

Intentionality: We believe in effective, timely communication to maintain positive relationships with our school community. We value the involvement and engagement of our community in the life of the school. We use a range of channels in which to communicate.



Key Principles:

Communication should be professional, respectful, honest and timely.

Communication gives due regard to confidentiality and safeguarding.

Communication upholds the values and ethos of Abbey Hill.

School uses stakeholder surveys to gain the views and feedback of its community. This includes informing our decisions about our communication channels.

DAY-TO-DAY/FREQUENT COMMUNICATION



In many instances, day-to-day communication is likely to take place face-to-face.

Staff are present on the gate and playground in a morning and after-school. This is an opportunity to have informal conversations such as key messages, informal reminders, positives or making arrangements.

Formal, face-to-face meetings

School acknowledges some conversations will need to be more formal as they may be sensitive in nature. School values these being held face-to-face wherever possible. These may be at the request of school or the family.



Class Dojo

Class Dojo is a web and app-based platform used to communicate the life of school to parents. We share diary reminders, key notices and individual messages as well as using it to celebrate pupil behaviour and values.



SMS Messaging (ScholarPack)

Short SMS messages are used to issue reminders of key dates or to provide efficient communication to parents/carers including to request contact for attendance or dinner arrears.

OTHER CHANNELS USED



Social Media:

School uses an X (Twitter) account to reflect messaging and life of the school. Parents may follow but school does not use this platform as a means of 2-way dialogue with parents.



Newsletters:

Monthly or bi-monthly newsletters are issued by email. They celebrate key events, share messages and dates about school events, initiatives or news. Class or Year Group Newsletters are issued, providing information about learning in each year group and ways parents can support.



School website:

This provides statutory information, policies and a bank of newsletters and key information such as term dates, classes and our curriculum.



Letters

Printed letters are used to gather formal permission for school trips.



YouTube:

A school YouTube channel is used to share short clips, interviews and content produced within our Digital curriculum.

