

# St Kentigern's Catholic Primary School



## Home-school communication policy

“Treat others as you want to be treated”

Approved by:

Christine Murray

Date: 1<sup>st</sup> October 2024

Last reviewed on:

Next review due by:

1<sup>st</sup> October 2026

## Contents

1. Introduction and aims .....	2
2. Roles and responsibilities .....	3
3. How we communicate with parents and carers .....	3
4. How parents and carers can communicate with the school .....	5
5. Accessibility .....	6
6. Monitoring and review.....	6
7. Links with other policies.....	6
Appendix 1: school contact list .....	7

---

## 1. Introduction and aims

### Mission Statement:

St. Kentigern's School is part of our parish community of faith, which helps our children to develop their spiritual, mental and physical abilities to their highest possible potential, by prayerfully basing their lives on the teachings and values of Jesus Christ and his Church, while recognising and respecting the beliefs of others. We are committed to the development of the whole child within a community where every individual is valued and respected.

Co-operation and friendship will encourage a happy and caring learning environment. The aims of St Kentigern's Catholic Primary School are:

- To help children develop lively, enquiring and creative minds, the ability to question and argue rationally and to apply themselves to tasks and the development of physical skills.
- To provide a warm, caring environment in which pupils may live and learn.
- To help pupils to acquire knowledge, skills, concepts and attitudes relevant to life in an ever-changing world.
- To instil respect for Catholic religious moral values and tolerance of other races, religions and cultures.
- To share the gospel values to enable pupils to understand the world in which they live and the independence of individuals, groups and nations.
- To help pupils to appreciate human achievements and aspirations.
- To provide a positive learning environment in which individual achievements are recognised and valued.

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

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

## 2. Roles and responsibilities

### 2.1 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

### 2.2 Staff

All staff are responsible for:

- › Responding to communication from parents in line with this policy and the school's ICT 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 will **aim** to respond to communication between the hours of 08.30 – 17.00 hrs 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.

### 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
- › Responding 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.

Parents should **not** expect staff to respond to their communication outside of core school hours, or during school holidays.

## 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 Class Dojo

We use Class Dojo 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

### **3.2 Text messages**

We will text parents about:

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

### **3.3 School calendar**

Our school website and newsletters include a full school calendar for the year ahead.

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**

All phone calls should go via our school office 01253 393302. During the hours of 8.00am and 15.30pm, teachers may not be able to call parents back due to working with children in class. If a call is urgent, the school office may transfer to one of the Senior Leadership Team.

### **3.5 Letters**

We send the following letters home regularly:

- › Letters about trips and visits
- › Consent forms
- › Our monthly newsletter

### **3.6 Homework books/school planners**

Each class has a system for their homework and this is displayed and communicated through our school Class Dojo.

### **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
- › Progress updates
- › A report on KS2 SATs tests
- › A report on the results of public examinations

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 parents' evening(s) and drop in sessions so parents have the opportunity to talk to their child's class teacher. 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.

### 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
- › Important policies and procedures
- › Important contact information
- › Information about before and after-school provision

Parents should check the website before contacting the school.

### 3.10 Home-school communications app

Class Dojo is used on a daily basis to communicate with parents, both as a school or on an individual basis. All parents have log ins to access our secure system.

## 4. 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.

### 4.1 Class Dojo

Parents should always communicate with the school via a Class Dojo message to the appropriate member of staff, about non-urgent issues in the first instance.

Any absences should be reported to the school office and not directly to the class teacher.

We aim to acknowledge all messages within 2 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 parents need a response sooner than this, they should call the school.

### 4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should message 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

For more general enquiries, please call the school office.

### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should message via Class Dojo or call the school to book an appointment. We try to schedule all meetings within 1 week of the request.

As teachers are preparing or with children at the start of the school day, our Family Support Worker or Senior Leadership Team will normally be free to discuss any requests or questions. Whilst teachers are available at the end of the school day, if parents need to speak to them urgently, we recommend they book appointments to discuss:

- › Any concerns they have about their child's learning
- › Updates related to pastoral support, their child's home environment or their wellbeing

## 5. Accessibility

It is important to us that everyone in our community can communicate easily with the school.

### 5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- › All whole-school announcements and communications (such as Class Dojo alerts and newsletters) are made available in multiple formats.
- › All communications are written as clearly and concisely as possible.
- › Accessibility is considered when designing/updating the school website (providing alternative text for images or a language translator function). Staff are trained on accessibility and will endeavour to provide information in an accessible format.

Parents who need help communicating with the school can request reasonable adjustments, such as:

- › School announcements and communications in accessible formats
- › Sign language interpreters for meetings

Please contact the school office to discuss these.

### 5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as Class Dojo alerts and newsletters) available in other languages. Our Class Dojo and school website both have a translate facility in numerous languages.

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 headteacher monitors the implementation of this policy and will review the policy every 2 years.

## 7. Links with other policies

The policy should be read alongside our policies on:

- › ICT and internet acceptable use
- › Parent code of conduct
- › Staff code of conduct
- › Complaints
- › Home-school agreement

- › Staff wellbeing
- › Social media 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:

- › Send a message on Class Dojo to the class teacher or call the school office on 01253 393302.
- › 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
Pastoral support	Mrs Bond familysupport@st-kentigern.blackpool.sch.uk
Safeguarding	Our DSLs are: Mrs Brooks, Mrs Murray and Mrs Bond
Payments	Mrs Sobrino – school office
School trips	Your child's class teacher
Attendance and absence requests	If you need to report your child's absence, call: 01253 393302  If you want to request approval for term-time absence, please complete the request form available at the school office
Bullying and behaviour	In the first instance, contact the class teacher.
School events/the school calendar	School office
Special educational needs (SEN)	Mrs Sarah Brooks - SENCo
Before and after-school clubs	School office
Governing board	Mrs Christine Murray - Headteacher

### Complaints

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