



Home-school communication policy

St. Bartholomew's C of E Primary School

Approved by:	Sonya Campbell / Staffing and Finance Governors	Date: 17/1/2021 / 26/01/2021
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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 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)
- › Planning is shared within phase teams via the online learning platforms, Tapestry and ItsLearning

Staff **will not** be expected to respond to communications outside of teacher working hours 8.20am – 3.25pm (2:10pm on a Friday), or their working hours (if they work part-time), or during school holidays. With regards to phone calls and live lessons/sessions- these will **ONLY** take place within school hours (8:40-3:15- Friday 2pm).

(Reference to ICT and internet acceptable use policies.) Please contact the school office to see these.

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.

(Reference to the Home School Agreement.) Please contact the school office to see this.

2.3 IT Technician / Office staff

- › We have 2 learning platforms – Tapestry for the FS children and ItsLearning for KS1 and KS2 children. These are managed by our IT technician and Office Manager. They ensure children and staff have logins. Children's login details are shared with the parents.

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 bad weather)

3.3 School calendar

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

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

If an important issue arises that affects your child, the teacher or another member of staff will contact the parent by phone to discuss this matter or to arrange a meeting. Staff will use the school phone to do this. This may relate to issues around the following:

- >Behaviour
- >Attendance
- >Progress
- >Welfare
- >Health and well-being

If staff call parents to talk about their child's attainment and progress, parents can use these calls to ask questions or raise concerns as appropriate.

3.5 Letters

Letters are usually emailed unless a parent has indicated they wish to receive alternative methods of communication. We send the following letters home regularly:

- > Letters about trips and visits
- > Consent forms
- > Our fortnightly newsletter
- > Termly projection of work letters

3.6 Homework books/school planners

Children in EYFS – Year 6 have Homework Books, which are sent out and returned on agreed days each week. The work returned is marked on a 'set day' and feedback to pupils and parents is on a regular weekly basis. (**ref. Homework Policy and Marking Policy**)

Children from EYFS to Year 4 have reading records in which parents and teachers record reading progress. These are optional in Year 5/6.

3.7 Reports

Parents receive reports from the school about their child's learning, including:

- > An end-of-year report (EYFS – Year 6) covering their achievement in each part of the curriculum, how well they are progressing, and their attendance. The format of the reports are different and reflect the learning in EYFS, KS1 and KS2.
- > Termly targets – these are discussed and shared at the parent's evenings in October and February.
- > A report on KS1, KS2 SATs tests, phonics screening reports

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 one parents' evening(s) 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 (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

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 and to respond in full (or arrange a meeting or phone call if appropriate) within 7 days- within Term time.

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 or the relevant member of staff and they 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 7 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 7 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 3 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
- › Attendance Policy
- › Behaviour Policy
- › SEN policy
- › Homework Policy
- › Marking Policy
- › Child Protection Policy
- › Home learning policy

8. Coronavirus

During the coronavirus outbreak, members of staff have been contacting families on a routine basis to check welfare and support children's engagement with online learning. In many cases, this has required staff to use their own phones. In this case, staff dial 141 in order to withhold their number from the family. Details of calls are logged on CPOMs or the class record sheet held on ItsLearning. Ref Remote Learning Policy.

Tapestry and ItsLearning will provide the homelearning for the children. This will consist of a mixture of recorded lessons and presentations and activities.

Microsoft Teams (with some use of Zoom) will be used to conduct live lessons and catch-ups with the children. MS Teams will be used to conduct staff meetings, governor meetings and other group meetings.

Parent's evenings will be conducted by telephone calls.

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@st-bartholomews.leics.sch.uk or telephone 01509 412250 and select the option you need.
- Put the subject and the name of the relevant member of staff (from the list below) 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 5 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher see termly Projection of Work letter
Finances, Payments, School trips, Hiring the school premises	aholland@st-bartholomews.leics.sch.uk
Special educational needs	sendco@st-bartholomews.leics.sch.uk
Attendance and absence requests	office@st-bartholomews.leics.sch.uk
Before and after-school clubs	office@st-bartholomews.leics.sch.uk
The PTA	hellofosba@gmail.com
The governing board	governors@st-bartholomews.leics.sch.uk
Catering/meals	School Catering Services, County Hall, Glenfield 0116 305 5417

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This can be found on the school's website.