

Chowbent Primary School

Communication Policy

(The best way to communicate with our school)

Aims

To support Chowbent Primary School in its aim to continue to be a thriving and successful school we need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Key Objectives:

All communication at Chowbent Primary School should:

- Keep staff, pupils, parents / carers and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon-free English and be easily understood by all.
- To action communications within a reasonable time.
- Use the method of communication most effective and appropriate to the context, message and audience.

Communication with parents and carers

Effective communication enables us to keep parents and carers well informed about school life. This reinforces the vital role that parents play in supporting the school and their child/ren.

Chowbent Primary School aims to make our written communication as accessible and inclusive as possible; we will ensure that all our parents can access a form of communication, making alternative arrangements where necessary (e.g. EAL, SEN, IT access or literacy issues). We will seek parental feedback on the school communication via our annual parent survey.

The school will lay out here what parents can and cannot expect from the school regarding response times to their enquiries. Simply, some enquiries are urgent and will receive a rapid response and other are not time sensitive and a response time will be longer. Staff are very busy supporting children in the school day and preparing/marking beyond and we cannot provide instant responses to all types of requests and enquiries. Although a parent may feel their enquiry needs a rapid response, unless it is time sensitive in nature it may be classed as non-urgent. There is a difference between needing and wanting a rapid response.

The school office can be contacted between 8:30am and 3:30pm on school weekdays. The office will be closed for dinner between 12pm – 1pm each day.

It is parents / carers responsibility to regularly check their emails and Dojo accounts where a range of diary and curriculum information is shared.

If you are a separated family please request for information to be sent to both parents, if this is required. Routinely we will only send information out to the main contact as provided by parents / carers.

How we communicate with parents and carers

The sections below explain how we keep parents / carers up to date with their child's education and what is happening in school.

Parents should monitor the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Class Dojo

This is our main form of communication with parents. We will share the following things this way:

- Upcoming events
- Teacher requests
- Information regarding class activities and trips
- Share what the children have been doing in school and the wider community.
- Parents evening dates
- Key dates throughout the year such as Christmas assemblies, carnival, moving up day.
- Parental surveys
- Changes in any government guidance
- Homework in most classes

Any messages sent from parents to staff via Class Dojo Messages will not be responded to. This feature is not monitored and if you send a Dojo message it will not be read. School has no means of switching this feature off which means that although you are able to send messages you shouldn't. It is essential that parents do not use this feature for urgent messages assuming the message has been received.

Email

We use email to keep parents informed about the following things:

- Letter and consent forms
- Parental surveys
- Changes in any government guidance
- Reports
- Parents Evening information

Text messages

We will text parents about:

- Short notice changes
- Red cards
- Reminders

Phone calls

Staff members will return calls to parents who have asked to speak with them, where they are an appropriate form of contact. The relevant staff member will contact the parent within 5 working days of their request if this is regarding a non-urgent matter.

Staff may also make arrangements with parents to call regularly because school and home are working together to support an aspect of a child's education or welfare.

Letters

- Attendance reports will be sent home as a paper copy.
- Invites to Chowbent Champ assemblies.
- Phonics and SATs results.
- Any information that is for individual members of the community.

Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing.
- Mini reports are sent out in Autumn and Spring term advising parents / carers on how their child is progressing.

School Website

Key information about the school is posted on our website, including:

- Letter Hub
- School times and term dates.
- Curriculum information
- Important policies and procedures

Please check the website in the first instance if you are looking for this kind of information.

Other forms of communication

- Noticeboard and display boards sharing information e.g. breakfast club and after school club noticeboards.
- Facebook – we like to share the fun things we do as a school via our Facebook page.

How parents should communicate with school

E-Mail

Email is a quick, effective way of communicating information. Parents are encouraged to email school about non-urgent issues in the first instance.

We aim to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If the query or concern is urgent, and parents need a response sooner than this they should call the school office.

Staff must check their emails daily.

Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should contact the school office and the relevant member of staff will contact them within 5 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 10 school days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

Meetings

We hold two face to face parents evenings a year. These take place in the Autumn and Spring term.

If parents would like to schedule a meeting with a member of staff, they should email the office or call the school to book an appointment.

We try to schedule all meetings within 10 working days of the request.

While teachers may be available at the beginning or the end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning.
- Updates regarding their home environment, pastoral needs or their wellbeing.
- Let school know by whichever way you feel most comfortable, if there is something that may impact on your child in school e.g. change in home circumstances, bad nights sleep.
- Ensure that school always has current contact details (we ask for 2 emergency contacts in case we struggle to contact the first) and up to date medical information.
- Let the class teacher know, if you have any concerns or worries.

Parental requests

At times parents contact us to ask for referrals to be made to other agencies such as the neurodevelopment pathway to look at ADHD and Autism, Occupational Therapy, Speech and Language, CAMHS and many more.

The referrals at times can be quite lengthy and may need the input from several staff.

If parents would like to make a request regarding referrals, then we advise that you contact the school office to request this. You can advise us whether you would like to have a telephone conversation or a face-to-face meeting to discuss this the staff will respond within the timeframes above.

If following the conversation, it is agreed that a referral should be made then school will action this. It will take approximately 10 working days for the forms and paperwork to be completed and sent off.

In some circumstances it isn't always possible for school to make a referral. With regards to the Occupational Therapy Service and Speech and Language for reception child, school staff must attend a video triage. At the triage meeting school must share their concerns and any concerns in which parents / carers have raised with us. We are then informed as to whether they feel this meets the criteria and if we should make a referral.

Once referrals are made it is then down to the waiting times for each service. We are aware that there are significant delays causing long waiting times for many NHS services and this is impacting on services such as Speech and Language and Occupational Health.

We have been informed that currently there is around an 18-month waiting list for young people to be seen via the Neurodevelopment Pathway and a similar wait for young people to receive support from CAMHS.

When a child is referred to the Neurodevelopment Pathway questionnaires and forms are often sent out for school and home to complete. This paperwork will be completed and returned to the Neurodevelopmental team within 10 working days.

Some parents often ask for school staff to complete sections within their DLA applications for their child. request can be made via the school office. This will be completed withing 10 working days.

Email	5 working days
Non urgent Phone Calls	5 working days but may take up to 10 working days depending on staff's timetable.
Non urgent teacher enquiry for a meeting	10 working days.
Urgent Safeguarding Concerns	Same day response
Referral requests	10 working days to evaluate.