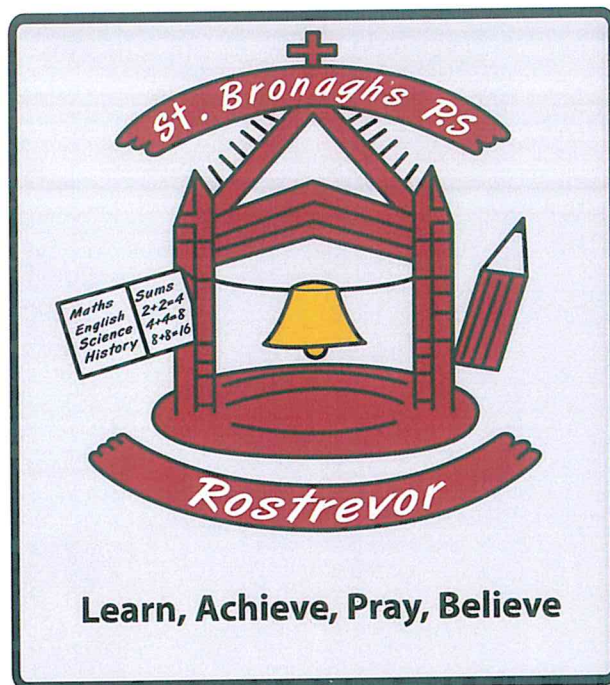



St Bronagh's Primary School



Communication Policy

Date approved by Board of Governors: 29-1-24

Review Date – Autumn 2025.

Signed 
(Chair of Board of Governors)

Mission Statement

St Bronagh's Primary School aims to develop independent individuals who are equipped to meet the challenges facing lifelong learners. We aim to provide a warm, welcoming, attractive, and stimulating environment which supports pupils' learning and celebrates their academic and non-academic achievements.

Our teachers are competent and committed to meeting the needs of all pupils. We strive to provide a stimulating and positive environment that is child-centred at all times. We aim to treat children as individuals. Everyone is valued and high expectations are held for all. Children are encouraged to believe in their own ability, and everyone is encouraged to achieve their highest personal, academic and social goals.

It is our desire to develop an ethos where each member of the school community is sensitive to and caring towards the needs of others. We welcome, celebrate and respect each and every pupil and provide equal opportunities for all. We aim to foster the development of tolerance, responsibility, respect, self-discipline, commitment, and sensitivity. The school seeks, through the Education Reform (NI) Act 1989, to afford every child the opportunity to be educated to his/her full potential by providing a broad and balanced curriculum, which develops the skills, concepts, and knowledge necessary to prepare our young people for the world in which they live.

Introduction

Positive communication is an essential element of the aims and vision of St Bronagh's Primary School. This enables our children and families to feel valued and listened to. Most of this communication takes place through frequent verbal interactions between families and staff as children are brought to and from school, as well as through our website, texts, emails, letters, telephone calls, and Class Dojo for P1 & P2.

Aim

To ensure that St. Bronagh's Primary school is a thriving and successful school, we must communicate effectively with each other, with our children, with their families and with other members of the wider community. We need to ensure that communications between all members of the school community are open, honest, respectful, ethical, and professional.

CONTACT DETAILS

The school holds emergency contact details for all the children on the School Information Management System (SIMs) and families need to ensure that this information is up to date. **Therefore, we expect that you inform the school immediately in the event that contact information needs to be revised.** Depending on the nature of the communication, the school will use the most practical means to contact families.

Please note, families will be used to refer to all those individuals who have a role in the care of the child.

Families are welcome to contact the teacher to gain support or talk about child/home issues by ringing the school and speaking to the office staff. Outside of teaching their designated class, all teachers have additional duties which they perform either before school, during break/lunch or after school. These duties may include care of children, organisation of extra-curricular activities or whole school co-ordination of a curriculum subject. We aim to facilitate requests for immediate communication; however, for the reasons stated above, when this is not possible, staff may not be able to facilitate an immediate, unscheduled response, but will aim to do so within **2 school days**.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All responses are indicative and where extensions are needed i.e., for further investigation, a holding response will be given to the family along with an updated expected response time.

Emails and Electronic Information

Families are permitted to use an email to the school info account jgallagher844@c2kni.net as a means of a quick effective way of communicating information about their child.

All emails requiring an answer should be responded to within 2 school days.

Staff will not check or respond to emails outside their working day.

Where it is not possible to use email, most written correspondence is passed on to families through face-to-face interaction/pupil's schoolbags at the end of the school day.

HOME/SCHOOL COMMUNICATION

TEXT

The school has a Texting system through our website, which is used to communicate to families. Text messages are sent to the primary contact. This is not a reply service.

TELEPHONE CALLS INBOUND

All telephone calls are answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a telephone call. Messages are taken and forwarded to the relevant person. If the call requires a response from a member of staff, we aim to do this within 2 working days.

TELEPHONE CALLS OUTBOUND

Telephone calls will be made where immediate contact with a family member is required i.e., injuries or accidents. A member of staff will call the first named contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers, where possible.

CLASS DOJO

Class Dojo is used as a two-way form of communication between families and teachers in P1 & P2, as at times children in these classes may find it difficult to communicate messages. This platform enables staff to share photos, videos, announcements, and celebrations etc., and enables families to communicate updates regarding illness, change in pickup arrangements etc. Please note that this messaging service is not always monitored during class teaching time.

WRITTEN REPORTS

Once a year, we provide a full written report to each child's family on their progress. This report identifies areas of strength and next steps for development.

PUPIL PROGRESS MEETINGS

All families are provided with one 10-minute face-to-face meeting each academic year.

ANNUAL REVIEWS FOR CHILDREN WITH A STATEMENT OF EDUCATION

All children with a Statement of Education will have an annual review each year to discuss progress in relation to the aims and objectives of their plan, and to ensure provision and support is appropriate.

INDIVIDUAL EDUCATIONAL PLANS

Children on the Special Educational Needs register have an updated IEP twice a year. Each IEP offers practical advice to families on how they can work with school staff to support their child in achieving targets to assist the child's progress.

SCHOOL WEBSITE

The school website www.stbronaghs.org provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.