience needed challenge and support each child to be the best they can be.
Responsibility	To work together with a shared responsibility around building a supportive community for each child and family.

Principles:

Respect	We treat everyone with kindness, empathy, and dignity, fostering an inclusive and supportive community where diversity is celebrated.
Resilience	We believe in the power of resilience, encouraging a growth mindset that sees obstacles as opportunities for learning and personal development.
Responsibility	We take ownership of our actions and choices, recognizing that our behaviors impact both ourselves and others, and we strive to act with honesty and integrity in all that we do.

Communication Channels

The following channels are used by Overdale Junior School

1. Whole school – half termly newsletters
2. Whole school – Class dojo news
3. Year group or individual classes – Class dojo news
4. Letters
5. Parentpay
6. Parent forum
7. Coffee afternoons and workshops

Collective responsibility

Overdale Junior School is responsible for the quality and clarity of information shared via our official communication channels – as noted above.

Parents and carers are responsible for accessing this information. Should you require further information or detail, please with class teachers, our office team or the school Senior Leadership Team.

Points of call

Who?	How?	What?
First point of call	Make an arrangement via 'Class dojo' to talk to your child's teacher at a mutually agreeable time.	Pass on information. Identify issue, discuss possible solutions, agree how to monitor or what the outcome will be.
Second point of call	If your issue can not be resolved, make an arrangement via 'Class dojo' to discuss further with one of the school's senior leadership team.	Discuss the issue so far, discuss what has been put in place so far, discuss possible solutions or next steps.
Third point of call	If your issue can not be resolved, make an arrangement Via 'Class dojo' or calling the office to discuss further with Matt Evans, Headteacher.	Discuss the issue so far, discuss what has been put in place so far, discuss possible solutions or next steps.

Communication responsibilities

Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy, the staff Code of Conduct and the school's Acceptable Use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

It is not expected that staff will respond to communications which are made outside of their regular working hours.

Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful
- Making every reasonable effort to address communications to the appropriate member of staff, as is detailed in these guidelines
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Ensure the school has the most up-to-date contact and medical information for their child. This is to be provided in writing by emailing the school office.

Communication – Inwards Communication

<p>You may communicate with the school in a number of ways, some of which are suitable for informal communication and some of which are required for formal communication.</p>	
Playground	<p>Support staff and members of SLT will be on duty each morning and will be able to receive informal greetings and quick messages, for example, forgotten musical instruments or passing over of medical first aid slips.</p> <p>Adhoc – no timescale.</p>
Class dojo	<p>Informal information sharing, for example, the class teacher giving an overview of learning for the week or a reminder for an upcoming trip.</p> <p>A parent/carer may send a message to provide general information to the class teacher, for example, a child is wearing incorrect uniform.</p> <p>No response needed.</p>
Class dojo	<p>Non-urgent queries can be communicated here.</p> <p>You can expect a response within 5 working days.</p>
Request for meeting with the class teacher	<p>This would be the appropriate method of communication to schedule a formal meeting with a class teacher in order to discuss particular issues of concern. Please request using Class dojo.</p> <p>This meeting/ conversation can take place in person or over the phone.</p> <p>You can expect a response within 5 days and a meeting within 10 working days.</p>
Request for meeting with a member of SLT, including the SENDCO	<p>This would be the appropriate method of communication to schedule a meeting with a member of the school leadership team in order to escalate concerns in relation to Special Educational Needs if a particular matter has not been resolved in conjunction with the class teacher. Please request by contacting the school office.</p> <p>This meeting/ conversation can take place in person or over the phone.</p> <p>Email to request meeting to be sent to send@overdale-jun.leicester.sch.uk with a brief overview of meeting required.</p> <p>You can expect a response within 10 working days.</p>
School office	<p>Formal information sharing, for example, an urgent piece of information that needs to be passed to the school/class teacher or a request to book in a meeting with a particular member of staff.</p> <p>This would be the appropriate method of communication to share things such as a change in pick up arrangement or providing medical information.</p> <p>Email to request meeting to be sent to admin@overdale-jun.leicester.sch.uk with a brief overview of meeting required.</p> <p>You can expect a response within 5 working days.</p>

