

Home-school communication policy

Lewannick Primary School



Approved by:

Sally Cook

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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 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 8.15am and 4.30pm.

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.

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 seriously.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.15am and 4.30pm 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, including weekly newsletter.
- › 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:

- › Short-notice changes to the school day
- › Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our website, <https://lewannick.cornwall.sch.uk/>, includes a full school calendar for the academic year

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

Class teachers will call parents to discuss any behaviour concerns or in a response to a meeting that can not be completed face to face.

The school secretary will contact parents if a child is absent and no message has been left, a child has received a head injury or other significant injury, or a child is unwell and needs to be collected.

3.5 Letters

We send the following letters home regularly:

- › Letters about trips and visits
- › Consent forms

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 report on Key Stage (KS) 1 and KS2 SATs tests
- › Reports from the SENCo if a child has an annual plan, do, review (APDR) in place

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 2 parents' consultations 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 are encouraged to request a meeting with their child's class teacher if they have concerns about 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.

3.10 Home-school communications app

The online platform 'Tapestry' is used to communicate with parents of children in pre-school and Reception. Parents are encouraged to use this platform to inform the class teacher or their child's keyworker of any key events that have occurred or new skills have been learnt.

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

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 2 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

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
- › Ukrainian

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

- › School announcements and communications translated into additional languages
- › School announcements and communications read aloud
- › 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 year.

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
- 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 the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 2 days.

Remember: check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher: Mr Masters (Fox Class) – jmasters@lewannick.net Miss Wakley (Owl Class) – fwakley@lewannick.net Mr West (Otter Class) – jwest@lewannick.net Mrs Cook (Otter Class) – head@lewannick.net Mr Burnip (Kestrel Class) – iburnip@lewannick.net
My child's wellbeing/pastoral support	Your child's class teacher: Mr Masters (Fox Class) – jmasters@lewannick.net Miss Wakley (Owl Class) – fwakley@lewannick.net Mr West (Otter Class) – jwest@lewannick.net Mrs Cook (Otter Class) – head@lewannick.net Mr Burnip (Kestrel Class) – iburnip@lewannick.net Or secretary@lewannick.net if you'd like to speak with Head of School
Payments	secretary@lewannick.net
School trips	secretary@lewannick.net
Uniform/lost and found	Your child's class teacher: Mr Masters (Fox Class) – jmasters@lewannick.net Miss Wakley (Owl Class) – fwakley@lewannick.net Mr West (Otter Class) – jwest@lewannick.net Mrs Cook (Otter Class) – head@lewannick.net

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Mr Burnip (Kestrel Class) – iburnip@lewannick.net
Attendance and absence requests	If you need to report your child's absence, call: 01566782262 or email secretary@lewannick.net If you want to request approval for term-time absence, contact the school secretary or visit the school website for an request for absence form
Bullying and behaviour	head@lewannick.net
School events/the school calendar	secretary@lewannick.net
Special educational needs (SEN)	sbrooks@lewannick.net
Before and after-school clubs	secretary @lewannick.net
Hiring the school premises	secretary@lewannick.net
PTA	pta@lewannick.net
Governing board	Clerk to the Governors – clerkjstoneman@gmail.com Chair of Governors – jcollins@lewannick.net
Catering/meals	secretary@lewannick.net

Complaints

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

<https://lewannick.cornwall.sch.uk/wp-content/uploads/2023/02/complaints-procedure-tdat-november-2020.pdf>