

Communication Strategy Procedure

To be reviewed Bi-Annually.

Procedure Agreed February 2019. To be reviewed February 2021.



General Statement

Good Communication is key to integrated working. Communication between individuals is very important as are the structures, through which we communicate within and between organisations. Clear guidance is needed to ensure that everyone knows how information is shared at all levels to reduce conflict and enhance joint working so we can develop full integration on site.

Communication is a two way concept which requires information to be given and received. Dialogue is an important part of communication. This requires that individuals, children, staff and parents/carers and the wider community are able to give and receive information in a fair and safe and timely way.

Procedure

Aim: To share the vision of an integrated service with children and their families at the school/centre. Information across Everton Nursery School and Family Centre will be shared in a fair, safe and timely way ensuring that everyone who uses the building (children, parents/carers and staff teams (including volunteers)) have the information they need for learning, health and safety, inclusion and for a fully integrated service delivery.

Governing Body

Everton Nursery School and Family Centre Governing Body will be responsible for ensuring good communication about the strategic development of the school/centre through the Headteacher/Head of Centre. Parents/Carers and organisations that are based and visit the school/centre are represented on the Governing Body and those representatives will share information with their peers/organisation as appropriate ensuring that confidentiality is maintained.

Minutes of the Governing Body: - these will not be in the public domain until they have been signed by the Chair as a true and accurate record. This will normally be undertaken at the next meeting of the Governing Body and then displayed in the school/centre foyer by the Governing Body Information Board.

Everton Nursery School and Family Centre has committees that discuss issues across the whole school/centre and make recommendations to the Governing Body. Individuals from other agencies/organisations and Parents/Carers from the school/centre may be co-opted to work with the Governing Body members on committees. The committees will meet as often as is agreed by the Governing Body. Recommendations to the Governing Body are not in the public domain until the minutes are public or until the Chair of the Governing Body and the Headteacher/Head of Centre agree they can be shared.

Feedback to Governing Body

It is the role of Governing Body to listen to the Parents/Agencies and Organisations in the building on strategic issues but they are unable to change a decision made by the Governing Body without due process. If Parents/Carers wish to make comment on a decision made by the Governing Body they should take it to their parent representative. If staff wish to make comment on a decision made they should discuss this with their line manager, or with the staff representative – whoever is most appropriate.

Organisational Management on a daily basis

Each organisation in the building shall identify a key person or persons who will be their nominated personnel for communication. Organisations shall have a strategy to share information confidently in a fair, safe and timely way. Leadership Team members of Everton Nursery School and Family Centre will communicate with key person/s from the organisations on site.

Organisations in the building are:

Everton Nursery School (School part of the centre) and Family Centre (Children's Centre)

Speech and Language Team (Speech and Language Therapists)

Cafe

In Harmony Musicians

Visiting staff

Royal Liverpool Children's NHS Hospital Trust Ophthalmologist

Liverpool Midwifery Service Midwife

Health Visiting Team (Health Visitors, Nursery Nurse and admin)

Strategies used by Leadership Team for communicating to staff team:

- Staff room whiteboard to be read daily.
- Staff to check works email regularly – at least once per week.
- Regular memos shared/signed with all staff.
- Staff envelopes for post to be checked regularly – at least once per week.
- Leadership folders used for sharing information (including consistent recording of telephone messages) with one another and staff team.
- Foyer school/centre diary to be checked daily by staff requiring information.
- Weekly directed times.
- Planning/Evaluation meetings as a Wing every week.
- CC Team meetings/Admin meetings/Site Management meetings.

- Face-to-face communication/informal meetings.
- Individual Performance Management.
- Staff handbook – which all staff are asked to read to be clear of procedures in the school/centre.
- Relevant, agreed information passed to colleagues after leadership meeting within a week if necessary.
- School/centre policies – which all staff are asked to sign to say they have read them and are clear of school/centre policies.
- Mission statement of the school/centre and aims of the school/centre (also in practice) – all staff are to be clear of both and be able to demonstrate in practice.
- Text messaging.
- Website.
- Supervision meetings.

Strategies used by the school/centre for communicating to Parents/Carers:

- Parent/Carer Information Board and foyer.
- Mission Statement of the school/centre.
- Aims of the school/centre evident in practice.
- Room information boards.
- Family Worker role/Family Worker file.
- Daily Room and Front Entrance Area Greeters.
- School/centre office and staff availability.
- Family Learning Room.
- Home Visits.
- Parents/Carers Information Pack.
- Termly newsletter.
- Letter, telephone, fax.
- School/centre policies.
- Room and corridor displays.
- Plasma screens.
- Text Messaging.
- Website.
- Twitter/facebook.
- Tuesday baby clinic.

Strategies used by the school/centre for communicating to agencies onsite/outside agencies:

- Mission Statement of the school/centre.
- Aims of the school/centre.
- School/centre policies.
- Multi-disciplinary Meetings.
- Visitor information sessions/tours.

- Letters.
- Public talks by leadership team/ staff team.
- Room and corridor displays.
- Memos.
- Newsletters.
- Flyers about forthcoming events on-site.
- E-mails.
- Leadership Team attending agency meetings on-off site to provide more information about Everton Nursery School and Family Centre.
- Website
- Teaching School including School Direct
- Conferences /CPD training
- Parent Mail

Procedure Review

This procedure was reviewed by the Leadership Team on 28th February 2019.