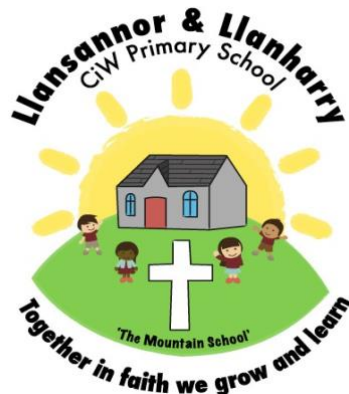


Llansannor & Llanharry C/W Primary School



Home School Communication Policy



Home School Communication Policy

DOCUMENT INFORMATION			
Created by :	Mrs S. Davies	Reviewed by :	
Reviewed :		Next review :	
Review cycle :	Every 3 years	Approved by FGB :	
Chair of Governors :	Signed electronically by Mr P Whiting		
Headteacher :	Signed electronically by Mrs S. Davies		



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
- It is important that teachers, staff and parents treat each other with courtesy at all times

In the following sections, we will use 'parents' to refer to both parents and carers

Roles and responsibilities

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

Staff

All staff are responsible for:

- Responding to communication from parents in line with this 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 9.00 – 3.30, 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.

Parents

Parents are responsible for:

- Ensuring that communication with the school is courteous 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

Parents should **not** expect staff to respond to their communication outside of core school hours (9.00 -3.30) or during school holidays.

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.

Schoop

We use schoop 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
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Consent forms
- School newsletter

School newsletter

Our school newsletters are published once a fortnight. These will include a full school calendar for the term. You will find the school newsletter via schoop and in two places on the website; 'latest news' and 'newsletters'.

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 newsletter.

Phone calls

Staff will not be able to answer phone calls during teaching time. Where phone calls are made during this time, office staff will take a message and staff will return calls in a timely manner – see above.

Staff will contact you with a phone call if:

- Your child has a head injury
- Your child has been injured and we feel you need to be informed
- We have concerns about your child's wellbeing, attendance, behaviour or progress.

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
- Online report to Welsh Government Assessments (Years 2 – 6) - via pupils' hwb log ins.

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 2 parents' consultation per year. 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.

Parents of pupils with Additional Learning Needs (ALN), may also be asked to attend further 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, and newsletters, before contacting the school.

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.

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 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, 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 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 2 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, including pupils well-being

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 7 working days of the request.

If parents need to speak to teachers urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to 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 2 years.

The policy will be approved by the governing body.

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 LlansannorPS@valeofglamorgan.gov.uk or call the school office on 01443 223545
- 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
- Emails are monitored between the hours of 8.30am – 4.00pm

Remember: check our website first, much of the information you need is posted there. We try to respond to all emails within 2 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher LlansannorPS@valeofglamorgan.gov.uk Please insert your child's name and year group in the subject line and we will forward it to them.
My child's wellbeing/pastoral support	Your child's class teacher LlansannorPS@valeofglamorgan.gov.uk Please insert your child's name and year group in the subject line and we will forward it to them
Payments	Mrs Hughes or Mrs Griffiths LlansannorPS@valeofglamorgan.gov.uk
School trips	Mrs Hughes or Mrs Griffiths LlansannorPS@valeofglamorgan.gov.uk
Attendance and absence requests	If you need to report your child's absence, call: 01443 223545, option 1 or email LlansannorPS@valeofglamorgan.gov.uk If you want to request approval for term-time absence, contact LlansannorPS@valeofglamorgan.gov.uk or use the form on the website.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Bullying and behaviour	Your child's class teacher LlansannorPS@valeofglamorgan.gov.uk Please insert your child's name and year group in the subject line and we will forward it to them. Or ring 01443 223545
School events/the school calendar	Please check the school website, newsletter or recent school announcements
Additional Learning Needs	Mrs Miller Email LlansannorPS@valeofglamorgan.gov.uk with FAO Mrs Miller in the subject line
After-school club	Mrs Laura Jones or Mrs Jayne Smith JONESL378@Hwb.cymru.net
PTA	Email LlansannorPS@valeofglamorgan.gov.uk With FAO PTA in the subject line
Governing body	Email LlansannorPS@valeofglamorgan.gov.uk With FAO The Governing Body in the subject line
Catering/meals	Email LlansannorPS@valeofglamorgan.gov.uk

Complaints

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

This can be found on our policy section of the website.