



Home School Communication Policy

May 2026



*I have come in order that you might have life—life in all its fullness.
John 10:10*



Our Christian Characteristics

LOVE, JOY, PEACE, PATIENCE, KINDNESS, GOODNESS, FAITHFULNESS, GENTLENESS, SELF- CONTROL

As a Church of England Primary School, we encourage one another to learn from the teachings of Jesus and the bible, by promoting our Christian characteristics through The Fruit of the Spirit.

“But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control;” Galatians 5:22

We want everyone in our school family:

to be loved and show love towards everyone and everything

to experience joy, show joy and bring joy to others

to be patient

to be kind

to show goodness – be selfless, to act well

to be faithful and show faithfulness demonstrating trust and loyalty

to be gentle towards others, showing care and compassion

to show self-control through controlling our thoughts, emotions and actions

Our Christian Characteristics are referred to through worship and through our curriculum. They are part of living out our vision based around the words of Jesus, he said *'I have come that you may have life in all its fullness'* (John 10:10) Our school family will live life in its fullness by demonstrating love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control.

Through embedding our Christian Characteristics and vision we endeavour for everyone to flourish together.



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

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 and the school's associated policies and procedures line in our 'Annual Staff Declaration'
- 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 or their working hours (if they work part-time). This will be in line with the timeframes outlined in this policy as they are not always available to communicate during teaching hours or expected to respond during breaks etc.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful and courteous at all times
- Being proportional with levels of contact and realistic with timelines for responses
- 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 or information in a timely manner.
- Checking all communications from the school – in particular newsletters and emails.

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

Parents *should not contact* staff directly via work email address or personal accounts. Communication with staff should be made through the school office.

Any communication or behaviour that is considered disrespectful, abusive, aggressive or threatening – in person, by phone or email – will not be tolerated and will be dealt with in line with our parent code of conduct. It will be reported to the Local Authority and legal actions may be taken.

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.

- Email – Teacher to Parents App
- We use email to keep parents informed about the following things:
 - Key information
 - Upcoming school events
 - Newsletters

Letters e.g. trips, headlice, key information, clubs etc.

Scheduled school closures (for example, bad weather, staff training etc.)

School surveys or consultations

Class activities or teacher requests

Unexpected events e.g. club cancellations / cancelling sporting events

Text Message

On some occasions a text message will be sent to parents as a reminder or a change or something specific. This service does have a cost to the school and therefore is not used as frequently as email.

Phone Calls

Staff may call parents to discuss concerns but we recognise that you may not be able to speak at the time of the call. Staff will leave a voice message providing brief details and a request to call back at a suitable time. If staff are unable to leave a message, they may ask the office to arrange a call back at a suitable time.

Reports and Meetings

We provide parents with the opportunity to meet their class teacher termly. The meetings are times to focus on your child's learning in class and not the appropriate time to discuss other difficulties. If you have any concerns, it's best to discuss early so they can be addressed and do not escalate. Parents can make a suitable time to catch the class teacher. Morning before school is not a good time.

Autumn Term - we focus on how your child has settled into their new class, friendships, behaviour, effort and home reading.

Spring Term - we focus on how your child's achieving and progressing with opportunities to review their learning and looking at books.

Summer Term – Reports are sent home. Reports are a celebration of your child's year and are intended to be read to the children, therefore in a child friendly language. It will also highlight next steps for your child to develop further. If parents wish to discuss the report with the class teacher, they are able to book in an optional meeting.

Teachers may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's progress, behaviour and / or well-being.

Attendance Meetings - Attendance is reviewed on a termly basis and in some instances on a weekly basis. A member of staff will contact home if a child's attendance or punctuality is causing concern. Parents may be requested to attend a meeting to look at ways of improving attendance and punctuality.

School Website

Key information about the school is posted on our website, including:

School times and term dates

Curriculum information

Class information

Newsletters

Information and contacts for additional support e.g. pastoral and SEND

Important policies and procedures

Uniform, PE kit, jewellery and make up

Important contact information

Information about wraparound provision (breakfast and afterschool club)

Parents should check the website before contacting the school.

Newsletters and Letters

Regular weekly newsletters are sent by school using email and uploaded to our website. They include curriculum information, reminders, key dates and general news.

Key dates e.g. trips, visits and visitors are added to newsletters and letters. We do not advertise these on the school website.

How parents and carers can communicate with school

We recognise that families have busy lives and many parents work, which is why we ask parents to contact the school, either by phone or email, so that their query or concern can be logged and passed to the appropriate staff member. See list in appendix.

Before and after school teachers are often unavailable due to teaching or other commitments, which is why we ask parents and carers to phone or email the school offices so the relevant information can be shared with the relevant staff member.

Senior Leaders and Headteacher

We expect parents to contact the class teacher in first instance. Our senior leaders will encourage parents to meet with class teachers in first instance.

