



# THE SAINTS FEDERATION

## Communication Policy 2026-2027



**Document Control**

<b>Organisation</b>	The Saints Federation
<b>Title</b>	<b>Communication Policy</b>
<b>Author</b>	Executive Head Teacher
<b>Owner</b>	Executive Head Teacher and Governing Body
<b>Protective Marking</b>	NOT PROTECTIVELY MARKED
<b>Review date</b>	Every three years or sooner if required

**Revision History**

**Written January 2021**

**Review date January 2024**

<b>Revision Date</b>	<b>Revision</b>	<b>Previous Version</b>	<b>Description of Revision</b>
Jan 2021	N/A	Oct 2018	Policy created and signed off
April 2025	Updated	Jan 2021	Includes The Saints Federation, previously St David's.
May 2026	2.0	April 2025	St Mellon's CIW Primary School have joined the Saints Federation.

Signed by Chair of Governors on behalf of the Governing Body

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Signed by the Executive Headteacher:

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Date approved: ..... (by full Governing Body)

Date of review: .....

## **Our School Aims**

At The Saints Federation, we believe that good communication between school and home is essential. Children achieve more when schools and parents/carers work together. Parents/carers can help more if they know what the school is trying to achieve and what they can do to support. We aim to have clear and effective communications with parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school to educate their children.

### **Principles**

Communicating with stakeholders, particularly parents/carers, is a core part of what we do, not an afterthought. We will always try to share as much information as possible about any issue. If we cannot share information we will explain why. We will endeavour to work as transparently as possible by offering clear explanations for major decisions. We will communicate in a timely fashion and try to avoid parents receiving information about the school from other sources first. We will communicate in a voice which is courteous, jargon free and warm. Where information relating to the school is available in the public domain, we will direct people to it. We acknowledge that some information is of a confidential nature and will always respect that confidentiality. We will do our best to communicate with all school stakeholders.

### **Strategies**

We communicate with parents/carers through a range of different strategies. Some of our communications are the result of a statutory requirement; others reflect what we believe is important to our school.

### **Talking with staff**

Class Teachers are always available for a 'quick word' at either the start or end of the day; however, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as talking at length in the playground before or after school is difficult for the teacher and the children and can pose a health and safety risk.

A member of the Leadership Team aims to be in the playground or school entrance at the beginning and the end of the day. Many parental queries and concerns can be dealt with at this time. It is also possible to make appointments through the school office.

### **Meetings**

There are a number of meetings throughout the year which provide opportunities to discuss current developments in the school:

- We hold a meeting for new parents/carers each July, and a 'meet the teacher' meeting with staff at the start of the academic year.
- Home Visits - The Nursery team (St. David's Only) make visits in the summer term to local nurseries and pre-schools to share information with, and to complete, on-entry records which contain information about the child.
- Transition meetings – We hold internal transition meetings for children moving between year groups.
- Transition meetings are held with local secondary schools as Year 6 pupils prepare to transfer to Key Stage 3.
- Residential Trips – Where a residential trip is taking place, the trip leaders will organise a meeting for parents in advance to provide detailed information about all aspects of the trip.
- Open Evening - current parents/carers are invited to review their child/ren's progress with their class teacher twice a year; once in the autumn term and the other in the spring term.

### **Schoop and Parent Mail**

Schoop is the main form of daily communication for St David's and StMellon's and Parent Mail is the main form of communication for All Saints.

Schoop has a unique approach where information is one-way and non-sensitive. This means that anyone with an interest in the school can easily connect and receive alerts, newsletters and engagement articles, an interactive calendar, and forms from the school. There is no registration required and all a subscriber needs is your unique Schoop ID.

Parent Mail is a messaging service for parents to interact with the school. On entry to the school, families will be notified by email with an invitation to join the platform. Parentmail can be received through email or the app notifications (if downloaded). The school can easily connect and receive alerts, newsletters and engagement articles and forms from the school.

### **Website**

Our school websites are regularly updated with information about the schools, including up to date policies, current news about what is happening in school and news of any changes to routine. The school diary can also be found on the website and is regularly updated. Staff lists and responsibilities are also kept on the school website. Please follow the link here to all three schools' websites:

<https://saintsfederationcardiff.net/>

### **E-Mail Communication**

Parents are able to communicate with the class teachers through the class email accounts.

For All Saints, parents are able to communicate with the class teachers through Google Classrooms.

### **Twitter**

The schools regularly share and celebrate what classes have been doing through the school Twitter pages. Please follow us on @StDavidsCiWPrm , @All\_SaintsPri and @stmellonsprm

### **Parents Evenings and School Reports**

Parents/Carers are expected to show an interest in the school's teaching methods and in their child's progress by attending 'Parents' Evenings' and reading their child's reports. We encourage parents to contact the school at any time if any issues arise regarding their child's progress or wellbeing, but we also provide two formal opportunities to meet on a one-to-one basis with the class teacher during the academic year. The first meeting takes place in the autumn term. The purpose of this meeting is to share how your child has settled into school and identify targets for development. Parents are then invited to meet with their child's teacher again during the spring term to review their child's progress towards the targets and again, updated targets are shared with parents. Parents are able to look at their child's work during these meetings.

### **St David's:**

In February parents will receive an electronic midyear report from your child's class teacher. These reports highlight areas of strength and areas that require further development. At the end of the summer term, children will receive an 'end of year' electronic report and parents/carers can subsequently arrange to meet with teachers if there are any concerns. We also give parents/carers of children in Years 2 - 6, the details of their performance in the national tests, and details of national comparative performance.

### **All Saints:**

All Saints share a digital learning journey with families in December, April and July. These progress updates share the pupil's progress and ways forward with targets for the next term. At the end of the summer term, children will receive their end of year electronic report and parents/carers can subsequently arrange to meet with teachers if there are any concerns. We also give parents/carers of children in Years 2 - 6, the details of their performance in the national tests, and details of national comparative performance.

St Mellons:

In February parents will receive a written midyear report from your child's class teacher. These reports highlight areas of strength and areas that require further development. At the end of the summer term, children will receive an 'end of year' written report and parents/carers can subsequently arrange to meet with teachers if there are any concerns. We also give parents/carers of children in Years 2 - 6, the details of their performance in the national tests, and details of national comparative performance.

### **School Prospectus**

Our school prospectuses contain a range of information providing new and prospective parents/carers a full picture of the provision we offer at our schools. These documents are updated annually and are available on the school website. A hard copy is also available from each school.

### **Public Access Documents**

Both schools make available a range of documentation for parents/carers. We keep a master set in the school office and we make this available on request. It contains copies of all school curriculum policies, minutes of Governing Body meetings and copies of policies that the Governing Body are required to have in relation to charging and remissions, sex education, health and safety, curriculum, performance management, admissions and action planning following inspection. It also contains a range of national and Local Authority documentation. A copying charge may be levied where requests for printed materials are made.

### **Conclusion**

Good communication is vital to a home-school partnership. The raising of standards cannot be achieved without such a partnership as 'only by working together can we achieve our aims'.