

Sacred Heart Hindsford R.C. Primary School

Communication Plan



Plan updated by I. M^cDermott:

Head Teacher

Spring Term 2022

Accepted by Governors:

J. Carter

signed (chair)

I. M^cDermott

signed (Head)

Shared with staff and parents / carers: Spring Term 2022

Mission Statement:

By living out our Catholic faith

TOGETHER

we ENCOURAGE

and ACHIEVE.

I have called you by name.

Communication Plan Rationale

This plan sets out the school's different methods of communication and who is responsible for each. The second table in this plan indicates the appropriate personnel to contact regarding different issues.

Contents Page:

Page 2 – Mission Statement

Page 2 – Communication Plan Rationale

Page 2 – Contents Page

Page 3 – Methods of Communication

Page 4 - Contacting the School

Page 5 and 6 – Who to contact in school for specific queries / complaints (including where relevant – timeframes to respond)

Page 6 – Plan review date

Method of communication	Details	Intended recipient/audience	Who is accountable for this?
School newsletter	<p>Sent weekly</p> <p>Available:</p> <ul style="list-style-type: none"> - School Website - Sent via ParentMail - Physical copies are available upon request. 	All members of the school community.	<p>Head Teacher / School Business Manager.</p> <p>In their absence, the Deputy Head Teacher / Senior Leadership Team.</p>
Posts on the school website	Information is updated as and when required.	All members of the school community.	<p>Head Teacher</p> <p>School Business Manager</p> <p>Class Teachers</p>
Social media posts on school accounts - Facebook	<p>Posts are uploaded as and when required.</p> <p>This is not monitored and it is not a form of communication with school.</p>	All members of the school community.	<p>Head Teacher</p> <p>School Business Manager</p> <p>Class Teachers</p>
The school notice board	<p>Advertise events happening in school:</p> <p>Kidz at Heart</p> <p>Friends of Sacred Heart</p>	All members of the school community.	<p>Kidz at Heart staff</p> <p>Friends of Sacred Heart</p>
Advertisements and marketing materials	<p>As and when required.</p> <p>For Example:</p> <p>School open evenings (Facebook, newsletter, leaflet drops, emails to local nurseries, local press)</p> <p>School vacancies (Council Website and newsletter)</p> <p>Events happening in school (Facebook and newsletter)</p> <p>New school ventures (Facebook, newsletter, local press / council website)</p>	<p>All members of the school community.</p> <p>Those looking for employment</p>	<p>School Business Manager / Head Teacher.</p> <p>In their absence, the Deputy Head Teacher / Senior Leadership Team.</p> <p>Events – Kidz at Heart or the Friends of Sacred Heart Group.</p>

Letters and emails sent to parents / carers	<p>Weekly newsletter is sent.</p> <p>Other letters and emails as the need arises.</p> <p>For Example:</p> <p>Swimming (1 off letter emailed out)</p> <p>Information relating to a visitor (1 off email / letter)</p>	<p>All members of the school community</p> <p>Individual Parents / careers or an identified class</p>	School Business Manager emails out the letters
Pupil diaries and planners	Checked weekly	Parents / carers, pupils and class teachers.	Parents / carers and class teachers

Contacting the school

Please note the approved method of communicating with school for parents / carers is via the enquiries email address and not through Facebook. Facebook is not monitored. It is used as a window into the life of school.

School Office contact details:

Phone number - 01942 883 429

Email - enquiries@admin.athertonsacredheart.wigan.sch.uk

The office is open between the hours of 08:15 and 16:30 during normal times.

Staff sickness may affect the opening hours of the office. An automated email response will be created to communicate this.

Role of the Deputy Head Teacher and staff in school

The Deputy Head Teacher acts as the Head Teacher when the Head Teacher is unavailable. If you specifically require the Head Teacher, then you may, at times have a slightly longer wait than usual.

As we navigate and progress through the current Covid-19 situation, the Head Teacher will be used to cover staff absences. At set times in the school year, there are statutory deadlines with which we must comply. Again, during these times, the Head Teacher may not be as readily available.

Staff in school have designated responsibilities to 'deal' with most scenarios in the Head Teacher's absence / unavailability. Please note, often, the person best equipped to support you with concerns is your child's class teacher. Further details (including time frames where relevant) are outlined in the table below.

Query	Who to contact	Contact information and availability
Absences	The school office	<p>You can report your child's absence by contacting the school office on: 01942 883 429 or via email: enquiries@admin.athertonsacredheart.wigan.sch.uk</p> <p>The office is open between the hours of 08:15 and 16:30pm during normal times.</p>
Safeguarding concerns	<p>Miss E. Wilde</p> <p>The school office</p>	<p>Miss E. Wilde – 01942 883 429</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, Wednesday (morning only) and Thursday.</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the disclosure and availability of external sources for support.</p> <p>Please refer to the Child Protection and Safeguarding Policy for full details.</p>
Special Educational Needs / Disability (SEND) concerns	<p>Miss E. Wilde</p> <p>The school office</p>	<p>Miss E. Wilde – phone number as above</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, Wednesday (morning only) and Thursday.</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the concerns and availability of external sources for support.</p> <p>Please refer to the SEND policy and supporting information on the school website for full details.</p>
Pastoral Matters	<p>Child's class teacher via the office</p> <p>Miss E. Wilde</p>	<p>Please send any pastoral matters (medical or change of home circumstances, ill family members, child upset or feeling unsettled) in to school via the school office, marked for the attention of the child's class teacher.</p> <p>Alternatively, you can contact Miss E.Wilde</p> <p>Miss E. Wilde – phone number as above</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, Wednesday (morning only) and Thursday.</p>
General queries	School office	<p>Contact details as above</p> <p>School has 5 working days to respond to Non-Safeguarding matters.</p>

		<p>NB: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings / events scheduled.</p>
General complaints / queries	School office	<p>Your child's class Teacher is the first port of call.</p> <p>If it is not resolved then you can raise the matter with the senior leader for the department – Mrs Johnson (EYFS/KS1) and Mrs Delargy (KS2).</p> <p>If the matter is still not resolved, then a meeting with the Head Teacher will be arranged.</p> <p>School has 5 working days to respond to Non-Safeguarding matters.</p> <p>NB: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings / events scheduled.</p>
Formal complaints	School website	<p>The Compliments and Complaints Policy can be freely downloaded from the school's website.</p> <p>Hover over the Information tab and click on the 'policies' option.</p> <p>Please ensure you have followed the process prior to the complaint becoming formal, as the policy outlines the procedures, which must be followed, and you will be referred back to an earlier point in the process if you have not followed the process.</p> <p>Please ensure you have read the serial complaints section – this outlines expected parental behaviours – For example: persistent communication with school over matters arising, not imposing personal or unrealistic timeframes on school and not using threatening behaviour.</p>
Freedom of information and subject access requests	School office	<p>As above.</p> <p>Please refer to the GDPR policy for timeframes and the process.</p> <p>School's nominated GDPR Officer is Mr. P Rafferty (external consultant) – contacted via school.</p>

Monitoring of this Plan

This plan is monitored annually and will be updated formally in 2024.

Plan written and updated by I. M^cDermott –Head Teacher

Date: Spring Term 2022

Review date: Spring Term 2024

The plan will be updated during the 2 years in line with statutory changes in requirements to schools.