Communication – Outward Communication

Who do we communicate to?	What do we communicate?	How do we communicate?
Parents / carers Individually and collectively	Information about the school Class information Trips Logistics: Dates/Times/Terms Events/Visits Incidences Safety information	Class dojo Parentpay Letters from class teachers Website Newsletter Letters from the Headteacher/ members of the leadership team Email Face to face (daily with SLT; regular coffee morning; termly with formal parent consultations) Notes home Reading records Phone calls Parents evenings Report cards
Children	Information about learning Learning Progress Assessment and feedback Celebration events Reading progress Celebrations and rewards	Face to face (teacher to child) Parent consultations Blue slips Gold Slips Pom-poms Celebration awards / certificates
OAK Trust, Governors and Trustees	Statutory reporting such as data, leadership, parent view, finance, buildings, safeguarding, recruitment, HR and admissions and attendance.	Governors meetings Headteacher report Finance reports Termly face to face meetings
Prospective Parents	Information about the school Logistics: Dates/Times/Terms	Website Letters Phone calls Face to face
Local Community	Information about the school Logistics	Website
Local Authority, Council and Government	Finance, Standards, Safeguarding, Statutory aspects, Admissions, Attendance, SEND	Finance reports and returns Submission of data Phone call and face to face OFSTED

Meetings

- Face-to-face conversations are the best way of communicating quick pieces of information with class teachers or teaching assistants.
- When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or where a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, later.
- Parents may communicate directly with the person to request a meeting; this can be done via class dojo. You can expect a response within 4 days and a meeting within 10 working days.
- Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed.
- Should a meeting with a member of SLT be requested, the decision of which staff member will attend will rest with the Headteacher.
- The school may also contact parents to arrange meetings between parents' consultations if there are concerns about a child's achievement, progress, or wellbeing.

Email

- Parents are welcome to send an email the school office about non-urgent issues in the first instance. Email address: **admin@overdale-jun.leicester.sch.uk**
- Emails will be most helpful if they are concise, explaining concerns in a clear way. Lengthy and overly detailed accounts can make it more difficult to understand what is being explained and to respond in a timely or clear way. Please Include the child's surname and their class In the subject.
- The school will aim to respond within 5 working days.
- If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed.
- If there is a change in a child's medical needs, this information must always be shared by email through the school office.

Phone calls to the school office

- If a query or concern is time sensitive and urgent the parent should call the school office, who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments but every endeavor will be made for an appropriate member of staff to respond.
- If an urgent query is made to the school office and relates to a Safeguarding Issue, a member of SLT will contact you without delay.
- If the query or concern is not time sensitive and urgent, parents should email or call the school office and the relevant member of staff will aim to contact them within 5 working days. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.
- For general enquiries, please call or email the school office.
- Staff will call parents if their child presents as unwell during the school day.
- Parents are expected to call or email the school office before 9.30am if their child is absent.

Class dojo

- If a query or concern is non-urgent, parents are requested to send an Informal message to class teachers via Class dojo.
- Parents may wish to communicate Information that they feel their child's class teacher needs to know using Class dojo.
- Parents may wish to ask an informal or non-urgent question, for example, to confirm a change in timetable or plan.
- Parents can expect a response within 5 working days.

Types of unacceptable behaviour and communication

There are some types of behaviour / communication that the school considers unacceptable.

These are as follows:

- Any physical aggression e.g. slapping, hitting, punching, and kicking;
- Physically intimidating a member of staff, or pupils e.g., standing close to her/him;
- The use of aggressive hand gestures including finger pointing towards a member of staff or pupil;
- Spitting at a member of staff or pupil;
- Shaking or holding a fist towards a member of staff or pupil;
- Shouting at members of staff or pupils (either in person on school grounds, over the telephone or over video conferencing);
- Swearing, or using offensive language including derogatory language about a protected group or characteristic as defined by the Equality Act 2010;
- Threatening or offensive comments about a member of staff or pupil of the school; this can include verbally, via texts, emails, social media, etc.;
- Sending abusive messages to a member of staff, including via text, email, or social media.
- A large volume of emails in respect of the same matter over a short period of time.
- Continuing to raise the same issue despite it having been already addressed by the school.
- Posting defamatory, offensive, or derogatory comments about the school, its staff, on social media platforms
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Breaching or not conforming to the school's security procedures
- Covertly recording phone calls or meetings with member of staff
- Any other behaviour that is disrespectful, threatening, or offensive

Actions that may be taken by the school because of unacceptable behaviour and communication

In the first instance, (if the unacceptable behaviour has occurred on site) the school will ask the parent to desist and/or leave the site. If the behaviour is of a serious nature, then the police will be contacted.

Thereafter the school (Headteacher/Member of Senior Leadership team) will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.

If unacceptable behaviour is considered to have occurred the following actions may be taken by the school, dependent on the severity/gravity of the behaviour:

- The parent will be told verbally that his / her behaviour is unacceptable and, if it is not modified, the school will take further action.
- The parent will be told in writing that his / her behaviour is unacceptable and, if it is not modified, the school will take further action.
- Advising the parent that all future meetings with a member of staff will be conducted with a second person present and will be minuted.
- Formal letter to Inform you that you have been banned from the school site.