

Glenthorne Community Primary School Home-school Communication 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 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

Miss Woodall DSL	Headteacher Safeguarding, Pupil Premium, DT	Mrs Glaze-Parr	Office Communication and attendance
Ms Turner DDSL	Deputy Headteacher Curriculum Lead, Teaching & Learning Lead	Mrs Davenport	Office Care Plans and Medical
Mr Thompson DDSL	Assistant Headteacher KS2 Lead, Behaviour & Attendance Lead	Mrs Bates DDSL	Family Support Worker Safeguarding Attendance
Mrs Lockett	Assistant Headteacher EYFS and KS1 Lead	Miss Langston DDSL	Special Educational Needs
Ms Devine	Business Manager Human Resources Finance Health & Safety	Mrs Dudley	Raising Aspirations Lead After School Enrichment

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 **have been advised to not** respond to communications outside of school hours (before 0830 or after 1700) or their working hours (if they work part-time), or during school holidays.

<https://primarysite-prod-sorted.s3.amazonaws.com/glenthorne/UploadedDocument/454c4ae102064e578579aed8cef02c1c/online-safety-policy-june-2020.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, which can be found on the school website.

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
- First check on attendance
- Reminders of activities or events
- 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 whole year and is updated regularly with any new events/

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

School will phone to:

- Check on attendance
- To check on wellbeing
- To discuss your child's performance (this will also be as a positive thing if we notice they have been excelling in something etc)
- Inform you if your child is poorly etc

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our fortnightly newsletter
- Information from the Department of Education, Staffordshire LA or any other circular information we are required to pass on

3.6 Reading Records

Pupils have reading records, which we endeavour to check weekly.

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
- A report on KS1 and KS2 SATs tests
- A report on the results of public examinations

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 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 within 1 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 2 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 2 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 3 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
- Attendance

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 3 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

However, the website is capable of translating if needed.

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 2 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
- Parent code of conduct
- Staff code of conduct
- Complaints

Appendix 1: school contact list

Who should I contact?

At Glenthorne, we do have an open door policy and we welcome communication with parents. We want to ensure that you get in touch with the best person to help you with your query or to help you pass information on.

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@glenthorne.staffs.sch.uk 01922 666266
- 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 2 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 either through Dojo or requesting a call back via the school office. Alternatively, you can request contact from the Key Stage Leads (Mr Thompson or Mrs Lockett) or Ms Turner (Deputy Head) via the school office.
My child's wellbeing/pastoral support	Mrs Bates (Family Support Worker) via the School Office
Payments	School Office
School trips	School Office
Uniform/lost and found	Class teacher or School Office
Attendance and absence requests	If you need to report your child's absence, call: 01922 666266 If you want to request approval for term-time absence, contact office@glenthorne.staffs.sch.uk
Bullying and behaviour KS2 Maths	Mr Thompson (Assistant Head, KS2 Lead, Maths, Behaviour & Attendance Lead)
School events/the school calendar	Mrs Glaze (School Office)
Special educational needs	Miss Langston (SENDCo)
EYFS KS1 Reading and Phonics	Mrs Lockett (Assistant Head, EYFS/KS1 and Reading Lead)

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Before and after-school clubs	Mrs Barbet- All Stars Lead https://www.glenthorneprimary.co.uk/sticky-fingers-before-after-school-care/
Hiring the school premises Health & Safety	Ms Devine office2@glenthorne.staffs.sch.uk
Medical Plans e.g. updates and changes to care/medical plans	Mrs Davenport office3@glenthorne.staffs.sch.uk
The PTA	Mr Baker (Chair of PTFA) ptfa@glenthorne.staffs.sch.uk
The Governing Board	Mrs Such (Chair of Governing Body) Via the School Office
Catering/meals	Mrs Glaze for School Dinners Mrs Tunstall for catering Via the School Office

Complaints

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

<https://primarysite-prod-sorted.s3.amazonaws.com/glenthorne/UploadedDocument/4cecbc431470489ca470313e109c9ea5/complaints-policy-2019.pdf>