



Hempland
Primary School

HOME – SCHOOL COMMUNICATION POLICY

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Member of staff responsible: Abigail Innes

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1. Introduction and aims

Children learn best in a secure, caring and stimulating environment. At Hempland, we nurture our school values where children are respectful, ambitious and resilient and are encouraged to grasp all opportunities. We demonstrate mutual respect, support and collaboration between adults and children, both within the school and through our strong partnerships with parents and carers.

To ensure that Hempland Primary School is a successful and thriving school, we aim to communicate clearly, respectfully, appropriately and in a timely manner.

This policy promotes clear and open communication by:

- Explaining how the school communicates with parents/carers.
- Setting clear expectations for responding to communication from parents/carers.
- Explaining how parents and carers can communicate with the school.

2. Roles and responsibilities

Role	Responsibility
Head teacher	<ul style="list-style-type: none">• Ensuring all communication with parents is clear, respectful, appropriate and delivered in a timely fashion• Supporting staff to communicate effectively with parents.• Monitoring the implementation of this policy.• Regularly reviewing this policy.
Phase Leaders	<p>In their phase:</p> <ul style="list-style-type: none">• Ensuring that communication with parents is clear, respectful, appropriate and delivered in a timely manner.• Supporting staff to communicate effectively with parents.• Liaising with Senior Leaders where appropriate.
Staff	<ul style="list-style-type: none">• Responding to communication from parents in line with this policy.• Communicating about the curriculum, class events and trips in a clear, respectful, appropriate and in a timely manner.
Parents / Carers	<ul style="list-style-type: none">• Sending all emails for the attention of class teachers, direct to the office account office@hempland.pmat.academy

	<ul style="list-style-type: none"> • Ensuring that communication with the school is clear, respectful and appropriate. • Setting up a Parent Pay account in order to access communication from school. If this is not possible, please inform the school and email communication will be sent home in paper form. • Checking all communications from the school. • Keeping school up to date with their personal information and contact details. • Not sharing any photographs taken at school events on a social media platform that can be viewed outside of a secure group.
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3. How we communicate with parents and carers

The table below explains 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 communication or announcements that may affect their child.

Channel	Purpose
Face to Face communication	<p>School seeks to have many opportunities for face to face communication with parents and carers and for staff to be available for a conversation. These include the following:</p> <ul style="list-style-type: none"> • A member of staff available at the start and end of the school day at the entrance to each year group. • A member of the senior leadership team present on the school drive at the start and the end of the school day when possible. • A member of the admin team will be present in the school office at all times. • Start of the year welcome meetings. • School events e.g. art gallery, coffee mornings, performances, etc
ParentPay	<p>ParentPay is the tool we use to share all of our communication across school. This is a safe and secure system. All parents/carers are asked to set up an account and follow the activation letter which is provided upon admission to school.</p>
Email via Parent Pay	<p>We use email to keep parents informed about the following things:</p> <ul style="list-style-type: none"> • To share the weekly newsletter every Friday which includes diary dates and important events for the upcoming week • Where possible, we try to give parents at least 2 weeks’ notice of any events or special occasions, including non-uniform days, special assemblies, trips or visitors. • Scheduled school closures (for example, staff training days). • Class activity information. • Reminders about payments e.g trips, residentials, dinner money, Lions OOSC. • Health information.

Individual Emails	<p>Individual emails to parents from class teachers in school will be sent via the school office account. No emails will be sent directly from a class teacher's individual email account.</p> <p>Occasionally, emails may be sent directly to parents/carers from a Phase Leader.</p> <p>Our SENDCo has a specific email account that is used for all email correspondence with parents and carers of children with SEN, sendco@hempland.pmat.academy</p> <p>It is appropriate for the Headteacher to email parents/carers direct from the account head@hempland.pmat.academy</p>
Text messages	<p>We will only text parents about:</p> <ul style="list-style-type: none"> • Short-notice changes to the school day. • Emergency school closures (for instance, due to bad weather)
School website https://hemplandprimary.co.uk/	<p>Key information about the school is posted on our website, including:</p> <ul style="list-style-type: none"> • Important school events. • School times and term dates. • Curriculum information for all subjects. • Half-termly year group curriculum overviews. • Policies and procedures. • Contact information. • Information about before and after-school provision.
Phone calls	<p>Phone calls home may be made in certain circumstances.</p> <p>Examples of when a phone call may be made are:</p> <ul style="list-style-type: none"> • Injury or illness to your child. • Behaviour. • Pastoral or safeguarding concerns.
Reports	<p>Parents will receive an end of year report including:</p> <ul style="list-style-type: none"> • Details of your child's achievement in each area of the curriculum, how well they are progressing and an overview of their year. • A report on Y1 phonics screening, KS1 and KS2 SATs test results.
Meetings	<p>We hold two parents/carers evenings each academic year: one in the Autumn and one in the Spring term. 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.</p> <p>The school may also contact parents to arrange meetings between parents/carers' evenings if there are concerns about a child's achievement, progress, or wellbeing.</p>
Information evenings	<p>Information evenings are held during the year, when relevant, to provide information about the curriculum, assessments, residential trips and other topics as necessary.</p>
Twitter	<p>We use our Twitter account @HemplandPrimary to share photographs and information on our curriculum and events that are happening in school. Prior</p>

	permission is given by parents/carers for any photographs of children. All tweeting is limited to the senior leadership team.
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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 question, query or concern.

