



St Bartholomew's C of E Primary school Home-School Communication Policy

Our Christian Vision

Believe **A**chieve **R**espect **T**ogether **S**ucceed

B – We **believe** we will flourish in God's family.

A – We know that everyone in St Bart's can **achieve**.

R – We **respect** everyone in our family.

T – **Together** we support and help each other.

S – As part of God's family we support everybody to **succeed**.

Safeguarding

St Bartholomew's C of E Primary School is committed to safeguarding and promoting the welfare of its pupils. We believe all staff and visitors have an important and unique role to play in the protection of children.

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

Effective communications enable us to share our school aims and values as well as keeping parents well informed about school life. This reinforces the vital role that parents play in supporting the school and their children.

Whilst staff will always seek to establish open and friendly relationships with parents, it is essential that relationships are professional and parents are addressed in a formal manner in all written communication, whatever the form.

St Bartholomew's Primary School aims to make our written communication as accessible and inclusive as possible; we will ensure that all parents can access a form of communication, making alternative arrangements where necessary (e.g., EAL (English as an Additional Language), SEN (Special Educational Needs), IT access or literacy issues). We will seek parental feedback on the school communication via our biannual parent survey.

Senior Leadership Team

Name	Role	Email
Mrs Jane Wainwright	Headteacher	headteacher@stbartsleeds.org.uk
Mr David Needham	Deputy Headteacher – years 5/6 Leader	year5year6@stbartsleeds.org.uk

Mr Billy Waters	Assistant Headteacher – years 3/4 Leader	year3year4@stbartsleeds.org.uk
Mrs Lisa McCaffrey	Assistant Headteacher – years 1/2 Leader	year1year2@stbartsleeds.org.uk
Mrs Kath Brown	Assistant Headteacher – Lead SENDCO	send@stbartsleeds.org.uk
Mrs Faye Ingleson	Early Years Leader	nursery@stbartsleeds.org.uk reception@stbartsleeds.org.uk

Some staff have school mobiles which you can use if you need to contact us in an emergency, in the holidays or if you cannot get through to the office after school you can call Miss Lawson if you are going to be late for ASC.

Mrs Wainwright 07926128159

Mr Needham 07926128162

Miss Lawson 07716437588

School Office

The office is staffed between 6.30am and 4pm. Before 6.30am and after 4pm if there is no one available to answer the phone you will be able to leave a message.

Messages about an absence can be left on the dedicated line.

Tel: 0113 2639292 Email: info@stbartsleeds.org.uk

Communication Procedures

Reason	How	Additional Information
If your child is absent from school	Please notify the school office each day of absence by 8.30am either by telephone on 01132939292 (where you can leave a message) or via the online form via our website or in person. <i>Please note that this notification does not guarantee that absences will be authorised.</i>	If we receive a message after 8.30am you may receive a call from class as we may not have time to pass the message on to class. School will contact any other contacts if we cannot get in touch with the main contact. If we not receive a message we may conduct a home visit to see why your child/ren are not in school.
If you have a quick message for your child's teacher for example about collection, general questions, homework, PE	If you need to contact your child's class teacher, please see a member of staff on the door in the morning or after school where possible, this is the quickest way. If you cannot do this call the office. Older children also have a planner that you can write a message in for their teacher.	You will only receive a response if we feel it is necessary and this could be within 5 school days, this may be in person or via email.
If you have a concern or question	Email the year group leader or Mrs Wainwright	Unless we believe the concern is urgent we may take up to 5 school days to

