

Saxilby Church of England School

Home-School Communication Policy September 2023

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 8.45-4pm, 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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Provide updated contact details for all those with Parental Responsibility (PR)

- Update school of any key issues/developments that may affect the child in school/wellbeing

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 8.45-4pm or during school holidays.

Lincolnshire County Council's Parent Code of Conduct can be found at <https://www.saxilby.lincs.sch.uk/wp-content/uploads/2023/09/PARENTS-AND-CARERS-CODE-OF-CONDUCT-Sept-2023.pdf>

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 Parent Mail

We use Parent Mail to keep parents informed about the following things:

- Upcoming school events, newsletters etc
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Permissions
- Payments

Under no circumstances should staff contact pupils or parents and carers using staff's own personal email address.

3.2 Text messages

We may text parents about:

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

Under no circumstances should staff contact pupils or parents and carers using their own personal phone numbers or social media accounts.

3.3 School Diary Dates

Our newsletters and school website include diary dates.

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

Staff will call a parent if a child becomes ill during the school day or has a bang to the head. They may also call if there has been a significant incident during the day that we feel you need to be updated about prior to pick up.

3.5 Letters (via parent mail)

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our school newsletter
- Our monthly Wellbeing & Safeguarding Newsletter

3.6 Reading Diary /Homework books

Your child will have a reading diary/homework book. We ask that this is signed to say our child has read at home as per homework policy.

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
- Termly progress reports
- A report statutory Key Stage tests

We also arrange termly parents evening 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, 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. If invited into a formal meeting to discuss any concerns, staff will record notes of the meeting and parents will be given a copy.

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 School Twitter Account

The School has a Twitter account which is used to provide updates to parents and pupils who wish to subscribe to this. It is not compulsory to do so and therefore any key messages will be relayed through formal school communication channels.

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/Letters

Parents should always email the school about non-urgent issues in the first instance on enquiries@saxilby.lincs.sch.uk with a clear subject title and FAO clearly stated.

Please DO NOT send emails direct to class teachers as they will not be opened. The school no longer has class email accounts. Please always email the school office.

Emails received will be treated in the same way as letters: acknowledged within 2 working days and responded to within 10 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office on 01522 702669.

Under no circumstances should parents contact staff using staff's own personal/private email addresses / social media accounts.

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. In a non-emergency, a return call will be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 10 working days.

Staff will make a record of a telephone conversation with a parent/carer on the CPOMS call log.

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 on 01522 702669.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office on 01522 702669.

Staff will make a record of a telephone conversation with a parent/carer on the our CPOMS Log.

Under no circumstances should parents contact staff using staff's own personal phone numbers or social media accounts.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the school office 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 at the beginning or end of the school day, if parents need to speak to them about a concern we recommend they book appointments to discuss:

- Any concerns they have about their child
- Updates related to pastoral support, their child's home environment, or their wellbeing

This will ensure the time and attention that is required can be given. We will also take notes of the meeting and ensure parents have a copy of this so everyone is clear on what will happen next and how the issue will be followed up/responded to. This will also allow staff to follow up in the medium term to ensure no further concerns have arisen.

If a message is passed to a member of staff at the start of the day it will be considered to be non-urgent and will not be treated as a formal communication.

5. Inclusion

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

Our website has a translation function. If copies of communications are required in another language or format please do not hesitate to contact the school office.

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 year.

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

Reviewed: September 2023

To be reviewed: September 2024

Please see appendices below

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 [-enquiries@saxilby.lincs.sch.uk](mailto:enquiries@saxilby.lincs.sch.uk) or call the school office on **01522 702669**
- Put the subject and the role of the relevant member of staff (from the list below) in the subject line
- We will forward your request on to the relevant member of staff

