



Streetz Ahead

Communication Policy

Registered charity number 1160702

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Approved by:	Alan Harry & Elizabeth Lahav
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Purpose of this Policy

The purpose of this communication policy is to establish a framework for effective communication within Streetz Ahead. This policy aims to promote transparency, ensure consistency, and foster collaboration.

Scope of this Policy

This policy applies to all staff, students, parents, and the community, and stakeholders associated with Streetz Ahead.

Policy Guidelines

1. Roles and Responsibilities

- All staff members are responsible for communicating in a professional, respectful, and clear manner.
- Designated personnel (Elizabeth and Harry) will monitor, respond and support inquiries to all stakeholders.

2. Confidentiality and Privacy

- Respect the confidentiality of sensitive information, such as personal data about students, staff, and families. Personal information must not be shared without appropriate consent.

Clarity and Consistency

- Strive for clarity in all communications. Use plain language and avoid jargon whenever possible.
- Ensure that all public communications align with the values and mission of Streetz Ahead and maintain consistency in communication.

Feedback Mechanism

- Encourage feedback from all stakeholders to improve communication practices. Feedback may be collected through surveys, suggestion boxes, or direct communication.
- Establish a regular review process to assess the effectiveness of communication strategies and make necessary adjustments.

Crisis Communication

- In the event of a crisis, Designated personnel (Elizabeth and Harry) will manage the communication process.
- Communications during a crisis will be timely, accurate, and transparent to keep stakeholders informed while maintaining safety and security.

Training and Development

- Provide training for staff on effective communication practices, including digital communication, conflict resolution, and the use of communication tools.
- Encourage ongoing professional development in communication skills for all staff members.

Evaluation

- Adjust the policy as necessary based on feedback and changing circumstances.

Implementation and Review

This communication policy will be implemented as part of the operational procedures of Streetz Ahead. It will be reviewed annually or as needed to ensure its relevance and effectiveness.

Conclusion

By adhering to this communication policy, Streetz Ahead aims to cultivate a culture of open, transparent, and effective communication that supports the needs of all stakeholders and enhances the overall effectiveness of the organisation.

Thank you for your support and cooperation.