

Home-School Communication Policy



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1. Introduction and aims

We believe that clear, open communication between the school and our parents and carers has a positive impact on pupils' learning because it:

- Gives parents and carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents and carers
- Builds trust between home and school, which helps the school better support each child's educational (academic, social and emotional) needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents and carers
- Setting clear standards and expectations for responding to communication from parents and carers
- Helping parents and 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 (8:30am – 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.

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
- Informing the school of any significant events or changes that may impact on their child's emotional well being or behaviours.
- Checking all communications from the school
- Ensuring that children have access to their Google Classroom platform – keeping their child's log-ins safe
- Attending face-to-face or virtual meetings with the school when requested

It is an expectation that parents should display during conversations that they are in partnership with the school and it will be more effective to raise particular concerns away from their child. It is ok to not agree with decisions taken by the school but it is imperative for the children to see their parents working together with the school to support them.

Parents should not expect staff to respond to their communication outside of the core school hours (8:30am – 4:00pm Monday to Friday) or at the weekend or during school holidays.

Please also refer to the school's Parent and Carer Code of Conduct which can be found on the school website.

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

The school will take all necessary steps and seek legal advice to protect staff from unfounded accusations.

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 Text messages

Beormund Primary uses the Text2Parents messaging service. It is recommended but not essential for parents to download the APP. We will text parents about:

- Daily shillings totals – linked to the school's Behaviour Policy.
- If their child has received a certificate in Assembly that day – to share and celebrate their achievement.
- To notify you if First Aid was administered that day
- To notify if we have attempted to speak to you regarding a Team Teach hold.
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Weekly school newsletter

3.2 Email

At Beormund, every class has a school email address and parents can communicate to all members of the class team directly through this method. Please note that class-based staff will endeavour to acknowledge the email within 48 hours and action accordingly.

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
- Links to newsletters
- Activities relating to the Parent Programme.

3.3 School calendar

Our school website includes a full school calendar for the current 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 and within the Dates for your diary section at the end of each Newsletter.

3.4 Phone calls

It is important for parents and carers to acknowledge that staff attend regular meetings most days after school. Staff will endeavour to call those who prefer/request verbal communication. Conversations will be logged on Behaviour Watch (Contact Log) or, when necessary, may be followed up with an email clarifying points raised.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

3.6 Homework books/school planners

All children have a Reading Record. It is the expectation that parents sit and read alongside, read with or read to their children at least three times per week.

School recommend a bath-book-bed routine which is a screen free approach to relaxing children before bedtime.

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 child's Personalised Risk Assessment
- A report on Key Stage (KS) 1 and KS2 SATs tests

3.8 Meetings

We also arrange PLP meetings (Personalised Learning Plans) three times per year where parents can meet and speak to their child's teacher(s) about their progress and achievements in relation to their Education and Health Care Plan (EHCP) targets.

PLP days take place on the second Friday after each half term (October/February/June). The school is closed for pupils allowing families a 45 minute session to talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's mental health and wellbeing, their behaviours shown (triggers, patterns and effective strategies) and/or any other area of concern.

The school may also contact parents to arrange meetings between the PLP days if there are concerns around a child's presentation, behaviours or attitudes and approaches to learning.

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 Parent Programme

At Beormund we have a Home School Liaison Role. This is a member of staff who is located at the front of school, is non-class based and is a first point of contact for families.

The Home School Liaison Officer leads on a Parent Programme to engage, inform and support all parents and carers of the children who attend Beormund. They circulate a newsletter every Friday which is a helpful, accessible weekly guide.

Coffee Mornings take place on the last Friday of every month.

Adult Experiences take place on the third Wednesday of every half term. This is a fun way to explore the capital and find .

Walk 'n' Talk are opportunities for a parent to request 1:1 time away from 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.

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 3 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school and speak to the Home School Liaison Officer.

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 two (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 two 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
- Information regarding medical/medication
- Mental health and emotional wellbeing needs

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 three 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

4.4 Home-school communications app

Beormund Primary uses the Text2Parents messaging service. It is recommended but not essential for parents to download the APP as the messages sent can/will also be received by text.

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
- Portuguese
- Spanish

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 two 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 Policy
- Home-school agreement

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 72 hours/3 working days.

- Alternatively, email or call the school office on office@beormund.southwark.sch.uk 0207 525 9027
- 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.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class team: empathyclass@beormund.southwark.sch.uk honestyclass@beormund.southwark.sch.uk integrityclass@beormund.southwark.sch.uk resilienceclass@beomrund.southwark.sch.uk perseveranceclass@beormund.southwark.sch.uk
My child's wellbeing/pastoral support	As above or Home School Liaison role
Payments	office@beormund.southwark.sch.uk
School trips	office@beormund.southwark.sch.uk
Uniform/lost and found	Home School Liaison Officer

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Attendance and absence requests	<p>If you need to report your child's absence, call: 0207 525 9027 (landline) or whatsapp call 07808 644103</p> <p>If you want to request approval for term-time absence, contact our Admin Officer on the school numbers above who will liaise with the Headteacher.</p> <p>Alternatively email: office@beormund.southwark.sch.uk</p>
Bullying and behaviour	<p>Class Team initially</p> <p>If this persists and/or you feel it has not been appropriately dealt with then please ask for/speak to the Behaviour Support Manager.</p>
School events/the school calendar	Initially refer to the school website then contact the Home School Liaison Officer
Special educational needs (SEN)	Deputy Headteacher/SENDco SEND@beormund.southwark.sch.uk
Before and after-school clubs	N.A
Hiring the school premises	N.A
PTA	Home School Liaison Officer
Governing board	<p>Clerk to the Governors: Odunola Ajibola Governor Development Adviser Southwark Education, Learning and Achievement Tel: 020 7525 2039 07592589642 Email: Odunola.Ajibola@southwark.gov.uk</p> <p>Chair of Governors, John Guest jquest@beormund.southwark.sch.uk</p>
Catering/meals	office@beormund.southwark.sch.uk Our provider is Harrison Catering Services

Complaints

Concerns should be raised to the school in the first instance. If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on the school website.