



Bow Community Primary School Communication Policy

Key Points for Parents and Carers

Please:

- Use your child's contact book for day-to-day communication (see section 5);
- Contact staff only during the school day, whilst the member of staff is on the premises, and don't initiate conversations about your child outside school (see section 5);
- Class teachers will respond to matters needing investigation within five working days (see section 5);
- Keep up to date with school activities on our website, and from the Friday Flyer and the Bow Times (see sections 5 & 9);

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 and with other members of the wider school community. Bow C P 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 C P 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, 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 Mission Statement and Strategic Development Plan.

4 Methods of Communication

- 4.1 Bow CP school has many lines of communication to maintain: with parents 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 work together. We believe parents 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 and with the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.
- 4.3 Whilst staff at Bow will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents will always be addressed in an appropriate manner and staff will avoid developing close friendships with parents.
- 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

- 5.1 All pupils have a contact book at Bow, which allows home and school to communicate on day to day matters, or mention any concerns.
- 5.2 Key stage 1 and Key Stage 2 operate their contact book differently. In KS1, 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 KS2, pupils are encouraged to take more responsibility for themselves, and will only hand their contact book to the teacher if there is a message inside; contact books are not routinely checked.
- 5.4 If a matter is brought to the attention of the class teacher, they may be unable to investigate it or respond in detail immediately, but will endeavour to do so within 5 normal working days. They may write a short message to indicate that they have seen the message and then follow up with a more comprehensive response following exploration of the issue.
- 5.5 Staff members are keen to support parents 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 contact staff only during the school day, whilst the member of staff is on the school premises. We ask parents/carers to refrain from initiating conversations outside school, to discuss any school issues.
- 5.6 A calendar of school events is issued to parents in the first edition of the 'Bow Times' at the beginning of each term.
- 5.7 Each Friday, Bow CP school produces a 'Friday Flyer' and this is added to the school website. This will provide parents with valuable information about what is happening in school the following week, as well as publishing details of the forthcoming school dinner menu.
- 5.8 The 'Bow Times' is sent to parents 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. Also included are photographs of pupils who have been awarded a Learning Leaf. Bow school sends other letters of a general nature when necessary and store copies in the school office.
- 5.9 Children in all classes have a reading diary to record any reading at home.

- 5.10 Home learning assignments, are given to all our pupils at Bow. Children in Otters, Hares and Stags have a homework book, in which they can record their work (if appropriate). The class teacher will post the homework for the week on the class web page.
- 5.11 The school encourages parents to share any issues about their child at the earliest opportunity. Teachers will arrange to see parents as soon as possible. Many parents have the opportunity to have a brief word with the teacher when they collect them after school or on a Friday Open Morning day.
- 5.12 Various meetings are arranged for parents throughout the year. Meetings are held prior to any residential trip to inform parents of planning, content and arrangements. A meeting for new parents is organised at the beginning of the summer term.
- 5.13 At Bow CP school parents are encouraged to contact the school if any issues arise regarding their child's progress or well-being.
- 5.14 When children have special educational needs, or if they are making less than the expected progress, parents will be met with more regularly. At Bow 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 E mail

- 6.1 From time to time, parents may wish to communicate with the school via email. Staff will endeavour to respond to parental emails in a timely manner and usually within 5 normal working days.
- 6.2 At Bow CP 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.

8 Written Reports

- 8.1 Once a year Bow CP school provides a full written report to each child's parents on their progress within the core subjects and the curriculum. This report identifies areas of strength and areas for future development..
- 8.2 Parents have the opportunity to meet their child's teacher twice during the year for a private consultation at Parents' Evening. This gives them the opportunity to celebrate their child's successes, and to identify potential goals.

9 School Website

- 9.1 The school website provides a myriad of information about the school, the admission process, a number of school policies and details of how to contact us. It is an opportunity to promote the school to a wider audience.
- 9.2 Each class has their own page at the top of the Home page, where details can be found regarding the curriculum for each class for that term and anything special that each class is doing.

10 Home School Communication

- 10.1 A calendar of school events is produced at the start of each term and is issued to parents on the first edition of the Bow Times.
- 10.2 Each Friday, the Friday Flyer is published, distributed to parents via School Comms and added to the school website. This provides parents with valuable information about what is happening in school the following week, as well as giving details of the forthcoming school meal menu.
- 10.3 The Bow Times is distributed to parents 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 Leaf. Parents expect the newsletter and appreciate the regularity of contact. We send other letters of a general nature when necessary, via school comms and store copies in the school office.
- 10.4 Children in all classes have a reading diary to record reading at home. They also have a ‘contact’ book. This enables parents 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, especially in Key stage 1. Parents of children in KS2 tend to use the class email to make contact.
- 10.5 Home learning assignments are given to all our pupils. All children, with the exception of those in Foxcubs, have a home learning boos, in which they can record their work – if appropriate.
- 10.6 The school encourages parents to share any issues about their child at the earliest opportunity. Teachers arrange to see parents as soon as possible. Many parents have the opportunity to have a brief work with the teacher when they collect them after school, or on a Friday Open Morning.
- 10.7 We arrange meetings for parents throughout the year. Meetings are held prior to any residential trip to inform parents of planning, content and arrangements. A meeting for new parents is arranged at the beginning of the summer term.

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