

FOREST FEDERATION
COMMUNICATIONS POLICY – STUKELEY MEADOWS
SEPTEMBER 2024



DUE FOR RENEWAL SEPTEMBER 2025

Please note – a ‘quicker’ guide to school communications for families is located in the appendices

Aims

To support Stukeley Meadows in its aim to become a thriving and successful school we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Definition of Communication

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is as much about attitude and behaviour as it is about message. We should also remember the importance of listening. Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflects on the school's reputation. For the purposes of this policy communication includes not only the message, but also how that message is communicated; not only the responsibility for communication, but also how effectively that responsibility is carried out

Objectives

All communications at Stukeley Meadows should:

- keep staff, pupils, parents and other stakeholders well informed
- be open, honest, ethical and professional
- be actioned within a reasonable time
- use the method of communication most effective and appropriate to the context, message and audience
- be compatible with our core values as reflected in our federation vision and values

Equality and Inclusion

It is important to us that everyone in our community can communicate easily with the school. As such, we can work with families to establish a suitable method of communication, be this email, text, phone calls or arranging face-to-face communication. Within the Class Dojo App, families can also select a language for message translations. Please get in touch with the school office to discuss any individual communication needs.

Internal Methods of Communication

Formal Meetings

There is an integrated programme of meetings to facilitate involvement of staff. All formal meetings should be structured and members invited to contribute to the agenda. It is important that time is put aside for structured opportunities for staff to engage in team working and to contribute to priorities, activities and future plans.

Email

Information and notification of initiatives are communicated through the use of email where appropriate. All emails will be sent/received using the staff member's school email address. Email is a quick, effective way of communicating information. Emails will typically be sent between the workday hours of 8am – 5pm. That said, if staff choose to send them outside of these hours they cannot expect a response, other than in the time frame above. All staff should seek face to face communications, when email is not the most effective form of communication.

All emails (whether from families or staff) should be acknowledged within two working days (this can be a simple, ‘thank you for your email – I will get back to you as soon as I can’) and resolve any informal queries or concerns within five working days.

Morning Briefing

We have a weekly briefing (Monday Morning at 8:15am), when important messages and the school calendar (also online) is communicated face to face.

Staff, Family and Pupil Voice

Surveys will be sent out regularly (paper copies and through Microsoft Forms) to gather feedback to enable school to move forward effectively.

WhatsApp Groups

There are two main groups available to staff – a more formal group with school updates and reminders and an informal group for fun!

Weekly Update Email

Important and key messages are also shared in the weekly 'Friday News' email. This is shared with all staff and a paper copy posted in the staffroom.

School Calendar

A whole school Google calendar is kept online. Any events taking place are recorded here. Staff must ensure there are no clashes and any issues are discussed with SLT.

Notice Boards

Notice boards are located in the staffroom. These communicate the weekly plan, general updates (including sign-ups for events/roles etc...) and safeguarding information.

Communications with Parents/Carers

Emails and Letters

Staff will endeavour to respond to parents' emails/letters as quickly as possible.

All emails (whether from families or staff) should be acknowledged within two working days (this can be a simple, 'thank you for your email – I will get back to you as soon as I can') and resolve any informal queries or concerns within five working days.

Any email/letter of complaint should be referred to the Heads of School immediately, as should any sensitive issues that a staff member does not feel able to respond to themselves.

Electronic

The school uses ParentMail to communicate to parents. Any communication that needs to be sent to parents using this system must be approved by the Heads of School. Whole school messages will be communicated this way.

Class Dojo

The school uses Class Dojo (for school families only – cannot be seen publicly) to showcase the children's learning in school, remind families of any upcoming events and also give behavior/learning 'points' to children. Staff will not use Class Dojo to interact directly with families – we only use email for this.

YouTube and Instagram

We release longer videos (than Dojo will allow) on our [YouTube](#) channel. This gives children in school and families at home a chance to watch content around our curriculum and celebrate what the children have been doing (and may also be useful for children to re-watch at home).

We have two Insta accounts, 'Stukeley_meadows' which features 'arty' content from across the school and 'StukeleyShowcase' which makes more public what we Dojo out to families.

Written Reports Once a year, we provide a full written report to each pupil's parents on their progress. This report identifies areas of strength and areas for future development. In addition, parents meet their pupil's teacher twice formally during the year for Parents' Evening. This gives them the opportunity to celebrate their pupil's successes and to support their pupil in areas where there is a particular need.

School Newsletter

A weekly newsletter is sent out to all parents on a Friday to showcase school events, children's learning and share any important information that is coming up. This will be shared with parents on ParentMail, Dojo, Instagram and the school's website.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience. This also gives in-depth detail into the school's curriculum.



STUKELEY COMMUNICATION GUIDE FOR FAMILIES

Ensuring consistency for all families and children to reduce the chances of anything being missed



CLASS DOJO

We use this regularly to 'celebrate and inform'. We post reminders, timetables, celebrations, requests etc... and also link to all other correspondence that has been sent out on email etc... We also use Class Dojo to award 'points' for children's learning behaviours so that families can track this from home. **A daily 7am-ish announcement is made on Dojo that is designed to introduce each school day and remind families (and children) of anything important coming up. This is typically just over two minutes long.**



ParentMail

PARENTMAIL

We use this to email out the vast majority of letters, forms and other lengthy correspondence. It is absolutely crucial that all families have their emails linked to this. The system also allows families to make any necessary payments to the school and order school lunches etc...



