

Bunbury Aldersey CE Primary School



Communication Protocol

Introduction

The purpose of this document is to set out expectations for how school and home can successfully communicate, to ensure the best partnership of support for each child's learning. On-going research continues to demonstrate the vitally important role parents/carers play in the education of their child.

"Parents, carers and families are by far the most important influences in a child's life. Their support can play a vital role at all stages of education. Parents who take on a supportive role in their child's learning make a difference in improving achievement and behaviour. Schools can benefit from developing positive partnerships with parents [and] engaging with parents gives them the chance to understand the role that they play in their child's learning and development and fosters parental involvement."

("Why Get Parents Involved?" www.educationscotland.gov.uk)

"Parental involvement in children's education from an early age has a significant effect on educational achievement, and continues to do so into adolescence and adulthood ... Effective home-school partnerships are essential to ensure that each child gets the most out of their school and the education system"

("The Impact of Parental Involvement on Children's Education" Dept for Children, Schools and Families)

Why partnership and good communication is important to us all

At Bunbury Aldersey CE Primary, we believe:

- That every child is entitled to the best learning opportunity and we are committed to working in partnership with parents/carers to deliver this.
- That the child is the most important consideration of any conversation
- That a three way process of communication between the child, home and school is essential for all children thrive and flourish
- That all communication should be open, accessible, timely, respectful and appropriate
- That communication is about more than information exchange: it is about the development of positive relationships
- That communication involves active listening when parents/carers understand what a school is aiming to achieve and work with the school to achieve this, they are able to help their own children more.

Methods of Communication

- We have an 'Open Door' policy and actively seek to engage with parents
- We will continually seek to refine how we liaise with parents/carers in order to meet our aim of providing you with all the information needed to be active partners in your child's learning journey.
- We recognise that everyone has their own preferred method and availability and aim to accommodate this wherever possible, but hope that what we have set out in this document will put you in contact with the person best placed to help you as soon as possible.
- We are committed to being a 'listening' school and always welcome parents/carers who want to meet with our staff. However, we do recommend that an appointment is made if you have a particular issue you wish to discuss as this will ensure the member of staff you wish to see is focussed on you.
- Appointments can be made in a number of ways: sending a note in with your child, telephoning the office to leave a message or emailing the member of staff directly (contact details for all staff are provided in Appendix 1).
- In addition, for children in Reception we provide regular opportunities to work in school with your child.
- Reading Journals are available. This is an additional layer of communication where the parents and teacher can communicate directly via short notes as regularly as needed.

Generally speaking, we would always recommend that you discuss concerns with your child's class teacher in the first instance, as this will be the person who will know you and your child best. If this doesn't provide you with the information you need or you feel the issue hasn't been resolved, then we would ask you to contact the member of staff identified in Appendix 2 – Our Communication Process.

Staff Availability

Staff will endeavour to meet with parents as soon their timetable allows. **Please bear in mind that teaching commitments have to be met and that there are other circumstances that lead to staff not being available at school.** All teaching staff have Preparation, Planning and Assessment (PPA) time as part of their working week, there are also times that they may be absent for training or liaison with other schools or agencies to ensure we are continually delivering Best Practice to our children.

Members of the Senior Leadership team are also required to attend meetings with External Agencies, such as the Local Authority or Ofsted, often away from school and they have also more meeting commitments with other local schools, or Leaders of Education, again to ensure we are delivering the best learning to your children. Should the member of staff you need to speak with be away from the school, arrangements will have been made for someone to deputise or for the meeting to be fitted in at the earliest opportunity, in discussion with yourself.

Regular Meetings and Correspondence

Throughout the course of the school year, we will provide information relating to your child's learning, achievement, activities as well as offering you opportunities to come into school for formal and informal meetings. We have set out a detailed programme of meetings and correspondence, so that you know what to expect and when, which is attached at Appendix 3.

Other Communication Options

- We do try very hard to provide all the information needed to help you to be an active partner in your child's personal learning journey. We know that open and effective communication between home and school helps children to learn, thrive and achieve their potential. Please let us know if there is anything else we can help with - place suggestions/requests in the Suggestion Box which is located outside the main office or boxes outside the classrooms or just leave a message with the office.
- We really do value your thoughts and ideas on how things might work better and will try to accommodate them wherever we feel this will positively affect the children.
- All the information published by the school can be found on the website. Each class has its own class pages which can be accessed by clicking on the appropriate tab.
- We are committed to being as environmentally friendly as possible so we do try to limit the amount of paper used and ask for your support by requesting as much information as is possible be sent via email.
- We also send reminders and short information notices using the text service. The school office will ask you about adding your email address and mobile number to our communication data base (a contact sheet is issued at the start of each year for you to check – if you do not think you are receiving correspondence, please tell us as many times as necessary – you receiving information is vitally important).
- From time to time letters need to be sent out directly to parents and require a paper response. These will be given out in class and the children asked to put them in their book bags. **Please check your child's book bag daily.**

Communication Protocols

The Governing Body of Bunbury Aldersey CE Primary is clear about the immeasurable value of support parents/carers give to their children.

The school staff are expected to engage positively with all members of our community and work to foster the positive relationships that will help children to learn, thrive and flourish

so that they can achieve their potential. We want parents/carers to feel they are active partners in their child's learning at school.

The school is committed to the concept of partnership in supporting your child.

To this end, we have set out here the commitment we make to sharing information with you and how we can be contacted for any matter that you wish to talk through with us. As you would expect, if you feel any of our staff have not met the commitments set out in this policy, we ask that you bring this to the attention of the senior leaders or staff immediately.

Our Complaints Process and Policy is available on our website.

The Governing Body wish to make clear that they will always listen to concerns or complaints from any member of the community, which includes staff at the school as well as parents/carers or children.

We greatly value the professionalism of all our staff and expect them to be treated with respect appropriate to their position within the school community by all. We would like to take this opportunity to re-affirm our belief that communication is a two-way process that involves active listening by all parties.

The Governing Body will not tolerate violence, aggressive, threatening behaviour and/or abuse (verbal, physical or emotional) against any member of the school community, including staff, and we reserve the right to remove right of access to the school from any member of the community who does not behave in an appropriate manner. Any such incidents would be dealt with formally, through the correct official channels.

All members of the school community have a right to expect that the school is a safe place in which to work and learn.

29th June 2015