

Bow Community Primary School Communication Policy



1 Introduction

Bow Community Primary School aims to become a thriving and successful school and endeavours to communicate effectively with all stakeholders, with its pupils, with their parents/ carers / carers and with other members of the wider school community. Bow Community Primary School aims to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

2 Definition of communication

2.1 Bow Community Primary school understands that communication is much more than the exchange of information. It involves:

- The management of relationships and the need to involve people.

2.2 Communication is as much about attitude and behaviour as it is about message. Bow Community Primary School aims to remember the importance of listening. Every member of staff has a responsibility to support effective communications. For the purposes of this policy communication includes not only the message but also how that message is communicated; not only the responsibility for communication but also how effectively that responsibility is carried out.

3 Objectives:

3.1 All communications at Bow Community Primary School will:

- Keep staff, pupils, parents/ carers , Governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon free, plain English with the aim of being easily understood by all.
- Be actioned within a reasonable time (5 normal working days).
- Use the method of communication most effective and appropriate to the context, message and audience, take account of relevant school policies in particular Equal Opportunities & Computer Use.
- Be compatible with our core values as reflected in our Vision and Values and School Improvement Plan.

4 Methods of Communication

4.1 Bow Community Primary School has many lines of communication to maintain: with parents/ carers / carers and carers, other schools, the community and with outside agencies. Good communication between the school and the home is essential, and children achieve more when schools and parents/ carers work together. We believe parents/ carers can naturally help more if they know what the school is trying to achieve.

4.2 In our school, we aim to have clear and effective communications with all parents/ carers / carers and with the wider community. Effective communications enable us to share our aims and values through keeping parents/ carers well informed about school life. This reinforces the important role that parents/ carers / carers play in supporting the school.

4.3 Whilst staff at Bow Community Primary School will always seek to establish open and friendly

relationships with parents/ carers , they will also ensure that the relationships are professional. To this end parents/ carers / carers will always be addressed in an appropriate manner and staff will avoid developing close friendships with parents/ carers .

- 4.4 Written communications are made as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to recognise and celebrate the contributions made to our society by all the cultural groups represented in our school.

5 Communications with Parents/ carers /Carers

- 5.1 All pupils in Key Stage 1 have a contact book at Bow Community Primary School, which allows home and school to communicate on day to day matters, or mention any concerns.
- 5.2 In Key Stage 1, children routinely hand in their contact books at the start of the day, whereby the Teaching Assistant will check to see if a message has been written (this is indicated because the book is open within the plastic case).
- 5.3 Within Key Stage 2, pupils are encouraged to take more responsibility for themselves and will only hand in a message to the teacher if parents/ carers / carers or careers have sent in a message. Alternatively, parents/ carers / carers may email a message into school via admin@bowdevon.sch.uk
- 5.4 If a matter is brought to the attention of a staff member, they may be unable to investigate it or respond in detail immediately, but will endeavour to do so within 5 normal working days.
- 5.5 Staff members are keen to support parents/ carers when they have a concern regarding their children and recognise the importance of dealing with any issue in a timely and professional manner. For this reason, we ask that parents/ carers contact staff only during the school day, whilst the member of staff is on the school premises. We ask parents/ carers /carers to refrain from initiating conversations outside school, to discuss any school issues.
- 5.6 A calendar of school events is issued to parents/ carers at the beginning of each term and displayed on the school website, www.bowcps.devon.sch.uk and published in the fortnightly Bow Bulletin.
- 5.7 The 'Bow Bulletin' is sent to parents/ carers on a fortnightly basis – sometimes on a 3 weekly cycle, dependent upon the number of weeks in the half-term. It contains general details of school events and class/pupil activities. Bow Community Primary School sends other letters of a general nature when necessary and store copies in the school office.
- 5.8 Children in all classes have a reading diary to record any reading at home.
- 5.9 Home learning tasks are given to all our pupils at Bow Community Primary School. Children in Hares, Badgers and Stags have a homework book, in which they can record their work (if appropriate).
- 5.10 The school encourages parents/ carers to share any issues about their child at the earliest opportunity. Teachers will arrange to see parents/ carers as soon as possible. Many parents/ carers have the opportunity to have a brief word with the teacher when they collect them after school.
- 5.11 Various meetings are arranged for parents/ carers throughout the year. A meeting for new parents/ carers is organised at the beginning of the summer term. In addition, we host Open Mornings and workshops for parents/ carers and carers to attend, termly.
- 5.12 At Bow Community Primary School, parents/ carers are encouraged to contact the school if any issues arise regarding their child's progress or well-being.
- 5.13 When children have special educational needs, or if they are making less than the expected progress, parents/ carers will be met with more regularly. At Bow Community Primary School, any reasonable adjustments to arrangements will be made if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand a communication.