WEBSITE

This features everything Stukeley-related! The year group-specific areas are particularly useful and bring together everything related to these areas.



GOOGLE CALENDAR

There is a whole school events calendar as well as one for each year group – these are all featured on the website, along with instructions on how to sync them with your own devices.



STUKELEY STANDARD

This is our weekly school newsletter, sent out each and every Friday. It remains a crucial read for all families!



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EMAILING

All staff email addresses are made available so that families can make contact – these can be found below and on the school website. Staff check their emails at least once every working day and will respond as soon as possible. Staff may choose to, but are not expected to, send emails outside of the Monday-Friday, 8am – 5pm time frame. **All emails should be acknowledged by staff within two working days (this can be a simple, 'thank you for your email – I will get back to you as soon as I can') and resolve any informal queries or concerns within five working days.**

Concern/Query	Step 1 First point of contact:	Step 2 If not satisfied by response to step 1, please contact:	Step 3
Behaviour, Curriculum, Learning, Assessments	Class teacher	Phase Leader	FS/1/2 Karen Page (Co-Head) 3/4/5/6 Niki Barry (Co-Head)
SEND	Class teacher	SENDCo	Karen Page (Co-Head)
Medical	Class teacher	Sarah Holloway	Karen Page (Co-Head)
Safeguarding	Designated Safeguard Leads and Deputies	Executive Headteacher	
Attendance	Office@ Absence can be reported via Parentmail.	Dawn Chilcot Attendance Officer	Executive Headteacher
School Meals, Uniform, Admissions,	Office@	Niki Barry (Co-Head)	Executive Headteacher
Trips, Visits and Clubs	Office@	Class Teacher	Karen Page (Co-Head)
Policies	Office@	Niki Barry (Co-Head)	Executive Headteacher

Step 4:

If there has been no resolution to the concern/complaint in steps 1-3, then the next step is to contact the Executive Headteacher: James Singletery jingletery@theforestfederation.cambs.sch.uk
If the matter cannot be resolved through discussion then either party may take it forward under the formal complaint procedure as set out in our Complaints Policy.

Contact List

	Governors and Leaders
Governors	shellary@theforestfederation.cambs.sch.uk Chair of Governors jherring@theforestfederation.cambs.sch.uk Vice-Chair of Governors
Executive Head Teacher	jingletery@theforestfederation.cambs.sch.uk
Heads of School	nbarry@stukeleymeadows.cambs.sch.uk Co-Head (Y3/4/5/6) kpage@stukeleymeadows.cambs.sch.uk Co-Head (FS/1/2) Mrs Page is also the Designated Safeguarding Lead
Inclusion Team	ajohnstone@stukeleymeadows.cambs.sch.uk SENDCo sholloway@stukeleymeadows.cambs.sch.uk Family/Pastoral Support
School Business Manager	ncurtis@stukeleymeadows.cambs.sch.uk

	Class Teachers	Phase Leader
EYFS	Rowan Mrs Williams cwilliams@stukeleymeadows.cambs.sch.uk Juniper Mrs Gavigan lgavigan@stukeleymeadows.cambs.sch.uk Both Mrs Spencer jspencer@stukeleymeadows.cambs.sch.uk	EYFS Mrs Williams
Year 1	Cherry Mrs Daly cdaly@stukeleymeadows.cambs.sch.uk Cherry Mrs Howie nhowie@stukeleymeadows.cambs.sch.uk Magnolia Miss Lawrence mlawrence@stukeleymeadows.cambs.sch.uk	Year 1/2 Mrs Daly
Year 2	Maple Mrs Kelly ckelly@stukeleymeadows.cambs.sch.uk Maple Mrs Williams pwilliams@stukeleymeadows.cambs.sch.uk Pine Mrs Hunt lhunt@stukeleymeadows.cambs.sch.uk Pine Mrs Newman snewman@stukeleymeadows.cambs.sch.uk	
Year 3	Willow Mrs Boswell mboswell@stukeleymeadows.cambs.sch.uk Lime Mr Whatley mwhatley@stukeleymeadows.cambs.sch.uk Lime Mrs Mackie smackie@stukeleymeadows.cambs.sch.uk	Year 3/4 Mrs Smart
Year 4	Birch Mr Smith msmith@stukeleymeadows.cambs.sch.uk Acacia Mrs Smart rsmart@stukeleymeadows.cambs.sch.uk Acacia Mrs Davis ddavis@stukeleymeadows.cambs.sch.uk Both Mrs Hill ghill@stukeleymeadows.cambs.sch.uk	
Year 5	Beech Mr Smith tsmith@stukeleymeadows.cambs.sch.uk Chestnut Mrs Franklin efranklin@stukeleymeadows.cambs.sch.uk	Year 5/6 Mrs Peake
Year 6	Oak Mr Walters dwalters@stukeleymeadows.cambs.sch.uk Sycamore Mrs Peake jpeake@stukeleymeadows.cambs.sch.uk Sycamore Mrs Mackie smackie@stukeleymeadows.cambs.sch.uk	