



# Home-School Communication Policy

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<b>Policy Review Date</b>	March 2026	Headteacher Nitash Odedra		Insert Date 20/03/2023
<b>Ratified by Governing Body:</b>				
Sue Welford (Chair of Governors)				Insert Date 20/03/2023

# 1. Introduction and Aims

At Rushey Mead Primary School, 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
- 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 (9-4pm Mon-Fri), 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.

Links to our ICT policies;

Online Safety Policy

<https://www.rusheymead-pri.leicester.sch.uk/attachments/download.asp?file=4500&type=pdf>

Acceptable User Policy (AUP) EYFS & KS1

<https://www.rusheymead-pri.leicester.sch.uk/attachments/download.asp?file=4497&type=pdf>

Acceptable User Policy (AUP) KS2

<https://www.rusheymead-pri.leicester.sch.uk/attachments/download.asp?file=4498&type=pdf>

## 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 parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours (9-4pm Mon-Fri), or during school holidays.

## 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
- Emergency school closures (for instance, due to bad weather)
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments / voluntary contributions (also through the School Gateway app)
- Short-notice changes to the school day

### 3.2 Text messages

In the event a parent does not have an email address, we will text parents as per the above – **3:1 Email**

### 3.3 School calendar

Our school website includes a full school calendar for the month.

Where possible, we try to give parents at least 1 - 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**

Our Attendance Officer, carries out first day calling on a daily basis and will contact parents of any child where there has not been a message left via phone or email to identify the reason for the absence and give support, advice if needed.

### **3.5 Letters**

We send the following letters home regularly:

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

### **3.6 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
- A verbal report from the class teacher at Autumn term and Spring term parent's evenings
- A report on Key Stage (KS) 1 and KS2 SATs tests
- A report on the results of public examinations (on the school website)

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

### **3.7 Meetings**

We hold two parents' evening(s) per term in both Autumn and Spring. 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 as well as to attend their annual review if they have an Education Health Care Plan.

### **3.8 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.

### 3.9 Home-school communications app



We use the SchoolGateway / SchoolComms app with which we communicate with parents, this app is used to;

- Record daily absences
- Give changes of address/details
- Another way for parents to contact the school
- Send emails to parents regarding meetings, clubs, events and any cancellations etc...

## 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.

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

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

### 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 5 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 5 working 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 etc...

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 5 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

#### **4.4 Home-school communications app**



We use the SchoolGateway / SchoolComms app which parents can use to communicate with us, this app is used to;

- Record daily absences
- Give changes of address/details
- Another way for parents to contact the school
- Send emails to parents regarding meetings, clubs, events and any cancellations etc...

### **5. Inclusion**

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

We have a diverse staff speaking many languages which we will use to support and help parents to communicate with us. We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

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

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

We can make additional arrangements if necessary, for example if we do not have a member of staff speaking a language needed. 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 body.

### **7. Links with other Policies**

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints

- Home-school agreement
- Staff wellbeing

## Appendix 1: school contact list

### Who should I contact?

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

- Email or call the school office on [office@rusheymead-pri.leicester.sch.uk](mailto:office@rusheymead-pri.leicester.sch.uk) / 0116 266 1114. We will then 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 5 working days.

The school office is open from 7:45am until 4:30pm, Monday to Friday.

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 / SENCo or Inclusion Manager
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 0116 266 1114 and choose Option 1 to leave your message.  If you want to request approval for term-time absence, contact the Attendance Welfare Officer.
Bullying and behaviour	School office / Anti-Bullying Champion or the Senior Leadership Team
School events/the school calendar	School office
Special educational needs (SEN)	School office / SENCo or Assistant SENCo
Before and after-school clubs	School office
Hiring the school premises	School office
PTA	School office
Governing Body	School office / Chair of Governor's
Catering/meals	School office

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. Link to the policy on our school website;

<https://www.rusheymead-pri.leicester.sch.uk/attachments/download.asp?file=4618>