

St Matthew's Bloxam Church of England (VC) Primary School



Home School Communication Policy

April 2025

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	7
7. Links with other policies.....	7
Appendix 1: school contact list	8

1. Introduction and aims

Our aims (and values):

- ❖ For forgiveness and reconciliation in safe surroundings (Forgiveness)
- ❖ To seek experiences to spark the confidence to nurture and show delight (Love)
- ❖ To illuminate hopes, dreams and aspirations (Hope)
- ❖ To build humanity through relationships inspired by the glow of others (Friendship)
- ❖ To value everyone through thoughts and actions (Respect)

"In the same way, let your light shine before others that they may see your good deeds and glorify your father in heaven" Matthew Chapter 5 Verse 16

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 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 during core school hours (0800-18.00), or their working hours (if they work part-time) within five working days. 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.

[Link to acceptable use policy](#)

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 (0800-1800) or during school holidays.

[Link to Expected Behaviour of visitors and parents on school premises policy](#)

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 Email

We use email 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 (Teachers 2 Parents)

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Bumped head notifications (if well enough to stay at school)
- To remind parents/carers to report an absence to school via telephone call to the absence line

3.3 School calendar

Our school website includes a full school calendar and termly diary dates.

Newsletters include the following weeks diary dates

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 parent/carer diary dates on the website.

3.4 Phone calls

Phone calls will be made to parents/carers if a child needs to be collected due to illness or late collection.

Teachers may telephone parents regarding behaviour if they cannot speak at the end of the school day.

3.5 Letters via email

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter

3.6 Home-school communication books (Homework)

These contain information on what has been taught the week prior and what new learning will follow in the next week. Parents are welcome to write messages for the teachers in these books.

3.7 Reports

Parents receive an annual school report at the end of the summer term 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 on KS2 SATs tests (year 6)

- A letter with the Phonics Screening results (year 1)
- A report on the Multiplication Tables Test (year 4)

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 Face to Face Meetings

We hold two parents' evenings per year (autumn and spring term). These meetings are a maximum of 10 minutes long. 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.

In addition to parent/carer evenings, parents are invited to 'meet the teacher' in September after school on Monday in the first full week back. We also have a celebration assembly for each class, once a term, and a class assembly for each class, once a year. Parents are invited to go back to the classroom to see their children's work and chat with the staff after these assemblies.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, wellbeing or behaviour.

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 School Facebook Page 'SMB Noticeboard'

This Facebook Page is used for advertising events in school, including PaFoS (PTA) run events.

We also share picture of the children's fun learning experiences.

Class pages can be accessed via the main page; however, these are private pages and we only accept parent/carers to be members of these groups. These can be found on the main public page then click 'about' and see all groups. Click on the class page you wish to join. Your request will be accepted if you are a recognisable parent / carer of a child in that class.

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.

Please do not send messages via the Gateway app (used for payments) **or** through the Facebook page if it is regarding general enquiries.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within five working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five 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 email the school office and the relevant member of staff will contact them within five 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 five 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
- Absences via the dedicated absence line which goes through to voicemail

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 email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within five working days of the request.

While teachers are available at the beginning or 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 communications are written as clearly and concisely as possible

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)

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 three years.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT acceptable use
- Expected behaviour of visitors and parents on the school premises
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Parent use of social networking 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:

- Email or call the school office admin3213@welearn365.com 01788542610
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- 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.

We try to respond to all emails within 5 days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Admin3213@welearn365.com FAO Mrs C Jones
Payments	Admin3213@welearn365.com FAO Mrs Byard
School trips	Admin3213@welearn365.com FAO Mrs Byard
Uniform/lost and found	Check the lost property box by the main office and boxes in the playground.
Attendance and absence requests	If you need to report your child's absence, call: 01788 542610 and select 'report an absence' If you want to request approval for term-time absence, contact Admin3213@welearn365.com FAO Mrs Francis
Bullying and behaviour	Admin3213@welearn365.com FAO Mrs Timson
School events/the school calendar	Admin3213@welearn365.com FAO Mrs Byard
Special educational needs and Disabilities (SEND)	Admin3213@welearn365.com FAO Mrs Francis
Before and after-school clubs	https://www.st-matthewsbloxam.co.uk/building-blox/ Admin3213@welearn365.com FAO Mrs McInally

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Hiring the school premises	Admin3213@welearn365.com FAO Mrs Byard
PTA	secretary-pafos@live.co.uk
Governing board	Admin3213@welearn365.com FAO Chair of Governors
Catering/meals	Admin3213@welearn365.com FAO Mrs Byard

Complaints

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

[Link to complaints policy and procedures](#)