

# Saltaire Primary School



## Home School Communications Policy

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## **Home School Communications Policy**

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### **1. Introduction and aims**

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning 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 child'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 and expectations 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
- Monitoring the implementation of this policy
- 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
- Responding to emails in up to five school days
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours (8:00am to 4:00pm), or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

### 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

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our home-school agreement.

Parents should **not** expect staff to respond to their communication outside of core school hours (8:00am to 4:00pm), or during school holidays. Due to the timetabling of the school week, it may take up to five school days for staff to respond to communications to school. If a query is of an urgent nature, parents should email the office email address or telephone the school office and ask to speak to a senior member of staff.

## 3. How we communicate with parents and carers

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

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

### **3.1 Email**

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### **3.2 Home-school communications app - Arbor**

We will use the Arbor app to communicate with parents about:

- Ongoing information
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### **3.3 School calendar**

Our school website includes a full school calendar for the year. Upcoming dates are also provided on the headteacher's newsletters which are emailed to parents and can also be found on the school website.

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).

The majority of these events will be included in the school calendar.

### **3.4 Phone calls**

We will phone parents about:

- Absence of children from school
- Children's illness if they become ill during the school day
- Behaviour incidents
- Injuries and first aid, if the injury is more serious, requires medical attention or involves a head bump

### **3.5 Letters**

The majority of letters are sent via email rather than in hard copy, however some letters may be sent about:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter sent by email (Arbor) each Friday afternoon
- Behaviour incidents requiring further discussion with parents including home reflection tasks

### **3.6 Homework books/school planners**

Homework books and Learn-by-heart books are sent home to support children in completing their homework.

Planners are provided to record the setting of homework and other messages and reminders.

### **3.7 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, and their attendance
- Termly progress reports
- A report on Key Stage 1 and Key Stage 2 End of Key Stage Assessments (included within the end of year report)
- Outcomes of phonics screening (Key Stage 1) and multiplication tables checks (Year 4)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### **3.8 Meetings**

We hold two parent consultation evenings per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

### **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 before and after-school provision

Parents should check the website before contacting the school.

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

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

### 4.1 Email

Parents should always email the school using [office@saltaireps.co.uk](mailto:office@saltaireps.co.uk) about non-urgent issues in the first instance.

We aim to acknowledge all emails within five working days, and to respond in full (or arrange a meeting or phone call if appropriate) within ten working days.

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

### 4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within five 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 two 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
- Concerns related to behaviour or bullying

For more general enquiries, please call the school office.

### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

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

While teachers are available at the beginning or 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 related to pastoral support, their child's home environment, or their wellbeing

## **5. Inclusion**

It is important to us that everyone in our community can communicate easily with the school.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

## **6. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every three years.

The policy will be approved by the governing board.

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

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing