

# Hawridge and Cholesbury CE School



## Home-school communication policy

**Our Vision is for every child within the Hawridge & Cholesbury family to grow, flourish 'have life and ... have it more abundantly' (John 10:10 KLV); to be fascinated, rounded, eager to make a difference, spiritual and have high aspirations through Jesus' teaching and our curriculum.**

**We live our vision through our natural setting and our school values:**

**Respect Teamwork Responsibility Understanding Peace Honesty**

**Adopted by the governing body on 24<sup>th</sup> January 2024**

**Next review: January 2027**

# Contents

1. Introduction and aims .....	2
2. Roles and responsibilities .....	2
3. How we communicate with parents and carers .....	3
4. How parents and carers can communicate with the school .....	5
5. Inclusion.....	6
6. Monitoring and review.....	6
7. Links with other policies.....	6
Appendix 1: school contact list .....	7

---

## 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 8.30 -4.00, 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.

## 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
- Responding 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 Disruptive Visitors Policy.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.30 – 4.00 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, trips etc.
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Club information
- Newsletters

### 3.2 Text messages

We will text parents about:

- Child absences
- Payments
- Short-notice changes to the school day or activities
- Emergency school closures (for instance, due to bad weather)

### 3.3 School calendar

Our school website includes a full school calendar for the academic year which is updated regularly. Parents are notified of changes and reminded of forthcoming events in each newsletter.

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 on the school website.

### 3.4 Phone calls

Staff will often speak to parents in an appropriate and sensitive way, when they collect their child/ren to share information or seek clarification and in the spirit of collaboration. However, it may not always be appropriate

to do this e.g if a child is collected by another caregiver, if a conversation in front of the child/ other parents is not appropriate or if the matter requires immediate reporting.

Therefore, staff may phone parents with updates, in order to celebrate or share a specific concern or breakthrough and in order to report an incident, accident or behaviour concern. Staff will call parents if their child has received a head bump, an injury that requires medical intervention or if they are not well enough to be in school (e.g vomiting, diarrhoea or high temperature).

### **3.5 Letters**

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

### **3.6 Homework books/school planners**

Each class receives a Curriculum letter each term which indicates the home learning expectations and arrangements for that term. Home Learning is sent home on the specified day and should be returned on the specified day.

Reading records are sent home daily and should be returned to school each day. Parents are asked to listen to their child read each day and to record this at least 5 times a week in the Reading Record.

### **3.7 Reports**

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

- An annual report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly target sheets with a general comment and update on progress in reading, writing, SPaG (spelling, punctuation and grammar) and Mathematics.
- Termly SEND support plans for children with SEND with targets and reviews.
- A report on national tests (Baseline Assessment, End of Key Stage 2 SATs, Phonics Screening Check, Multiplication tables Check)

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 formal parents' evening in the Autumn term.

This is followed by an Annual Progress Report in the Spring term with optional meetings offered to discuss it if required.

An Open Day is held in the summer term where parents are given the opportunity to visit current class and take their child to visit the year group they will be joining the following term. Optional individual meetings are offered to parents if required.

Termly meetings are held for all parents of children with SEND in order to agree/ review targets and discuss progress.

During any of 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 (SEND), 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: [www.hawridge-cholesbury.bucks.sch.uk](http://www.hawridge-cholesbury.bucks.sch.uk). This includes:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about School Clubs including before and after-school provision

Parents should check the website before contacting the school.

## 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.

There is a range of ways for parents to communicate with staff for both minor day-to-day issues and more detailed discussions.

- Teachers are generally available for a quick word at the end of the school day at their pickup points.
- In the morning, messages can be left with staff at drop off points, with the staff at the Drop Off zone, with the staff at the driveway or at the office.
- If longer discussion is needed, parents should make an appointment through the school office (in person, by phone or via email/letter) or directly with a teacher at one of the times listed above.

### 4.1 Emails – preferred communication method

Emails from parents should be sent to the school office email: [office@hcschool.uk](mailto:office@hcschool.uk). Parents should make it clear in the subject heading who the email is intended for. Parents will receive an acknowledgement within 2 working days of receipt of the email during term time only and not including weekends.

A response to the email will be within 5 working days by either email, telephone or letter. This may include informing the sender that more time is required to provide a full response. If this is the case, staff will indicate a timeframe for when the response should be expected.

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

### 4.2 Phone calls

Parents should phone the office if they have general enquiries that are not answered by information on the school website, if they have a specific matter that they wish to discuss or if they wish to leave a message. The office telephone is manned from 8.30am to 4.00pm. Outside of those times or during times when office staff are unavailable parents can leave messages on the answerphone. Answerphone messages are checked each working day morning and as messages appear during office hours. When leaving a message on the answerphone parents should make it clear whether or not a response is required.

If a matter is urgent, parents should call the school office and if a message is left make the urgency clear.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Last minute change of collection arrangements (after 2.30pm and to be followed up with an email)

If a matter is urgent, a member of staff will return the call on the same day that the message is picked up. For non-urgent matters the same protocol as for emails will be followed.

### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email (preferably) or call the school to book an appointment or arrange directly with the teacher at drop off or pickup.

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the 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) in English. If parents are struggling to access these, please contact us. Where possible, we may be able to support by:

- Translating school announcements and communications into additional languages
- Or sourcing interpreters for meetings or phone calls

### 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 board.

### 7. Links with other policies

This policy should be read alongside our policies on:

- Online Safety
- Disruptive Visitors Policy
- Online Safety Policy, ICT and Internet Acceptable Use
- Staff Code of Conduct
- Complaints and Resolution Procedure

## 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@hcschool.uk](mailto:office@hcschool.uk) or 01494 758368.
- 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 with a full response 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 teacher
My child's wellbeing/pastoral support	Your child's teacher
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: 01494 758368 If you want to request approval for term-time absence, contact Mrs Phillips
Bullying and behaviour	Your child's teacher Mrs Phillips (Headteacher, DSL), Mrs Birley (Headteacher, DSL) or Woodward (DSL and SENDCo)
School events/the school calendar	School office
Special educational needs and disabilities (SEND)	Your child's teacher Mrs Davey or Mrs Woodward (SENDCO)
Before and after-school clubs	School office
Hiring the school premises	Mrs King
PTA	Ms Catharine Gray (parent)

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Governing board	Ms Walton
Catering/meals	School office

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our [Complaints and Resolution Procedure](#) which is available on the school website.