All Saints C of E Primary School, Newton Heath Manchester

Home-School Communications Policy and Procedure

Through the Christian values of perseverance, respect and love, we can all be **Healthy, Happy** and **Confident.**

"Promoting our growth; building ourselves up in love." - Ephesians 4.16b

Contents

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning and wellbeing 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 Head Teacher

The Head Teacher 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 (8.30am - 4.00pm), 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.

This links to our school's acceptable us policy for using information technology.

2.3 Parents

Parents are responsible for:

- Ensuring contact details are kept up-to-date.
- 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 (8.30am - 4.00pm), or during school holidays. This may occur if staff can and wish to respond, but it does not set a precedent for it to become expected practice.

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
- Information regarding home learning

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Links to newsletters and reminders about school notices
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar
Our school website includes a full school calendar for the current academic year. We also post the term dates for the following school year as soon as they are agreed.

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, and possibly also posted on the school news section of the website and included in weekly newsletters.

3.4 Phone calls
We make telephone calls to parents when required, including:

- To find out why a child is absent if we haven't already been informed
- First aid treatment that we believe should be reported to parents quickly
- Concerning behaviour incidents that require urgent communication with parents
- Urgent requests for permissions and school equipment etc
- To arrange a meeting about an ongoing pastoral, learning or behaviour concern

3.5 Letters
We send the following letters home when required:

- Information provided in paper form by outside providers (this must be handed to the parent in person if it includes personal information)
- First aid notifications (including bumped heads etc)
- Paper versions of the calendar for the following half term

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
- Learning targets in Autumn and Spring that coincide with Parents' Meetings.
- Results from statutory assessments

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' meetings per school year. 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.

3.8 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 'Arbor Parent Portal' to provide parents with information on:

- Personal details about children and their contact details (including family)
- Attendance records
- Allergies
- Medical conditions
- Meal preferences
- Payments
- End of year reports
- Timetables
- In-app messages

In addition, we use online Google Forms to allow parents to sign up for trips and clubs.

4. How parents and carers can communicate with the school

Parents should 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 day, 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 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 2 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 2 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
- Issues that could affect attendance

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 3 working days of the request.

While teachers are available for a very short period 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
Parents can request updates to personal and contact details in 'Arbor Parent Portal', as well as sending free in-app messages to the school office. We aim to respond to these messages in line with our email communications.

5. Inclusion

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

On our web pages we include Google Translate function to allow parents to view the messages in different languages. We also provide links to other translation applications to help parents with understanding school communications.

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 Head Teacher monitors the implementation of this policy and will review the policy every 2 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
- Add other policies if relevant

SIGNED: (Head Teacher)

Date:

SIGNED: (Chair of Governors)

Date:

This policy was approved by the Governing Body at its meeting on ………. and will be reviewed ……..…

Appendix A

School Contact List

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 0161 681 3455 or enquiries@allsaintsnh-pri.manchester.sch.uk
- 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
My child's wellbeing/pastoral support	Your child's class teacher
Payments	School office
School trips	School office
Uniform swap shop	SENDCo
Attendance and absence requests	If you need to report your child's absence, call: 0161 681 3455 If you want to request approval for term-time absence, contact the Head Teacher head@allsaintsnh-pri.manchester.sch.uk
Bullying and behaviour	Deputy Head Teacher
School events/the school calendar	School office
Special educational needs (SEN)	SENDCo
Before and after-school clubs	School office
Hiring the school premises	School office
Catering/meals	School office

Complaints

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