



# HOME-SCHOOL COMMUNICATION POLICY

**This policy approved by the  
Governing Body  
October 2020**

**Approved by: LGB**

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**Next review due by: 2023**

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## **Our Vision**

Where learning is **collaborative**  
and builds **friendships** and *teams*

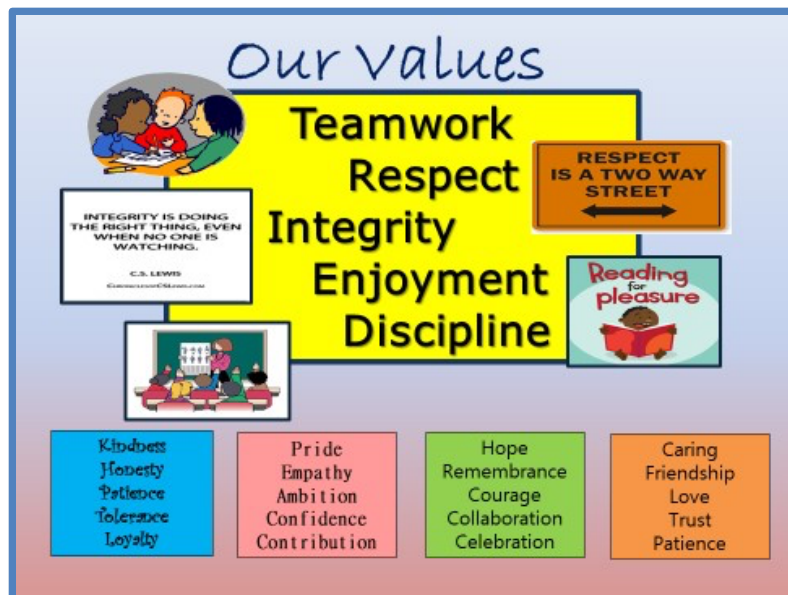
Where learning awakens **curiosity**  
and sparks **imagination**  
Where learning is **forward thinking**

and builds on **experiences**  
Where learning is seen **beyond** the walls  
of the *classroom*

Where learning **creatively** makes use  
of **technology**

Where learning provides **opportunities**  
Where learning leads to **success**

**Where learning is fun!**



## **1. Introduction and aims**

We believe that clear, open communication between the school and parents/carers has a positive impact on children's learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through respectful 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 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

## **2. Roles and responsibilities**

### **2.1 Headteacher**

- The Headteacher is responsible for ensuring that communications with parents/carers are effective, timely and appropriate

### **2.2 Staff**

All staff are responsible for:

- Responding to communication from parents/carers 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/carers get timely information (if they cannot address a query or send the information themselves)
- Staff **will not** respond to communications, outside of school hours 8.30am – 4.30pm, weekends or during school holidays.

The ICT and internet acceptable use policy is available on the school website.

### **2.3 Parents/Carers**

Parents are responsible for:

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

Using the following lines of communication:

1. emails to the admin office – [admin@pearlhyde.co.uk](mailto:admin@pearlhyde.co.uk) - **not staff** email addresses;

2. a telephone call to the school office;
  3. an addressed envelope, to the member of staff, with a written note passed to that member of staff by your child, or via the school office
- Making every reasonable effort to address communications to the **appropriate** member of staff, in the first instance
  - Use home-school communication books, with comments relevant to school life, adhering to the protocols put in place
  - Checking **all** communications from the school and adhering to them
  - Respond to any communications from the school (such as requests for meetings) in a timely manner
  - Respond to any communications from the school in line with this policy and the school's ICT and internet acceptable use policy
  - Any communication that is considered disrespectful, abusive, harassing or threatening will be treated in line with our parent code of conduct.

The parent code of conduct can be found on the school website

### **3. 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/carers 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
- Any other important information

#### **3.2 Text messages**

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather) □ Any other important information

### **3.3 School calendar**

Our Website includes the school calendar for the year.

Our Website includes Newsletters giving parents /carers information about what is happening in school and important dates for the diary.

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 children to bring in special items or materials).

### **3.4 Phone calls**

Telephone calls will be made if your child is absent from school and we have not been contacted.

Miss West, the Learning Mentor, is usually the person to carry out these calls.

There may be times your child's teacher needs to call you e.g. information about how well your child has done in a particular aspect of the school day; Medical issue; Accident; Unacceptable behaviour etc.

### **3.5 Letters**

We send information out weekly on our newsletter and may at times send interim letters if the need arises.

### **3.6 Home school communication books**

Home school communication books are put in place at times, for a range of reasons, by the class teacher to keep parents/carers up to date about their child in school. E.g. learning, well-being, behaviour.

This book must be used constructively by teachers and parents. Any comments recorded by the teacher and the parents /carers should **always** include something positive and **must** be acknowledged by the receiver.

The expected content for any feedback from school or home is **no more than one page**. If there is a need to write more than this, a meeting should be requested. This will be scheduled within 10 working days of your request.

