



INCLUSIVE LEARNING FEDERATION

Bradwell Village School

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 Executive Headteacher/Head of School

The Executive Headteacher/Head of School is 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 Online and 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 or their working hours (if they work part-time), or during school holidays.

The Federation's Online and Acceptable Use and the Computing Policies can be found on the BVS website.

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
- › Not using Personal social media accounts in a way that is negative towards the school or its community
- › Not using Private groups or channels (such as class Facebook pages or WhatsApp groups) in a way that is negative towards the school or its community

e.g.

- A parent complaining about an individual member of staff.
- A parent complaining about the school.
- Inappropriate comments about a member of staff or other parents or pupils.
- A parent discussing a behaviour incident.
- A parent posting a picture of another child online without consent.

NB: This is not an exhaustive list of unacceptable communication.

Any communication that is considered undermining, disrespectful, abusive, or threatening will be treated in line with our parent code of conduct and may result in a ban from the school site and/or the involvement of the police.

Parents sign the home school agreement

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 Parentmail/email

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

- › Upcoming school events
- › Scheduled school closures (for example, for staff training days)
- › Lunch orders
- › Breakfast club bookings
- › Class activities or teacher requests

3.2 Text messages

We can text parents and staff about:

- › Payments
- › Short notice changes to the school day
- › Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our website includes a full year school calendar and newsletters show up and coming events for the 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 or 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

The school may contact parents/carers regarding specific issues about their child.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our newsletters which happen monthly

3.6 Homework books/school planners

Each child has a home school diary which contains information about the school and events for the term.

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 report to accompany the parents evening in the Spring term
- A report on Yr. 4 Multiplication Times Tables Test and KS2 SAT tests

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

3.8 Meetings

We hold 1 Parents' Evening per term. 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 (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

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
- Uniform
- Important policies and procedures
- Important contact information
- Information about Breakfast Club

Parents should check the website before contacting the school.

3.10 Class email address

Each class has its own email address to enable parents to contact their child's teacher directly.

3.11 Facebook

The school has a Facebook site where information about the school can be found alongside children's accomplishments.

3.12 Google Forms

Forms is used for school surveys or consultations and parent and child questionnaires

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, the appropriate member of staff or their child's class email address about non-urgent issues in the first instance.

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 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 5 working days.

If this is not possible (due to teaching or other commitments), someone will contact 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 7 days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate 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.

We advise 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:

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 Head of School monitors the implementation of this policy and will review the policy every 2 years. Following this, the policy will be approved by the Governing Board.

7. Links with other policies

The policy should be read alongside our policies on:

- Safeguarding and Child Protection Policy
- Online and Acceptable Use
- Behavior Policy
- Home School Agreement
- Staff Code of Conduct
- Complaints Procedure

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 admin@bvs.ilf.education or 01908 318088
- 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 teacher or use the class email address.
My child's wellbeing/pastoral support	Your child's class teacher or use the class email address.
Payments	admin@bvs.ilf.education
School trips	admin@bvs.ilf.education
Uniform/lost and found	admin@bvs.ilf.education
Attendance and absence requests	If you need to report your child's absence, call: 01908 318088 or contact attendance@bvs.ilf.education If you want to request approval for term-time absence, contact the school office attendance@bvs.ilf.education and complete the relevant form.
Bullying and behavior	Your child's class teacher or use the class email address.
School events/the school calendar	admin@bvs.ilf.education
Special educational needs	senco@bvs.ilf.education
Before and after-school clubs	admin@bvs.ilf.education
Hiring the school premises	admin@bvs.ilf.education
The governing board	admin@bvs.ilf.education
Catering/meals	admin@bvs.ilf.education

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Procedure which is found on the school website.