



INNOVATE2EDUCATE
Partnership



Home School Communication Policy Autumn 2024-25

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

This policy was approved as follows:

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|---------------------------|-------------------------|--------------------------|----------|
| Approver: | Local Academy Committee | Date: | Aut 2024 |
| Owner: | Picknalls | Version: | V1.0 |
| LAC adoption date: | | Review frequency: | Annually |
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This policy applies to all School Academy staff, pupils and parents.

Document History

| Version | Version Date | Author | Summary of Changes |
|---------|--------------|--------|---|
| V1.1 | 13.02.2025 | AD | Policy reformatted using new template and Trust name change updated. No material changes to policy content; Governance review not required. |

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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

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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)

Staff **will** respond to communications during school hours (8am – 5pm), or their working hours if they work part-time. Staff will not respond outside of the working day or in school holidays.

The online safety and internet useage policy can be found on the school website.

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 school and i2e policies.

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

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to inclement weather)
- Reminders about school policies & procedures

3.3 School calendar

Our school website includes a full school calendar for the month/half-term/term/etc.

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).

Any such event will be included in the school calendar.

3.4 Phone calls

Text messages/phone calls are made by the office to check on absentees and attendance or discuss concerns during the school day.

Staff may call parents to discuss pupils' performance (both positive and negative).

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our regular newsletter

3.6 Homework books/school planners

Reading diaries to be sent home daily, which may contain important communication between school and home as well as a reading record.

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, their attitude to learning and their attendance
- A report on KS1 SATs tests
- A report on the results of Phonics Screening tests in year 1

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

3.8 Meetings

We hold one parents' evening per term. 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 (SEND), 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

Please 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, or the appropriate member of staff, about non-urgent issues in the first instance.

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

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 within one working day.

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. We aim to make sure you have spoken to the appropriate member of staff within two days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

Family emergencies

Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

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

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

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

- Any concerns you may have about your child's learning.
- Updates related to pastoral support, your 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.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

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 year. The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Online safety and internet usage policy

- i2e Staff code of conduct
- i2eComplaints policy

Appendix 1: school contact list

Who should I contact?

It is best to contact the school office and they will forward this to the relevant member of staff.

Option 1:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

Email the school office on office@pfs.i2e.org.uk or call 01889 228700

Put the subject and the name of the relevant member of staff in the subject line (for emails)

We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within the school day.

Option 2:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

Email the most appropriate address

Include your child's full name in the subject line

We try to respond to all emails within a day.

If you would like to contact staff directly, please direct your email to:

initial.surname@i2e.org.uk e.g. j.blogg@i2e.org.uk

Office hours 8am – 5pm

| I HAVE A QUESTION ABOUT... | WHO YOU NEED TO TALK TO |
|---|--|
| My child's learning/class activities/lessons/homework | Your child's class teacher |
| My child's wellbeing/pastoral support | School office/class teacher/SENDCO |
| Payments | School office – Mrs. Milward or Mrs. Simon |
| School trips | School office – Mrs. Milward or Mrs. Simon |
| Uniform/lost and found | School office – Mrs. Milward or Mrs. Simon |
| Attendance and absence requests | If you need to report your child's absence please email: attendance@pfs.i2e.org.uk or call: 01889 228700 If you want to request approval for term-time absence, contact School office – Mrs. Milward or Mrs. Simon |
| Bullying and behaviour | School office – Class teacher or Mrs Tapp |

| I HAVE A QUESTION ABOUT... | WHO YOU NEED TO TALK TO |
|-----------------------------------|--|
| School events/the school calendar | School office – Mrs. Simon or Miss Derry |
| Special educational needs | School office – SENDCO Mrs Fenton or Mrs Scott |
| Before and after-school clubs | School office – Mrs. Milward or Mrs. Simon |
| Hiring the school premises | School office – Mrs. Milward |
| The PTA | School office – Mrs. Milward |
| The governing board | Governors email – p.johnson@i2e.org.uk |
| Catering/meals | School office – Mrs. Milward or Mrs. Simon |

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. The complaints policy can be found on our school website www.picknalls.com

