

## Home School Communications Policy

<b>Review date:</b>	<b>September 2022</b>
<b>Signed by Chair of Governors:</b>	<i>Silas Jones</i>
<b>Signed by Headteacher:</b>	<i>Chris Toner</i>
<b>Review by:</b>	<b>September 2024</b>

## **1. Introduction and aims**

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils learning and well-being because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each pupil's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers.

## **2. Roles and responsibilities**

### 2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

### 2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Demonstrating an understanding that due to the complex needs of our pupils, our parents are often under high levels of pressure and may require a level of sensitivity and compassion during communications

### 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times

- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Demonstrating an understanding that staff may not always respond promptly to communication outside of their individual working hours

### **3. How we communicate with parents and carers**

#### 3.1 Email

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

- General information sharing
- Upcoming school events
- Short-notice changes to the school day or normal routine
- Sharing reports and/or updates on matters in school specifically relating to their son
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

#### 3.2 Text messages

We will text parents about:

- A recently sent email
- Short-notice changes to the school day or normal routine
- Emergency school closures (for instance, due to bad weather/staff shortages)
- General information sharing

#### 3.3 School calendar

Our website includes a full school calendar for the current academic year and the following academic year. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

#### 3.4 Phone calls

Phone calls can be initiated by both school and parents. We will phone parents to inform about:

- Short-notice changes to the school day or normal routine

- General information sharing
- Sharing reports and/or updates on matters in school specifically relating to their child

### 3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

### 3.6 Home-School communication books

Home-school communication books can be used in certain circumstances when the needs of a pupil require one (for example, when a pupil struggles to communicate their needs).

### 3.7 Reports

The monitoring calendar sets out the timings of reports across the academic year and is published on our website.

### 3.8 Parent consultations and review meetings

Parents consultations take place twice yearly. During these meetings, parents can talk with staff about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of success or concern. With every pupil in school possessing an EHCP, annual review meetings are held once per year when the provision and outcomes can be evaluated and updated. Interim reviews may also be arranged should serious concerns emerge regarding a pupil and/or should their placement be in the process of breaking down. The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

### 3.9 School website

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

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures • Important contact information
- Information about after-school provision Parents should check the website before contacting the school.

## **4. How parents and carers can communicate with the school**

### 4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. If a query or concern is urgent, and you need a response sooner than this, please call the school.

## 4.2 Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please email the school office and the relevant member of staff will contact you as promptly as possible. If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time which will be within 24 hours. We aim to make sure you have spoken to the appropriate member of staff as swiftly as possible. If your issue is urgent, please call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

## 4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the staff member directly. Alternatively, you can call the school to book an appointment. Annual review meetings are scheduled by following the SEN code of practice to provide the statutory period of time for professionals and parents to submit reports and views.

## **5. Inclusion Home-school communication policy**

It is important to us that everyone in our community can communicate easily with the school. As such, we work with each family in establishing a preferred method of communication, be this email, text, phone calls or arranging face-to-face communication.

## **6. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the governing body.

## **7. Links with other policies**

The policy should be read alongside our policies on:

- GDPR

ICT and internet acceptable use

- Safeguarding

Complaints