

# WALTHAMSTOW MONTESSORI SCHOOL

## COMMUNICATION POLICY

### Introduction

Good communication between the school and home is essential. Children achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve and how they can help.

At WMS we aim to have clear and effective communications with parents and the wider community. We have a particularly high level of interest in the school and therefore take many enquiries by phone and email from interested people every single day as well as staff wishing to work here. We also receive an email or phone call from a current WMS parent approximately every 2 minutes on average. As you can imagine that makes it a very busy environment! However, we are committed to giving everyone a response and an answer and we aim to do so as swiftly as we can and we work very hard to do that and to feel that everyone is being listened to.

When a parent joins our school, they will see that we communicate with our parents through a wide range of different strategies depending on how quickly a message is and how important it is and who it needs to reach and we have to make this decision about every single item of information every day! Our communication reflects important information as well as telling you about what is going on in our school as well as organisational information. It takes a great deal of our time! However, we enjoy the process of information sharing with parents as we are proud of what we do and what our children achieve. Good communication with parents has been a cornerstone of WMS since we opened in 2001.

### Email

When your child joins WMS we use the contact information that you supplied us with to create information files. We will use the given email or email addresses to add to our email group for whole school mail outs of things such as our lovely colour weekly newsletters. We do a test email in the first week of term to ensure that everyone has the chance to tell us if they aren't receiving emails and we can then look into this. It is really important that you let us know in writing if you change your email address. We also like to share things with you such as our 'focus policy'. We review and update our policies with our staff in turn throughout the year and then we find it useful to also email this to parents so you can see what we have been doing.

We also find it good to receive communication from parents by email as we can look back over these when we need to and check that an answer has been given.

### Parent Text

We pay, each year, for a company to provide a texting service for us so that we can sending short texts to you usually with a group message. We use the mobile phone number that you supplied to add your child to the database. We are only able to use one telephone number per child on this system. Sometimes texts are for just one class or can be for the whole school. We find them very useful and quick. These texts are created on a computer and have a maximum amount of characters so we are very limited as to what we can say so please excuse the fact that they are often just short pieces of information.

This service can't be responded to. Again, we must be kept informed of any changes to mobile phone numbers for both contact and emergency purposes.

### **Newsletters**

These lovely letters as previously discussed are sent by email every single week, very few schools do anything quite that ambitious and they take a considerable amount of time for every member of staff each week! However, you will see that even in a single week we have a lot to communicate to you! We want you to feel involved in your school and to share in your child's learning in this way. If you have anything to contribute about a service or local activity or have something to sell that is related to the school or if your child has achieved success in something outside school then please let us know!

### **School reports**

Each year we provide a written report to parents on a child's progress in the various curriculum areas. These are issued at the end of the Summer Term. The report advises on areas of strength and targets for future learning.

As well as receiving the annual written report there are two parent-teacher meetings throughout the year (Autumn and Spring Terms) these meetings allow you to talk with your child's class teachers and find out about their learning and progress.

At the beginning of every term each class issues a 'welcome back letter' this tells you about what the class will be doing this term, tells you about which teachers there are and welcomes any new children. For the upper school this also extends to curriculum information, timetable and homework details.

### **Annual Report**

During the school year the principal publishes an annual report summarising the activities and development of the school during the past year as well as looking ahead to any plans for change and improvement.

### **Noticeboards**

We have noticeboards at both of our buildings and they always have information such as staff lists, focus policy, term dates, diary dates and a copy of the most recent newsletter, menu information for our Early Risers and Tea Timers clubs is also found there too.

### **Website**

Our website gives information about the school to new and interested parents as well as to existing parents. Term dates, fee information and registration forms are found on there. Our new website will have a greater range of information to view as well as our policies.

### **Social Media**

The school now uses social media such as Facebook and Twitter. To keep its parents informed of day to day activities and school news.

**Face-to-face**

The school encourages parents to share any issues about their child at the earliest opportunity and we will arrange for meetings or phone conversations to take place as quickly as is possible.

**Class reps**

Each class has a representative parent for that class who has volunteered to be a contact person for the current group. These parents are invited in to school once a term to look at ways to be involved and to help provide an inclusive atmosphere for new parents.

(A signed policy is available upon request)

This policy was adopted on dated: **01.03.2016**

Signed (Principal):

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Signed (Senior member of school staff):

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Signed (Parent Representative):

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Date of Signage: 1/5/18

Date to be Reviewed: 01.05.2019