

Holbrook Primary School - Communication policy

Introduction

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 supports 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.

Roles and responsibilities

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

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)
- Respecting the work-life balance of colleagues when sending emails and messages e.g using the schedule option when sending non-urgent emails

Staff will **aim** to respond to communication between 8:00am-5:00pm, however please be aware they will be unable to view or respond to emails during teaching time. We will strive to respond within 48-hours. 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.

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 in line with our parent code of conduct. Parents should **not** expect staff to respond to their communication outside of core school hours (8am-5pm), or during school holidays.

How the school communicates with parents

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.

Parentmail (email)

We use email to keep parents informed about the following things:

- Weekly newsletter
- Upcoming school events

- Scheduled school closures (e.g INSET days)
- School surveys or consultations
- Class activities
- Club news

SeeSaw

We use SeeSaw to keep parents informed about the following:

- Home learning
- Achievements at school e.g great learning, certificates and awards
- Reminders for year group events e.g topic dress up days

Text messages

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (e.g due to bad weather)
- Club cancellations at very short notice

Phone calls

We use phone calls and messages to:

- Enquire why a child is absent from school
- Inform parents that a child is unwell and needs collecting
- Discuss an incident that has happened during the day

Letters

We will send letters home to notify parents about:

- Concerns about pupil absence (termly)
- Consent forms
- Printed information for those unable to access digitally

Social Media

We use social media platforms including Facebook and Twitter to:

- Share useful information e.g. internet safety and local events
- Celebrate and share in-school achievements using photos
- Provide reminders and updates, although key messages will also be relayed through formal school communication channels

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 EYFS, Key Stage 1, Key Stage 2 SATs assessments, Phonics and Multiplication Check assessments
- Attendance

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

Meetings

We hold two parents' consultation evenings per 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, have the opportunity to attend further ILP meetings to address these additional needs.

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.

How parents 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.

Pupil absence

Parents should leave a message on the 24-hour absence line by 8:45am to notify the school of a child's absence due to illness. Please do not use the class email or Seesaw. If the school has not received any notification of a child's absence then we will contact parents to fulfil our safeguarding duties.

E-mail

Parents should always email the school office, or the appropriate member of staff, about non-urgent issues in the first instance, including:

- Enquiries about upcoming events
- Requests for appointments

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days. Staff may not be able to see or respond to emails during the hours of 8-3:30pm so if a query or concern is urgent, and parents need a response sooner than this, they should call the school.

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 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 five days of your request.

If the issue is urgent, parents should call the school office 01403 272500. Urgent issues might include things like:

- **Family emergencies e.g. changes to pick up arrangements**
- **Safeguarding or welfare issues**

For more general enquiries, please call the school office.

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 five working days of the request.

While some 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

Inclusion

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

Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every two years.

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

Appendix 1 Contact details

Address: Holbrook Primary School, Holbrook School Lane, Horsham RH12 5PP

Telephone: 01403 272500

Website: <https://www.holbrookschool.co.uk/>

Facebook: <https://www.facebook.com/profile.php?id=100057295126744>

Twitter: <https://twitter.com/PrimaryHolbrook>

For any question or concern about your child, please see/contact your child's class teacher in the first instance.

Class emails

Year	Class name	Teacher	Contact email
Reception	Hedgehogs	Mrs Harman	hedgehogs@holbrookprimaryschool.com
	Otters	Mrs Kerr & Miss Sisson	otters@holbrookprimaryschool.com
Year 1	Badgers	Mrs Geisler	badgers@holbrookprimaryschool.com
	Rabbits	Mrs J Wright	rabbits@holbrookprimaryschool.com
Year 2	Foxes	Miss Swift	foxes@holbrookprimaryschool.com
	Squirrels	Ms Franklin & Mrs Dodsley	squirrels@holbrookprimaryschool.com
Year 3	Wrens	Mrs Boulton	wrens@holbrookprimaryschool.com
	Robins	Mrs Reeves	robins@holbrookprimaryschool.com
Year 4	Woodpeckers	Mrs Filson	woodpeckers@holbrookprimaryschool.com
	Kingfishers	Mrs Nicholls	kingfishers@holbrookprimaryschool.com
Year 5	Owls	Mrs Noake	owls@holbrookprimaryschool.com
	Eagles	Miss Veal	eagles@holbrookprimaryschool.com
Year 6	Hawks	Mr Hudspith	hawks@holbrookprimaryschool.com
	Falcons	Mr Kenny	falcons@holbrookprimaryschool.com

Most matters can be resolved at this point but should you need to speak to someone else, please use the tables below

If you have a question about...	Please ask to see or contact...
... your child in their class	Your child's class teacher
... other Early Years/Year 1 matters	Mrs Wright, EYFS/Y1 Phase Leader
... other Year 2/Year 3 matters	Miss Swift, Y2 & Y3 Phase Leader
... other Year 4, Year 5 & Year 6 matters	Mr Hudspith Y4, Y5 & Y6 Phase Leader
... Special Educational Needs and Inclusion	Mrs Brooks, Assistant Head teacher
... other pupil related matters	Mrs Davies, Deputy Head teacher
... urgent safeguarding matters	One of the Designated Safeguarding Leads – Mrs Brooks, Mrs Davies or Mr Holmes
... Hot school meals	Chartwells Office Tel: 0845 603 7998

Other email contacts

EY & Y1 Phase Leader	Mrs J Wright	phaseleadR1@holbrookprimaryschool.com
Y2 & 3 Phase Leader	Miss Swift	phaselead23@holbrookprimaryschool.com
Y4, 5 & 6 Phase Leader	Mr Hudspith	Phaselead456@holbrookprimaryschool.com

Assistant Headteacher	Mrs Brooks	assistanthead@holbrookprimaryschool.com
Deputy Headteacher	Mrs Davies	deputy@holbrookprimaryschool.com
Headteacher	Mr Holmes	via the School Office
School Office	Mrs Moloney, Mrs Brewster & Mrs Valero	office@ holbrookprimaryschool.com
Business Manager	Mrs Sullivan	sbm@holbrookprimaryschool.com