



Oswald Road Primary School

Internal Communications Policy

April 2025

INTRODUCTION

Good communication is essential to maintaining a positive working and learning environment. Creating an atmosphere of mutual respect in a happy, caring and supportive environment means that people feel included, consulted and informed. This requires that we use of a variety of channels of communication so as to ensure that the relevant people receive the necessary information.

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.

STAFF MEETINGS

- Staff meetings for teachers will be held each Wednesday at 3:30pm. TAs are welcome to join the staff meetings voluntarily. There will also be some staff meetings where all staff are expected to attend and there will be an option to join these via Zoom.
- Regular office meetings are held to discuss what is and what is not working on the admin side of school.

STAFF NEWSLETTER

- A staff newsletter is emailed out every Friday morning. It contains staff shout-outs and important whole-staff announcements and reminders. It is very important that all staff read this newsletter in order to stay informed on what is going on around the school.
- If any staff have reminders or announcements that they would like including in the Staff Newsletter, please email Ellie before the end of the day on a Thursday, for it to be included in that week's newsletter.

PHONE CALLS BETWEEN OFFICE AND CLASSROOMS

- Office staff can phone the classroom if parents come to pick up children or if children need to come for their medicine.
- The member of office staff doing the registers that day will be able to ring the classroom to check attendance issues.
- Other than for the above reasons, the office are not to call the classrooms during class time, unless it is an exceptional circumstance. Non-urgent messages are to be delivered to teachers during breaktimes or after school.
- Staff should make every effort not to call the office first thing in the morning (8:30am-9:15am) unless urgent. This is a very busy time for the office and there may be nobody to answer calls.

LETTERS

- Before sending out any letters, they are to be read by Ellie/Christina, who will proofread them and send them on to Debs for final approved if needed.
Ellie/Christina will then arrange for the letter to be emailed out to parents, and added to the Weekly Update. If the letter gives information about an event, this will be added to the school calendar for parents to see. Please give parents as much notice as possible for any events (minimum two weeks for trips and for events where parents are invited into school).
- No letters must be issued that have not been read and authorised by the Communications Manager.
- Group texts are no longer sent out to parents unless absolutely urgent (eg. immediate safeguarding concern)- if you need an urgent message going out, please ask Ellie/Christina to send via School Spider as an email.
- If you have an article or announcement that you would like to be included in the newsletter, please contact Christina.

EMAILS

- E-mail is a quick, effective way of communicating information; however it does not replace face to face meetings where some discussion is required.
- Teaching staff should not log on to their email during class.
- Whole staff emails are only to be sent by SLT, or if the matter is urgent and relevant to all staff (teaching and support). Any non-urgent messages for all staff are to be emailed to Ellie to include in the Staff Newsletter, which is emailed out on a Friday morning.
- Please do not 'Reply All' to emails unless the message needs to go to all staff.
- Please remember to use the email groups if you have an email that is for multiple people but not necessarily relevant as a whole staff email (eg. Teachers@oswaldroad..., SLT@oswaldroad... etc)
- Whole staff emails are **not** to be sent to check if the hall is free. Timetables for shared space rooms such as the hall or the studio can be found on the staff intranet.
- Any emails with worrying content are not to be sent at night or weekend.
- Any heavy work emails are either not sent at the weekend or are labelled– 'Do not read until Monday'

USE OF TANNOY

- The tannoy is only to be used outside of class time, to indicate the start and end of breaktime, or at the discretion of the headteacher (eg. Drop Everything and Read). In the event of a child absconding from class the tannoy may be used during classtime, with the message "Can a member of SLT please report to the office immediately".

CALENDARS

- Staff should refer to the QAC to see events and key dates that are going on in school.

- A school calendar of events can also be accessed on the school website. This includes all events that concern parents (eg. trips, workshops, term dates etc).

EVENTS

- All events should be pre-agreed with Debs and Ellie/Christina so that we can ensure parents are given adequate notice, a room has been booked, caretaker support is arranged if needed and the staff are present on reception etc.
- Staff are to inform the office if they are expecting any visitors to school (eg. PEP meetings, speakers in class/assembly).