Channel	Purpose
Face to Face communication	<p>Parents have many opportunities for face to face communication with staff who are available for a conversation and to answer any questions or queries. These opportunities include the following:</p> <ul style="list-style-type: none"> • A member of staff available at the start and end of the school day at the entrance to each year group. • A member of the senior leadership team present on the school drive at the start and the end of the school day when possible. • A member of the admin team will be present in the school office at all times. • Start of the year welcome meetings • School events e.g. art gallery, coffee mornings, performances
Email	<p>Parents should always email the school, via the school office using the email office@hempland.pmat.academy in the first instance. Class teachers should not be emailed using their individual email account.</p> <ul style="list-style-type: none"> • We will acknowledge all emails as soon as possible and always within the office hours of 8am-4pm. Emails will then be forwarded to the relevant member(s) of staff. • Emails will then be responded to by the appropriate member of staff, in a reasonable, timely manner (within 24 hours where possible), via the office email account. • Parents should not expect staff to respond to their communication outside of the core school hours between 8am - 5pm or during school holidays. • For parents and carers of children with SEN or for other SEN related queries or questions, our SENDCo has a specific email account that can be used to make contact directly (sendco@hempland.pmat.academy) • If you have a confidential matter that is not appropriate to be sent to the office email account, please contact the Headteacher directly using the address head@hempland.pmat.academy • If communication relates to a safeguarding concern, emails should be sent directly to the designated safeguarding lead via the email address head@hempland.pmat.academy.
Phone calls	<p>If an issue is urgent, or to report an absence, parents should call the school office on 01904 806506</p> <p>Urgent issues might include:</p> <ul style="list-style-type: none"> • Safeguarding or welfare issues. • Family emergencies. • Changes to collection arrangements.

Meetings	<p>If parents would like to schedule a meeting with a member of staff, they should email the school office office@hempland.pmat.academy</p> <p>While teachers are available at the beginning or end of the school day if parents need to speak to them, we recommend they book appointments to discuss:</p> <ul style="list-style-type: none"> • Any concerns they have about their child’s learning. • Updates related to pastoral support, their child’s home environment, or their wellbeing.
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5. SEN/Additional Needs

In the first instance, parents should contact their child’s class teacher to discuss any learning needs or provision in class.

The school SENDCo can be contacted with any questions, queries or issues relating specifically to SEN needs, meetings and outside agencies. sendco@hempland.pmat.academy

All children with an Education, Health and Care plan will have an annual review each academic year to discuss their progress in relation to the aims and objectives of their plan. Two interim reviews will also be held in school each academic year.

Children who have a My Support Plan will have a review meeting each term to discuss their progress in relation to the objectives of their plan.

Children who have an Individual Education Plan will meet with the class teacher each term to discuss their progress in relation to the objectives of their plan.

Some children with SEN or additional needs may have a communication book to share further information between school and home. This would be agreed with the SENDCo and class teacher with details outlined in the child’s plan.

6. Inclusion

It is important to us that everyone in our community can communicate easily and effectively 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.

7. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every year.

The policy will be approved by the local governing committee.

Appendix 1: school contact list

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning My child's wellbeing/pastoral support/behavior	office@hempland.pmat.academy Put FAO and the name of your child's class teacher in the subject line
Payments School trips School meals School events/the school calendar	office@hempland.pmat.academy
Attendance and absence requests	If you need to report your child's absence, call: 01904 806506 and select Option 1 If you want to request approval for term-time absence, please complete a leave of absence form which can be found on the school website https://hemplandprimary.co.uk/wp-content/uploads/sites/5/2023/02/Leave-of-absence-request-1.pdf
Safeguarding concerns	Mrs Abbie Innes head@hempland.pmat.academy 01904 806506
Special Educational Needs (SEN)	Miss Aimee Wilkinson sendco@hempland.pmat.academy
Lions Out Of School Club (Breakfast and After School)	Miss Suz Hartley oosc@hempland.pmat.academy or office@hempland.pmat.academy
Hiring the school premises	Mrs Ann Kirkpatrick akirkpatrick@hempland.pmat.academy
Friends of Hempland	friendsofhempland@gmail.com
Local Governing Committee	Mrs Susanna Dale-Simmonds office@hempland.pmat.academy

Complaints

All formal letters of complaint will be dealt with in accordance with the Pathfinder Complaints Procedure.

<https://hemplandprimary.co.uk/wp-content/uploads/sites/5/2022/11/Complaints-Procedure-2022-23.pdf>