If at any time a teacher feels that the content of the home school link book is not appropriate this should be reported to the Headteacher.

### **3.7 Reports**

Parents receive reports from the school about their child's progress as an end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance.

This includes a report on KS1 and KS2 SATs tests.

A report on the results of public examinations can be found on the school website. We also arrange meetings where parents can speak to their child's teacher about their achievement and progress in line with our statutory duties (see the section below).

### **3.8 Meetings**

We hold parent/carer consultation evenings in the autumn and spring terms, these are currently virtual due to the situation with COVID19. During these meetings, parents/carers can talk with teachers about their child's achievement and progress, the curriculum, their child's wellbeing, or any other area of concern.

The school may, at times in the year, contact parents/carers to arrange meetings outside of these times if there are concerns about a child's achievement, progress, behaviour or wellbeing.

Parents/carers of children with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings throughout the year to discuss and review the provision in place for their child.

### **3.9 School website**

Key information about the school is posted on our website, which parents / carers should check 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 using the admin email address about non-urgent issues in the first instance.

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school office and the relevant member of staff will contact you as soon as they are available to do so. This may not be on the same day due to due to teaching or other commitments.

### **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 5 working days.

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 10 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
- Medical needs

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 call the school to book an appointment.

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

Whilst there is always an adult available at the beginning or end of the school day on the gate, we urge you to keep any discussion with them to a minimum. This is crucial at this current time due to the entry and exit restrictions.

If you need to speak to the teacher urgently, we recommend you book appointments to discuss these matters by emailing or by telephoning the school office

## **5. Inclusion**

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

Currently, we have families with the following languages attending school:

<b>Language</b>	<b>Families</b>
Arabic	4
Chinese	1
Filipino	3
German	1
Gujarati	3
Hindi	2
Kanada	1
Kurdish	2
Malayalam	16
Marathi	1
Tigrinya	1
Romanian	1
Lithuanian	1
Panjabi	5



Polish	4
Russian	1
Shona	3
Slovak	1
Slovenian	1
Spanish	1
Tagalog	2
Tamil	4
Telugu	3
Urdu	7
Yoruba	2

Whole school announcements and communications are made in English via email alerts, newsletters, general letters.

We currently approach those parents/carers who have acquired good reading skills in English to support us in translating for those for whom English is a barrier.

## **6. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every 3 years or as required in that period of time. The policy will be approved by the local governing board.

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

The policy should be read alongside our policies on:

- Behaviour for Learning Policy
- ICT and internet acceptable use
- Social Media Policy
- Abusive Parents Policy
- Inclusion Policy
- Anti-Bullying Policy
- Remote Learning Policy
- Parent code of conduct
- Staff code of conduct
- Complaints Policy

## Appendix 1: School contact list

### Who should I contact?

If you would like to speak to a member of staff email or call the school office:

Email - [admin@pearlhyde.co.uk](mailto:admin@pearlhyde.co.uk) Telephone

– 02476 610165

We will then forward your request on to the relevant member of staff who will endeavor to contact you within 5 school days

**Remember:** Check our website first, much of the information you need is posted there. We will endeavor to respond to all emails within 5 school days

I have a question about....	Who do I need to talk to...
My child's learning/class activities/lessons/homework	In the first instance - Class teacher If further discussion is needed - Assistant Head leading the phase EYFS / KS1 Mrs Briggs LKS2 Y3/4 Mrs OToole UKS2 Y5/6 Miss Edwards Headteacher
My child's wellbeing	In the first instance - Class teacher Learning Mentor Miss West Assistant Head leading the phase EYFS / KS1 Mrs Briggs LKS2 Y3/4 Mrs OToole UKS2 Y5/6 Miss Edwards Headteacher
Payments	School office
School trips	School office
Attendance and absence requests	If you need to report your child's absence, call: 02476610165 If you want to request approval for term-time absence, contact school office
Bullying and behaviour	In the first instance - Class teacher Learning Mentor Miss West If further discussion in needed - Assistant Head leaning the phase EYFS / KS1 Mrs Briggs LKS2 Y3/4 Mrs OToole UKS2 Y5/6 Miss Edwards Headteacher
School events/the school calendar	School Office
Special educational needs	Class teacher Miss Edwards Inclusion Leader

Before and after-school clubs	Donna Morris <a href="mailto:donna@kidz-aloud.co.uk">donna@kidz-aloud.co.uk</a>
Hiring the school premises	School office
The Parent Association	Melanie Mendez-Smith <a href="mailto:p.association@pearlhyde.co.uk">p.association@pearlhyde.co.uk</a>

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The Local Governing Board Chair of Governors Vice Chair	Melissa Wyatt <a href="mailto:M.Wyatt@pearlhyde.co.uk">M.Wyatt@pearlhyde.co.uk</a> Rebecca Halder <a href="mailto:R.Halder@pearlhyde.co.uk">R.Halder@pearlhyde.co.uk</a>
Catering/meals	School office
Complaints	Please follow the procedure set out in our complaints policy which can be found on the school website