



St John's CE Primary School

Home-school Communication Policy

September 2023

St John's C of E (Controlled) School

Home-school Communication POLICY

Non- Statutory policy	Review Frequency- every 2 years
Review Date – September 2023	Next Review Date – September 2025

Approved by FGB- Chair's action 8/9/23

St John's CEP School policies are approved, ratified and reviewed regularly by the Headteacher/Senior Leadership Team and/or Governing Body in the light of statutory requirements



Home School Communications Policy

Vision statement

*Imagine a place where all are equal and all are different,
living compassionately, learning together,
embracing challenges, building tolerance and resilience,
standing strong and making a positive difference in God's amazing world.*

ALL EQUAL, ALL DIFFERENT, LEARNING TOGETHER IN GOD'S WORLD

Contents	Page
Introduction and Aims	3
Roles and Responsibilities	3
How we communicate with parents and carers	4
How parents and carers can communicate with school	5
Inclusion	6
Monitoring and reviewing	6
Appendix 1: Who should I contact?	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 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.

2. Roles and responsibilities

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate;
- Regularly reviewing this policy in partnership with staff and governors.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's online safety 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 are not expected to respond to communications outside of school hours (Monday- Friday 8am-6pm) or their working hours (if part time) or during weekends and school holidays. Please remember staff are in class for the majority of the day and that the school office is open daily 8am-4pm.

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 and texts

We use ParentMail and or text, 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 including trips
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.2 School calendar

Our school website includes a full school calendar; our weekly newsletter also includes a more detailed breakdown of upcoming events for each term.

We try to give parents as much notice as possible of any events or special occasions (including non-uniform days, special assemblies or visitors). Any such event will be included in the school calendar, newsletter and parentmail.

3.3 Phone calls

Phone calls will be made to communicate one or more of the following:

- First aid incidents
- Behaviour and wellbeing concerns
- Attendance
- Outstanding Payments (school lunches, trips and visits, school events)
- Liaising to facilitate external/specialist visits and meetings

3.4 Reading record / KS2 Planners

Every child in the school has their own reading record book or planner which forms a running record of their engagement in reading at home. KS2 planners are used to record spellings and homework each week. KS1 have homework folders.

3.5 Reports

Parents receive written reports at the end of the year from the school about their child's learning, including:

- A report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on KS2 SATs tests, Year 1 phonics results, EYFS outcomes, Year 4 Multiplication check results
- Attendance record



3.6 Meetings

We hold parents' evenings in Term 2 and Term 4. 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, may also be asked to attend further meetings to address these additional needs with the school's SENCO.

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 always check the website and/or ParentMail 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.

Please note that communication from parents / outside agencies will only be acknowledged through these agreed channels. Communication directed to staffs' personal, non-school accounts (e.g. through social media) is strictly forbidden in accordance with our acceptable use policy.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. If you want to email a class teacher, please email the school office (office@stjohnssevenoaks.co.uk) putting FAO and the name of the teacher and child in the subject line.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent or confidential, 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 contact the school office and the relevant member of staff will contact you within 3 working days.

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 3 days of your request.



If your issue is urgent, please telephone the school office on 01732 453944.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

4.3 Meetings

If you would like to schedule a meeting with a member of staff, (see appendix 1), or call the school to book an appointment. If you would like a meeting with the class teacher, please email the school office (office@stjohnssevenoaks.co.uk) putting FAO and the name of the teacher and child in the subject line.

We try to schedule all meetings within 5 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.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English
- Parents who need help communicating with the school can request the following support:
- School announcements and communications translated into additional language
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and Reviewing.

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

The policy should be read alongside our policies on:

- Online safety and acceptable use
- Staff code of conduct
- Complaints
- Child protection
- Marking policy



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 01732 453944 or office@stjohnssevenoaks.co.uk
- 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 3 working days.

I have a question about...	Who should I contact...?
My child's learning or possible learning needs/class activities/homework/low level behaviour concerns.	Class teacher via the school office (office@stjohnssevenoaks.co.uk) putting the FAO and the name of the class teacher and child in the subject line
Wellbeing/Pastoral support	Headteacher via the school office office@stjohnssevenoaks.co.uk or Mrs Simpson SENCO (dsimpson@stjohnssevenoaks.co.uk)
Child protection/safeguarding (including online safety)	A member of the safeguarding team: Headteacher (DSL) dsl@st-johns-sevenoaks.kent.co.uk Deputy head or Assistant head (DDSL)
Payments	Office via office@stjohnssevenoaks.co.uk Or Finance manager dbland@stjohnssevenoaks.co.uk
School trips	Office via office@stjohnssevenoaks.co.uk
General attendance/absence	Via parentmail reporting
Leave of absence/Holiday requests	School Office via office@stjohnssevenoaks.co.uk
Bullying/serious behaviour	Headteacher, Therese Pullan or Deputy head, (Jane Gillhouley) or Assistant head (Karen Miles) via the school office office@stjohnssevenoaks.co.uk
School events	Please check website/parentmails first then Office via office@stjohnssevenoaks.co.uk



St John's CE Primary School

SEN	Mrs Simpson (SENCO) dsimpson@stjohnssevenoaks.co.uk
Wraparound care	School office during school hours (8am-4pm) or 07763 198300
Hiring	Office via office@stjohnssevenoaks.co.uk Or Finance manager dbland@stjohnssevenoaks.co.uk
PTA	stjohnsptasevenoaks@gmail.com
Governors	Communications for the Governors can be emailed via the school office or the Headteacher.
Catering	Our meals are subcontracted to CH&Co who can be contacted directly through their website: https://www.chandcogroup.com/
Outside providers e.g. clubs	School Office via office@stjohnssevenoaks.co.uk