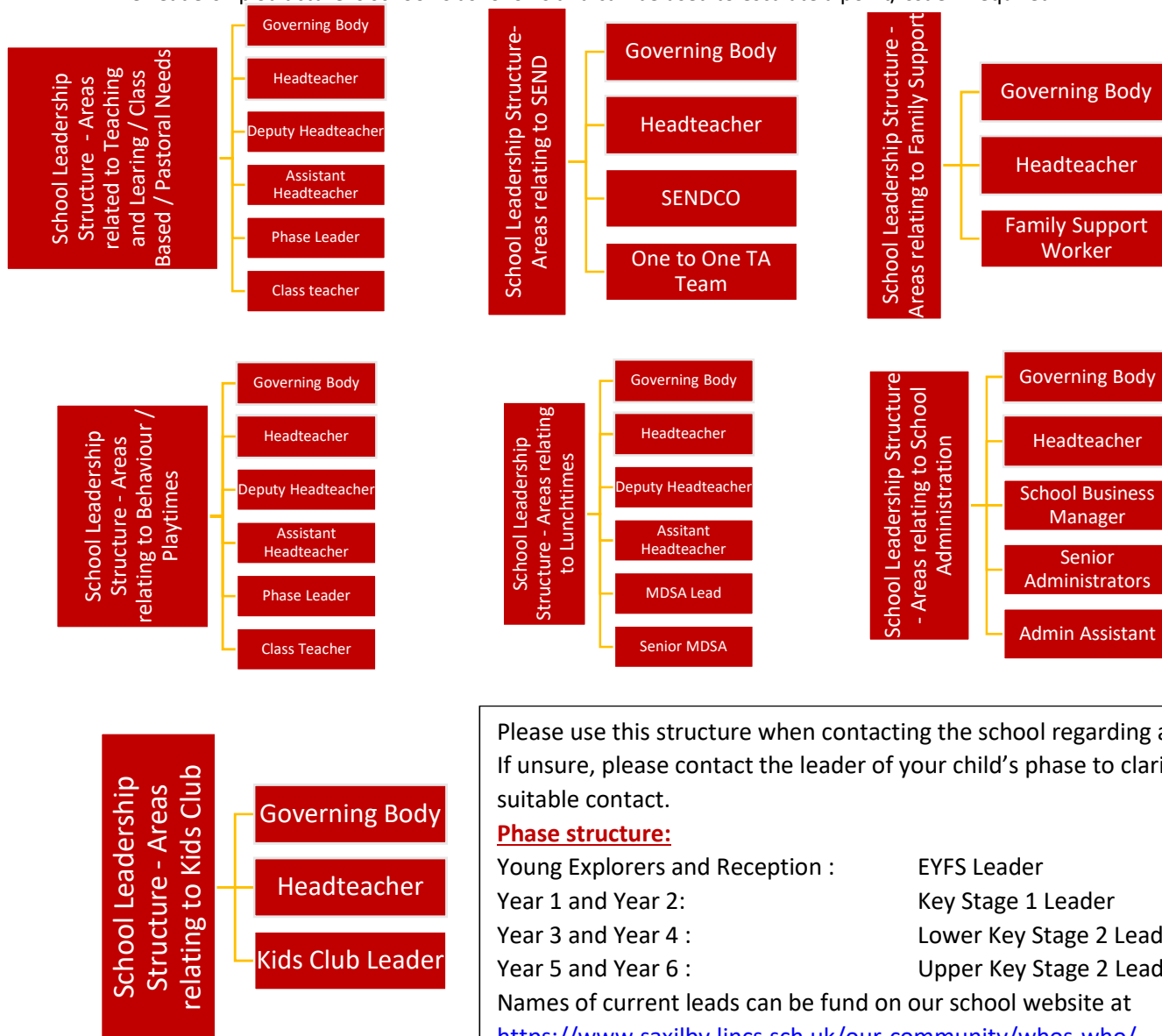
Remember: check our website first

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher via enquiries@saxilby.lincs.sch.uk Add Subject FAO: Class teachers name re. learning/class question/concern
My child's wellbeing/pastoral support	Your child's class teacher via enquiries@saxilby.lincs.sch.uk Add Subject FAO: Class teachers name re. wellbeing/pastoral question/concern
Payments	The school office – please email enquiries@saxilby.lincs.sch.uk Add Subject FAO of School Business Manager re. payments Or Call 01522 702669
School trips	The school office – please email enquiries@saxilby.lincs.sch.uk Add Subject FAO of Admin Team re. School trip Or Call 01522 702669
Uniform/lost and found	The school office – please email enquiries@saxilby.lincs.sch.uk Add Subject FAO of Admin Team re. Lost property Or pop int the entrance and take a look in the lost property boxes.
Attendance and absence requests	If you need to report your child's absence, call: 01522 702669 before 8.30am. If you want to request approval for term-time absence, please complete the leave of absence form available at https://www.saxilby.lincs.sch.uk/school-information/request-forms/
Bullying and behaviour	Your child's class teacher or the appropriate key stage leader via enquiries@saxilby.lincs.sch.uk Add Subject FAO {insert Class Teacher name} re. bullying /behaviour concern Or FAO {insert key stage} Leader re bullying/behaviour concern
School events/the school calendar	Check the school website or The school office – please email enquiries@saxilby.lincs.sch.uk Add Subject FAO of Admin Team re. School trip Or Call 01522 702669
Parenting Challenges / Advice	The school office – please email enquiries@saxilby.lincs.sch.uk Add Subject FAO of Family Support Worker Or Call 01522 702669
Special educational needs (SEN)	The school office – please email enquiries@saxilby.lincs.sch.uk Add Subject FAO of SENDCO Or Call 01522 702669
Before and after-school clubs	Email Kids club Leader at saxilbykidsclub@saxilby.lincs.sch.uk
PTA	The school office – please email enquiries@saxilby.lincs.sch.uk FAO: PTA
Governing board	The school office – please email enquiries@saxilby.lincs.sch.uk FAO Clerk to Governing Body
Catering/meals	Direct to Cygnet Catering

Appendix 2: school contact escalation

Points / Issues / Concerns should be raised with appropriate person in the first instance.

The Leadership Structure of the school is as follows and can be used to escalate a point/issue if required.



Please use this structure when contacting the school regarding an issue. If unsure, please contact the leader of your child's phase to clarify most suitable contact.

Phase structure:

Young Explorers and Reception : EYFS Leader
 Year 1 and Year 2: Key Stage 1 Leader
 Year 3 and Year 4 : Lower Key Stage 2 Leader
 Year 5 and Year 6 : Upper Key Stage 2 Leader

Names of current leads can be found on our school website at

<https://www.saxilby.lincs.sch.uk/our-community/whos-who/>

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found at

<https://www.saxilby.lincs.sch.uk/wp-content/uploads/2021/06/Complaints-Policy-November-2020.pdf>