6 Email

- 6.1 From time to time, parents/ carers may wish to communicate with the school via email. Emails, for the attention of staff, should be sent to admin@bowcps.devon.sch.uk. Staff will endeavour to respond to parental emails in a timely manner and usually within 5 normal working days.
- 6.2 At Bow Community Primary School, we aim to promote a healthy work-life balance for all staff members. Teachers will not respond to emails after 6.00pm, on a weekend or during the holidays – including our administrative team and SENDCO.
- 6.3 During the working day, teachers are preparing for the day ahead, on duty or teaching. They are not always able to respond to an email until such time as they can give it their fullest attention.

7 Telephone calls

- 7.1 Office staff should not interrupt teaching for staff to answer a telephone call, except in an emergency. Details will be taken as to the nature of your call and passed to the teacher, who will get back to you, when they are able to.

8 Written Reports

- 8.1 During the Spring Term, Bow Community Primary School provides an Academic Report to each child's parents/ carers , which reports on the progress and attainment of their child in the core and curricular subjects of the curriculum. This report identifies areas of strength and areas for future development.
- 8.2 During the Autumn Term and Summer Term, Bow Community Primary School provides a Progress Report each child's parents/ carers , which reports on the progress of their child in the curricular subjects.
- 8.3 Parents/ carers have the opportunity to meet their child's teacher twice during the year for a private consultation at Parents/ carers ' Meeting. These are planned in the Autumn and Summer Term. This gives parents/ carers the opportunity to celebrate their child's successes, and to identify potential goals.

9 School Website - www.bowcps.devon.sch.uk

- 9.1 The school website provides a myriad of information about the school, the admission process, and a number of school policies and details of how to contact the school.

10. Facebook - www.facebook.com/BowCPS

- 10.1 Bow Community Primary School updates its Facebook Page regularly to inform parents/ carers and carers about Key events, celebrations and to set reminders.

10 Home School Communication

- 10.1 A calendar of school events is produced at the start of each term and is issued to parents/ carers via the school website, email and via the Bow Bulletin.
- 10.2 The Bow Bulletin is distributed to parents/ carers on a fortnightly basis – sometimes 3-weekly cycle – via school comms. It contains general details of school events, and class/pupil activities.

Also included are photographs of pupils who have been awarded a Learning Flame. We send other letters of a general nature when necessary, via school comms and store copies in the school office.

- 10.3 Children in all classes have a reading diary to record reading at home. In Key Stage 1, pupils have a 'contact' book. This enables parents/ carers to record a wide range of information that they wish to share regularly with the teacher. Teachers use the contact book to record any responses to parental enquiry. Parents/ carers of children in Key Stage 2 tend to use admin@bowcps.devon.sch.uk to make contact with the class teacher.
- 10.4 Home learning tasks are given to all our pupils. All children, in Key Stage 2 have a home learning books, in which they can record their work – if appropriate.
IN Key Stage 1, pupils are set daily reading and a half-termly topic based project.
- 10.5 The school encourages parents/ carers to share any issues about their child at the earliest opportunity. Teachers can then arrange to see parents/ carers / carers as soon as possible. Many parents/ carers / carers have the opportunity to have a brief word with the teacher, when they collect them after school.
- 10.6 Bow Community Primary School arrange meetings for parents/ carers / carers throughout the year. Meetings are held prior to any residential trip to inform parents/ carers / carers of planning, content and arrangements. A meeting for new parents/ carers / carers is arranged at the beginning of the summer term. In addition, we host Open Mornings and workshops for parents/ carers / carers to attend, termly.
- 10.7 Bow Community Primary School updates its Facebook Page regularly to inform parents/ carers / carers and carers about Key events, celebrations and to set reminders.

Policy reviewed and amended (8.2) November 2017

Policy reviewed and amended (5.8, 6.2 and 6.3, 7.1 and 8.1) October 2020

Next review Autumn 2022

Policy reviewed and amended December 2022 (5.1,5.2,5.3,5.4,5.6,5.7,5.10,5.12, 6.1,8.1,8.2,.9.1,10.1,10.4,10.7)