



## Plymouth Catholic Schools Trust Multi Academy Trust Notice 1702

### **TITLE: IMPROVING COMMUNICATIONS – ‘ASK THE BOARD’**

Sponsor: COO

#### **Introduction**

1. In 2016 the Regional Schools Commissioner conducted an assessment of Plymouth CAST governance arrangements. Internal communications and Board level communications were judged to require improvement.

#### **Purpose**

2. The Plymouth CAST Board believe that situational awareness and understanding could be improved if all stakeholders in Plymouth CAST had the opportunity to ask questions of the board directly. This is a technique that has been applied successfully in many large and dispersed organisations to improve communications and underwrite ‘Employee Voice’ which is a key component of effective Employee Relations and Employee Engagement.

#### **Procedure**

3. An email account has been created called ‘asktheboard@plymouthcast.org.uk’.
4. Messages to this address will be acknowledged by return and considered at the next available Plymouth CAST Board meeting. The sender will receive a copy of the response and it will be published on the CAST website for future reference.
5. Receipt will be acknowledged within 5 working days but a full response could take up to 30 working days depending on date of next board meeting. If further research or referral is required the sender will be advised.

#### **Protocol**

6. Messages of a frivolous or inappropriate nature will be returned to sender with reasons. Senders should take care not to breach confidentiality or data protection laws. The maxim of “If in doubt don’t” is useful reference for all forms of electronic communication.
7. Every message will be acknowledged but senders may also be referred to previous answers published on the portal. There is no specific format required for messages.
8. This facility does not replace or undermine normal written or oral forms of communications with registered Members or Directors of Plymouth CAST.

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