



## Communications policy

<b>Status</b>	Non-statutory
<b>Review timetable</b>	In line with the Online safety Policy and Data Protection Policy
<b>Responsible governors</b>	Children's learning and development committee
<b>Last review date</b>	Autumn 2025
<b>Date of next review</b>	Autumn 2027
<b>The policy is available for staff at:</b>	School offices and shared drive
<b>And for parents/carers at:</b>	School website

### Policy audit

#### Version, revision date, who revised, section revised

V1: February 2017: Alison Emmett: Adaption for schools

V2: February 2019: Helen Currie, Alison Emmett: Addition of FANS name

V3: February 2020: Alison Emmett: No changes

V4: Autumn 2023: Alison Emmett: Removal of Twitter

V5: Autumn 2025: Alison Emmett: Removal of translation as Google translate is now widespread, Target reading age added, Re-written to decrease reading age, take out tables, and update Class Dojo use and Social Media use.

### 1. In these schools:

- We want all our information and services to be accessible in terms of:
  - mental, physical, sensory impairment
  - literacy and language skills
  - confidence.

We are re-writing our information with a target reading age range of 9 to 13.

- Our equalities and special educational needs policy is 'Different but Equal'. We follow it, and seek to be inclusive and accessible to all.
- The website says how we use and handle photos and videos. It also says how we deal with online behaviour. Before a child starts in our school we email families about these things. We ask for their consent where we need it.
- We have three policies that say how we take care of information:
  - Our **Online Safety Policy**
  - our **Data Protection Policy**, and
  - our **Data Retention Schedule**.
- The school's Acceptable Use Policy (AUP) says how we should behave in our digital life. All staff, governors, students, and volunteers sign it as part of their induction. We re-sign it every year.
- We follow LBWF guidance when we use the LBWF logo.
- Visual communication is important to us. We use logos and templates for our documents and presentations. This helps people recognise material that we produce.
- We use whatever means are available and appropriate to publicise our activities and news. We try to communicate things like our ethos and values, our location and contact details, and our admissions.

## **2. Particular media:**

### **Class Dojo**

We use this secure platform to talk directly with children and their parents. For example, we share stories, Makaton signs, and events other organisations are running. We can also teach live lessons on Class Dojo. Parents can also contact their child's key person directly here. We urge them not to use this platform to make complaints. Instead we ask them to follow the schools' complaint's procedure. When FANS staff make videos, Lindsay Read or Helen Currie upload them. Staff follow the AUP protocols when using this platform.

### **School telephone**

Staff can contact parents using the school phone landline. They must not contact parents using their personal mobile. If an emergency situation occurs, such as a critical incident, staff must turn off their caller ID using their phone's settings (dial 141 before the number before making the call).

### **Text messaging**

We use this to get messages to parents and carers that are urgent or short-notice.

### **email**

We use email to send parents and carers messages for them to consider.

### **Website**

Our website has information about how our schools work. It also has ideas about how to nurture children under 5. It includes links that fit with our ethos and values. We hope our families and the community find it useful.

### **Press Releases**

Very rarely we write a press release to share good news about things we have done. The Executive Headteacher checks them. Sometimes, so does the LBWF Public Relations department.

### **Social media**

Our social media life is on Facebook and Instagram. We use these to showcase child-led early education. We aim at past, present, and future FANS families. We hope it might reach borough, city, and even national eyes. These posts also appear on the website.

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