Mrs Rigby is our experienced safeguarding leader who has responsibilities for pupil behaviour, well being and pastoral support. Mrs Rigby will be asked to contact parents before the involvement of the deputy headteacher or headteacher. Especially in relation to pupil behavioural incidents.

Phone Calls

If parents need to speak to a specific member of staff about a non urgent matter, they should contact the school office who will summarise the conversation and email the relevant member of staff so that there is a record. The staff member will aim to contact you as soon as possible but this may take up to three working days due to teaching or other commitments. We aim to make sure parents have spoken to the appropriate member of staff within five working days of your request.

If the issue is urgent, parents should call the school office. Urgent issues might include things like:

Safeguarding or welfare issues

Family emergencies

Serious behaviour concerns – see behaviour policy for details

Email

Emails are a convenient way for parents to contact the school about non-urgent matters, but please ensure that these are brief and include the key points, so staff are able to identify the best person to respond. Staff email addresses are not shared widely to prevent them from being overwhelmed with emails which takes them away from focusing on teaching and learning. General queries can be sent to the school office and SEND related emails to our SENDCo email address. Key email addresses to use are at the end of this policy.

SEND Emails

From May 2026 we have introduced a SEND enquiry form. We request all SEND enquiries are inputted on the form from the website and this will be automatically sent to the SEND email address. Our **SEND email address will be checked on a weekly basis and acted upon**. Again, due to the size of our school and capacity of staffing this is only a weekly check and will be prioritised.

We acknowledge all emails as soon as possible and within three days. We aim to have a response, phone call or meeting booked within five working days. If your query or concern is urgent then please call the office to highlight this sooner.

Meetings

We recommend parents book appointments to discuss:

- Concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their well being
- If parents would like to organise a meeting with a member of staff, they should email the appropriate email address or call the school to book an appointment. We will try our best to organise a meeting within a period of five working days, but this is not always possible due to diary or teaching commitments.

Please note that meetings will be around teacher availability and we cannot always accommodate parental working patters. Ideally, we need to find mutually agreeable times.

We also do not have availability to meet on demand and therefore, appreciate your understanding in relation to the need to organise calendars and cover.

Accessibility

It is important to us that everyone in our community can communicate easily with the school. Adaptations can be made when the school is aware of any additional needs.

- Parents with additional communication needs, including English as an additional language
- We aim to make communications accessible to all. We have taken the following steps to achieve this:
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing and updating the school website

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

- School announcements and communication in accessible formats or translated into additional languages
- Interpreters or sign language interpreters for meetings
- Please contact the school office to arrange a meeting or phone call to discuss these with the key staff.

Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the governing body.

Reviewed by the Communication Leader	Approved by Governors	Next Review Date
A Dodd April 2026	Standards and Effectiveness Committee (11 th May 2026)	April 2028

Appendix 1

Communication Contacts

For general and initial queries please contact the school office

Mrs Highton and Miss Walker – 01524 852155

Email: bursar@stpetersheysham.lancs.sch.uk

When emailing please put your child's name, class and the subject

For example – John Smith Y2 Behaviour Incident or John Smith Y2 Medical Update

Remember to check our website first as the information you require may be there.

I have a question about	Who you need to talk to
My child's learning	Class Teacher
Behaviour incident / concerns involving my child	Class Teacher <i>initially this may be followed up by Mrs Rigby (DSL / Behaviour / Pastoral / Well Being)</i>
Special Educational Needs and Disabilities	Class teacher <i>initially</i> who will raise with SEND Leader and then further meetings may be arranged with SEND leader.
My child's well being and emotional health	Class teacher <i>initially who will liaise with Mrs Rigby and then further meetings may be arranged.</i>
Early Help and Support for my child and family My child's behaviour at home	Mrs Rigby – <i>Our pupil and family support lead and Designated Safeguarding Lead</i>
Unresolved or escalating behaviour or concerns about children's behaviour	Mrs Parker – Deputy Headteacher (KS1) Mr Carter - Senior Leader for KS2 Who will then liaise with Mrs Dodd (Headteacher)
Complaints	Please refer to the complaints policy and consider if this is feedback, information or a complaint. See information on the website.
Attendance and absence requests	If you need to report your child's absence, call (01524) 852155 If you want to request a term time absence, please contact the school office for a form
Uniform / lost property and school dinners	Please contact Mrs Highton or Miss Walker at the school office
ParentPay / Payments / Trips	Please contact Miss Walker – School Business Manager
Breakfast Club and Afterschool club enquires	Breakfast Club Manager – breakfastclub@stpetersheysham.lancs.sch.uk After School Club Manager – afterschoolclub@stpetersheysham.lancs.sch.uk
Hiring the school premises	Bursar@stpetersheysham.lancs.sch.uk
PTA	Chair of the Friends Committee, Michelle Dixon Friends@stpetersheysham.lancs.sch.uk

Appendix 2 – Separate attachment – Home School Agreement

Appendix 3- Parent Code of Conduct