PARENT COMMUNICATION WITH TEACHERS

- Queries from parents/carers are not to be sent directly to teachers' email accounts. Concerns, particularly ones where the tone is personal or abusive, must not be emailed to teachers under any circumstances. All concerns are to be forwarded to the school's inbox account, who will then forward accordingly. See "APPENDIX 1: Protocol for emails with parents / carers" for more information.
- No queries should be forwarded to teachers' email accounts during their holidays.
- No teacher should be asked to meet with a parent/carer unless they know what the meeting is about. If parents/carers email or phone the office to request a meeting, all office staff must ask for this information before passing on the message to teachers. The standard line to be used is: 'Can I ask what the meeting is about? I will pass your request on and school will respond within two working days.' Details of the query will be taken. If it is urgent the office staff will email inbox@ or Ellie Linton.
- Teachers should not be directed to telephone parents/carers. If parents/carers have a query, the standard line to be used by office staff is: 'I will pass your message onto X.' The relevant teacher will then decide how to respond to this message.
- See "APPENDIX 2: Protocol for phone calls with parents/carers" for more information.
- Teaching staff have two days to respond to queries. All office staff must remind parents/carers of this when necessary.
- Any communication from parents/carers that is aggressive or forceful should be logged on CPOMs as a Parental Conduct concern.

COVER DIARY

All staff are required to book their own cover on orcover.com. They can book cover all the way up until the day before, as long as there is a yellow 'available' slot left on the website. Emergency/on-the-day cover needs to be emailed to the cover team by 8:00am. The cover team will then send out the cover for the day in an email. However, cover is available to be viewed at any time on orcover.com. There will be no paper copy, but all staff should check their emails at 8:00am to check the cover for the day. If SAM leave requests are accepted but staff members don't email cover@ then their cover may be cancelled due to staffing.

RESPONSIBILITIES

Headteacher:

- Making whole school decisions on events (eg parents evenings) and ensuring that these events are communicated via the QAC.
- Leading staff meetings and briefings
- Final sign off of letters to parents that may be deemed controversial or causing concern
- Recording any follow up from parental conduct on CPOMS and sharing verbally with any staff involved.

Communications Managers:

- Making sure all relevant events are communicated, with sufficient notice, to parents and/or staff.
- Managing messages@ and admin@ inbox accounts.
- Receiving complaints sent to 'inbox@' and sharing with relevant members of staff in line with protocol (shared with Debs first)- (Ellie only)
- Putting together and sending out the Staff Newsletter once a week to keep all staff informed on what is going on around school. (Ellie only)
- Putting together and sending out the Weekly Update once a week to keep all parents informed on what is going on around school. (Christina only)
- Proofreading and formatting of all communications to parents (letters, emails, social media posts etc)
- Maintaining the school calendar (which is public for parents to view)

Teachers:

- Organising their own events/trips and making sure that the office is given sufficient notice so that the appropriate plans can be put into place.
- Writing letters to communicate event/trip details to parents, then sending this letter to Ellie/Christina.
- Informing the office if there is an event in school that you are planning.

Office staff:

- Taking queries from parents and forwarding them to the appropriate member of staff, ensuring that the internal communications policy is adhered to (eg. don't forward emails of a personal nature to teachers)
- Managing messages@, admin@, finance@, attendance@ and admissions@ inbox accounts

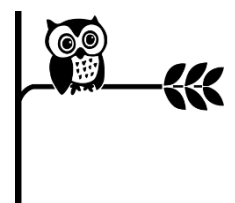
All staff:

- Communicating messages to Ellie/Christina that need to be included in either the Staff Newsletter or the Weekly Update (parent newsletter).
- Regularly checking calendars to ensure that they are informed of upcoming events in school.

