



Home-School Communication Policy

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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 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 Headteachers

The Headteachers are responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- 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 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 not respond to communications outside of school hours 08:15 – 16:30 Monday to Friday, or their working hours (if they work part-time), or during school holidays.

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 in line with our parent code of conduct.

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:

- Upcoming school events
- Scheduled school closures (for example, for Staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2 HomeRun

We will also use HomeRun to keep parents informed about the following:

- Upcoming school events
- Scheduled school closures (for example, for Staff training days)
- School surveys or consultations
- Class activities or teacher requests

*As HomeRun is new to our school, at present, we will communicate all significant messages via email and HomeRun.

3.3 School calendar

Our school website includes a full and up to date school calendar for each half-term.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies, 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

Our Staff might call for the following reasons:

- Discuss pupils' performance
- Share positive or negative behaviour
- To report an accident
- To establish any unauthorised absences

3.5 Letters

We send the following letters home regularly:

- Consent forms

*these might also be sent via Google Forms

3.6 Reports

Parents receive reports from the school about their child's learning.

Report Overview:

Lower School

| Early Years | | Pre-Reception |
|---|---------------|---|
| Classes 1 & 2 | Classes 3 & 4 | September (Initial assessment) July (end of year report) |
| 2-year check report (as children reach this age) | | |
| September (6 week settling in forms to parents) September (EYFS trackers on request) | | |

Upper School

| Reception | Year 1 | Year 2 |
|---------------------------|--|--|
| July (end of year report) | October (targets report) January (targets report) March (end of year report) | October (targets report) March (end of year report) |

3.7 Parents' Evenings

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. Do please refrain from using the parents' evening to discuss schools.

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, may also be asked to attend further meetings to address these additional needs.

Parents' Evenings Overview:

Lower School

| Early Years | Pre-Reception |
|-------------|---------------|
| March | March |

Upper School

| Reception | Year 1 | Year 2 |
|-----------|---------|-----------------|
| March | October | June October |

3.8 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 please check the website before contacting the school.**

4. How parents and carers can communicate with the school

Please 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 one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within two working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

4.2 Phone calls

If you need to speak to a specific member of Staff about a **non-urgent** matter, please email the school office and the relevant member of Staff will contact you within one working day- office@hampsteadhillschool.co.uk

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of Staff within two days of your request.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office- 020 7435 6262

4.3 Meetings

If you would like to schedule a meeting with a member of Staff, please email the appropriate address, or call the school to book an appointment.

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

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your 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.

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 Headteachers monitor the implementation of this policy and will review the policy every year. The policy will be approved by the Proprietors.

7. Complaints

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

8. Links with other policies

The policy should be read alongside our policies on:

- Acceptable use policy
- Parent code of conduct
- Staff code of conduct
- Complaints policy and procedure

| | |
|----------------|--|
| Dates Reviewed | September 2020 September 2021 January 2022 |
| Next Review | September 2022 |