



THE WREN

NURTURE · CHALLENGE · INSPIRE

Family Communications Policy

Introduction and Aims

At The Wren, we recognise the need for exceptional communication to ensure efficient and effective two-way communication with families, students, and the community, in line with our core values of **Kindness, Ambition and Respect**.

The Wren understands that families are crucial to the education and development of our students and therefore, positive communications between home and school will have a considerable impact on students' learning, well-being and development.

At The Wren, we promote clear and open communication, set clear standards and expectations for responding to communication from families and explain how the school communicates with families.

Roles and Responsibilities

All school staff and families have a part to play in ensuring two-way communication is effective.

The Senior Leadership Team will:

- Ensure the regular and effective communication with all stakeholders.
- Monitor the effectiveness of communication standards.
- Regularly review communication protocols and standards.
- Will ensure events are added to the school calendar held on the website.

All staff at The Wren will:

- Respond to communication, both written and verbal, from families within 2 working days.
- Log all relevant home school communication on Arbor.

Our Wren Families will:

- Ensure that they have downloaded and have access to the Arbor App.
- Ensure all contact information held by the school is up to date via the Arbor App.
- Ensure that the school is informed of absences of their child(ren) in accordance with the procedure stated on the school's [website](#).
- Check Arbor regularly to keep abreast of communications/messages and other information including the weekly Wren 10 and termly newsletters.
- Attend school events, such as Year Ahead and Progress Meetings.

Methods of Communication:

Arbor

Arbor is the main form of communication for sharing key messages and student information such as attendance, timetables, progress, student behaviour and engagement.

Email

Please direct all emails via admin@wren.excalibur.org.uk.

Website

The school website hosts the [school calendar](#) of key events.

[Policies, processes and key information](#) about the school are available on the school website and are updated regularly.

Events

The Wren holds a student Progress Meeting for each year group throughout the year; it is crucial that this is attended by families.

The school also holds a Year Ahead meeting for each year group in Term 1, giving important information about the coming year. These are usually held between 5pm and 7pm. All families will receive presentation slides from the Year Ahead meetings after the event.

A range of targeted events to each year group and/or subject will take place throughout the year with dates available on the school calendar.

Social Media

The school may share some of its content more widely via its official social media pages, for example information, celebrations, newsletters and achievements:

- [Facebook](#) – The Wren School, Reading
- [Instagram](#) – @wearethewren
- [LinkedIn](#) – The Wren School

Parents are encouraged to follow these social media channels.

Staff will not engage, or enter discussion, with families via social media groups or platforms.

SchoolCloud

It is an expectation that families make appointments for their child(ren)'s Progress Meetings via SchoolCloud. This system is not used for any other purpose.

Phone calls

Whilst phone calls are not The Wren's preferred method of communication, families are welcome to use this method for urgent communication.

Voicemail messages will be listened to regularly within the school day and actioned as appropriate.

Text messages

Text messages to families will only be used to reinforce priority communications.

Wren10

This digital weekly communication shares 10 news items from the school and is shared by email. This is sent each Friday afternoon, except in the final week of Term 2, 4 and 6, when our Termly Newsletter is sent instead.

Emergencies, closures & unusual events

In the event of an emergency, for example school closure due to severe weather, the following methods of communication will be used to contact families:

- Arbor In App messages
- Text message to the priority contact
- Posts on the school social media accounts

It is therefore crucial that families keep their contact details up to date via the Arbor App. The Wren will add regular reminders to update addresses and emergency contact details to communications.

Face to face appointments

Appointments must be made to meet face to face with any member of staff. Families who arrive without an appointment will be asked to leave their details and to attend only when a meeting has been confirmed.

Please email admin@wren.excalibur.org.uk to request a meeting.

Respectful Communication

At The Wren, we believe in and value mutually positive, kind and respectful relationships with all families, visitors and the wider Wren community. We believe it is important to work in partnership with families to support in their child's learning, growth and development. We work to create and sustain a safe, respectful and inclusive environment for all staff, students, their families and the wider Wren community, and model appropriate behaviours to our students at all times. All members of The Wren community have the right to work or be in school without the fear of aggression or abuse from families, visitors and colleagues.

We expect all communications between staff and families to adhere to the Wren's [Family and Visitor Conduct](#).

Conversations are not permitted to be recorded electronically; if this is attempted, a call/meeting will be terminated.

Inclusive communication

The Wren ensures that every effort is made to support all families in their communication. If there are challenges with communicating with us, please let us know.

The website translates text easily via the translation tool, as highlighted below.