APPENDIX 1

Protocol for emails with parents / carers

Emails with any concerns are to go to inbox@oswaldroad.manchester.sch.uk



If an email with a concern goes to any other email address than inbox@:

If an email with a concern goes to any other email address all staff are to use the same standard line:

Dear XXX

Please contact inbox@oswaldroad.manchester.sch.uk as per school policy.

Your email to this address will be responded to within two working days of it being received.

Kind regards

Oswald Road

Once the email arrives at inbox@:

Ellie opens the inbox@ address daily. If there are any emails in there, they will send to the Headteacher.

The Headteacher will then read the email and there will be a decision made on who is who is best placed to deal with this concern (eg. class teacher, Assistant Head or one of the Deputy Headteachers). This will depend on level of concern, nature of concern and content and is at the Headteacher's discretion.

If it is something to pass on to a class teacher, the Assistant Head will speak to them and explain the concern (rather than email).

If it something to pass on to a member of SLT (unless it has any personal content), it will be emailed over.

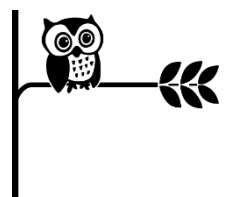
Once received by the member of SLT, if it relates to a member of staff, then again this will be discussed in person not via email.

The Headteacher will always make the decision on who is dealing with the concern by considering level of concern raised, nature of concern and content (ie whose role in school does the content relate to). The Headteacher will apply consistency to the process.

Some matters are urgent and need dealing with immediately. Most concerns raised will follow our normal procedures, where there is a two day turn around in terms of the nominated member of staff making contact. The person dealing with the concern does so as quickly as they can, however if there is a delay (ie. it won't be dealt with within a week), they can let Ellie know and she can send an update email. When complete, the person informs the Headteacher and Communications Managers so that they can update the Stakeholder Management Database.

APPENDIX 2

Protocol for phone calls with parents/carers



If phoning a parent to listen to an issue / to answer their query:

Explain why you are calling and ask them to share with you what their issue is / the reason they wanted you to contact them.

Listen to the above.

Make a decision whether you should be dealing with this or whether it should be someone else in school.

a) If it is someone else who is best placed to deal with their concern or query, explain who you will be passing it on to and why.

If they say they would prefer you to deal with it, explain why it needs to be the person you are directing them to again.

Make arrangements for the information to be passed to this person and explain what you will do and when they can expect to hear from this member of staff. If the situation discussed is personal in any way, ensure this is a conversation with the member of staff, not an email.

b) If it is you who is best placed to deal with their concern or query, either:

- explain your next steps or give the answer to their question
- give yourself time to think what the next steps are and say you will call them back tomorrow
- or invite them in for a meeting.

If phoning a parent following an incident where a member of staff has been made to feel uncomfortable:

Explain why you are calling and the reason for your call is to support a way forward.

Say you would like to share from school's perspective (including a conversation around duty of care for the staff member) and you would also like to listen from their perspective.

Let them know whether this would be best placed over the phone or face to face. If face to face, invite in for a meeting.

Explain the situation from school's point of view clearly.

Ask the parent/carer to explain from their point of view.

Lead a way forward.

If phoning a parent due to there being an incident where they have been abusive towards a member of staff or there have been parental conduct issues in line with Parental Conduct Policy:

This is for behaviours as follows:

- offensive language or malicious comments
- unwarranted and unnecessary correspondence taking up undue teaching and administrative time
- intimidation
- harassment
- disruptive behaviour
- racist conduct
- incitement of others and threats or risk of injury
- offensive or derogatory comments regarding the school or any of the staff at the school on any social media sites

If this is the first time this has happened, call the parent, explaining the situation, asking them politely to desist. Invite them into a meeting, where they will be asked politely to desist again and the matter can be discussed in person. The parent doesn't have to take the offer of the meeting, however it must be offered.

If the same parent continues, then no second phone call is needed. As per policy they would then be sent a formal written warning letter, signed by the Headteacher. This letter would be passed to the

relevant people only in school.

If the same parent still continues, again there would be no phone call. A second formal letter would be sent.

If the same parent still continues, request legal advice.