<p>If you have a serious concern</p>	<p>See a member of the SLT or call the office.</p>	<p>respond, this may be in person or via email. We will respond as soon as possible but it will be within 2 days.</p>
<p>If you would like to talk about your child's learning progress</p>	<p>We hold two parents' evenings throughout the year – one in the autumn term and one in the spring term. If you want to speak to your child's teacher at any other time, please ask a member of staff before or after school, leave a message at the office or email your child's year group leader to make an appointment.</p>	<p>Reports are written and given to parents at the end of the academic year (July). Curriculum information, newsletters and updates can be viewed on the school website. Appointment will be made as soon as possible and may be in person or via a call, we aim to do this within 10 school days.</p>
<p>If you are concerned about behaviours or bullying</p>	<p>See a member of the Senior Leadership Team (SLT)</p>	<p>Bullying is very rare at St Bart's but there may be incidents between children. We take any forms of bullying very seriously and will deal with any incidents immediately and will respond to your concern within 2 school days. Behaviour is monitored and recorded. You will be informed verbally if there are any behavioural issues with your child/ren which will be dealt with immediately.</p>
<p>If you have a concern about a member of staff.</p>	<p>See Mrs Wainwright or Mr Needham. If the concern is about Mrs Wainwright you must contact Sheila Banks, the Chair of Governors. s.banks@stbartsleeds.org.uk</p>	<p>We will respond to you within 2 school days, in person/call or via email</p>
<p>If you would like to discuss your child's special educational needs</p>	<p>Please email one of the SENDCO's (Special Educational Disability Needs coordinators) directly to make an appointment. send@stbartsleeds.org.uk</p>	<p>You will be invited in to reviews over the year if your child had special needs and will be informed of their child's targets each term.</p>
<p>If you have a query about Wrap Around Care (Breakfast Club/After School Club/Holiday scheme)</p>	<p>Contact the school office or Miss Collette Lawson. You can ask to see her at the office or email the office info@stbartsleeds.org.uk</p>	<p>The school website offers information about our provision.</p>
<p>If you have a payment query</p>	<p>Enquiries can be made to Mrs Busby or the school's office staff she is unavailable.</p>	<p>Every parent should be able to access ParentPay now. We are now a cashless</p>

		school. ParentPay allows parents to check their payment history for trips, BC/ASC, and other events.
If you have a school dinner enquiry	Enquiries can be made to Mrs Busby or the school's office staff she is unavailable.	You can now book dinners directly via ParentPay. The menus are available on our website

Other communication		
News, current information and updates	We email the weekly newsletter please make sure we have your current email address If you have any additional questions please contact the office.	See website for our weekly newsletters and current news and information.
Requests from parents for letters from school , for example asking for proof of payments, attendance at school and letters supporting legal applications	These must be made to the office either in person or via email. info@startsleeds.org.uk Provide as much information as possible and allow up to 10 school days for the letter.	We will only provide factual information that we hold in school.
Requests to sign for passports and visa applications	If you require school to support these applications you must discuss it first in person with the headteacher	Any teacher may sign these applications but that is at their discretion and cannot be organised through the office

If having followed the steps above, and your question or concern is not resolved, please make an appointment with the school office to meet with your child's year group leader or Mrs Wainwright.

We try very hard to resolve any issues and all the SLT are available as much as possible before and after school to resolve issues as soon as possible. If you have a complaint that has not been addressed by school and you feel there is no other course of action the school's Complaints Policy is on our website.

Communication via the following forms:

Formal letters (sent via the school office)

Staff will endeavour to reply to parents' letters as quickly as possible. Letters will be acknowledged in 2 school days from receipt and a reply sent within 10 school days. Letters must be approved by the Headteacher or a member of SLT before posting. Copies of correspondence with parents will be placed on the pupil's file and on CPOMs.

E-Mail

Email is a quick, effective way of communicating information. However, it does not replace face-to-face meetings where some discussion is required.

All e-mail should be treated as letters and should be checked carefully for technical errors and tone. Staff should acknowledge e-mails within 2 school days and if necessary a reply sent within 10 school days.

Under no circumstances will teaching staff contact pupils, parents or conduct any school business using personal email addresses or phones.

Telephone calls

If appropriate staff will take notes about the content of telephone calls, as they would with meetings with parents. Notes from telephone calls, including main points of discussion and action required/taken should be logged and filed in their pupils file and on CPOMs where appropriate.

Parent Mail

We encourage all parents to inform the school of their current e-mail address, to allow them access to Parent Mail through our MIS (Management Information System), which is a quick, economic, and efficient method for the school to communicate with parents. Parent Mail is used to send out a variety of information, either to a targeted group, or to all parents on Parent Mail. The newsletter, information about whole school events and all letters relevant to the whole school are sent out to all parents on parent mail and in addition, some specific communications regarding trips and events are sent out to the relevant groups of parents. It is our aim to have 100% of parents signed up to Parent Mail to facilitate paperless communication.

Meeting with Parents

We encourage parents to contact their child's class teacher if issues arise regarding their child's progress, wellbeing or any other issues in which are concerning their child.

If a parent/carer feels as though there are persistent or serious issues, parents should contact the relevant Year Group Leader who is also a member of our SLT. Any parent wishing to meet with a member of staff should email them and request a meeting or telephone conversation with that member of staff. This will then be arranged at a time convenient to both parties. The subject for that meeting should be shared in advance to help staff to be fully prepared to ensure the meeting is productive.

If parents come to the school to talk to a member of staff without an appointment, we try our best to meet with them but if this is not possible you will be asked to make an appointment.

Parents (like all visitors) should report to reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. If a meeting with a parent is taking place outside normal school hours, the member of staff may be accompanied by another colleague. It is perfectly acceptable to call a meeting to a close to allow time for further investigation.

When a pupil is accompanying a parent for a meeting, it is perfectly acceptable to ask a pupil to remain out of the meeting for part of it, if the school or parent feel it is inappropriate for them to be present.

Possible difficult meetings

A member of staff may ask for another member of staff to accompany them and should always do so when the meeting may be difficult or contentious in any way or if their input will add value to the meeting. Parents are also welcome to bring support if they feel it is needed.

Zero Tolerance

We have a zero policy for any kind of abuse or threat towards staff and any meeting or call will be ended if this happens.

Social Networking Sites/Blogs etc (Also see the Online Safety Policy)

Staff will not communicate with parents or pupils via social networking sites nor accept them as their “friends.”

The exception is networks or blogs set up by school specifically for the purpose of teaching and learning.

To ensure our updates continue to reach our community effectively, we will keep sharing news and information regularly on the school website, on Facebook at **@stbartsleeds**, and on Instagram at **@stbartsarmley**.

Early Years (Nursery and Reception) use Learning Journals to share information about what children are doing in school. Parents are issued with a Log-in details at the beginning of the year or as their children join our school.

Written reports

Once a year, a full written report is sent to parents on their child’s progress in each subject. The report identifies areas of strength and areas for further development. In addition, parents are invited to meet/talk to their child’s teacher twice a year.

When pupils have special educational needs we will offer parents additional review meetings.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience and provide guidance on admissions for prospective parents and pupils. It also has a regularly updated area for information for current parents. In addition, it has up-to-date policies available for parents to view. Copies of all weekly newsletters to parents and information guides are also accessible through the website.

Public Access Documents

Curriculum information, policies and copies of recent letters will be available on the school website. Key dates for the year (where possible) are sent out in September.

Planners – year 5/6 - These enable parents and school to share information.

Communication with other schools and outside agencies

New Children

Before joining new pupils are encouraged to visit in the school prior to starting.

We will contact the previous school to help gather key information to aid this process. We will receive the individual pupil file and CPOMs records from the previous school once that child is on roll.

Safeguarding including Child Protection (See also Safeguarding Policy)

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. We are the people most in contact with our children, and we are therefore in a

unique position to identify, and help abused children. Because of this when any member of staff has concerns about a child, these will be passed on to the Designated Safeguarding Leader, who may share this information with the Social Services.

We are supported by and regularly communicate with various agencies and groups of professionals who keep us informed on ways to meet pupils' needs, to ensure that all pupils can participate fully in school life. Support comes from such services as Educational Welfare, Educational Psychologists, Social Care etc.

Reviewed and approved: February 2026
Next Review: July 2028

We use your personal information in accordance to our privacy notice which can be found on our website.