

Home – School Communication Policy



Mission Statement

Journeying in the Light of Christ... together, we live and learn

October 2024

Reviewed February 2026

1. 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.

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 during core school hours 8.30am – 3.30pm or their working hours (if they work part-time). 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, which can be found on the school website.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.30am – 3.30pm 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 Email

We use email to keep parents informed about the following things:

- Upcoming school events (for example, trips and visits)
- 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:

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

3.3 School calendar

Our school website includes a full school calendar for the year, the newsletter includes a calendar for the next month, with a link to the website calendar and the notice board outside school has a calendar for the week 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.

At the beginning of the academic year the school sends out a parent planner as a hard copy of the dates for the year ahead, which are also published on the school website calendar.

3.4 Phone calls

The school encourages staff to call parents as necessary to discuss pupils' performance (both positive and negative).

3.5 Letters

We send the following letters home regularly:

- Letters about trips, visits and other information
- Consent forms
- Our weekly newsletter

3.6 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
- A report on outcomes at the end of EYFS, KS1 Phonics Screening Check, Y4 Multiplication Check and KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold two parents' evening(s) per year. 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), will be invited to attend three meetings per year to discuss their child's progress against the targets set termly.

Parents of pupils with other additional needs, may also be asked to attend further meetings to address these needs.

3.8 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.

3.9 Home-school communications app

For KS1 - Boom Reader & See Saw.

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 Email

Parents should always email the school about non-urgent issues in the first instance.

We aim to acknowledge all emails within one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3-5 working days.

If a query or concern is urgent, parents 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 three 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

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 school office, or call the school to book an appointment.

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

While staff are available on the gate at the beginning of the day and teachers are available at the end of the school day for 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

4.4 Home-school communications app

For KS1 – See Saw / Boom Reader

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 email alerts and newsletters) are made available in multiple formats – emailed directly, shared on the school website, hard copies from the school office.

All communications are written as clearly and concisely as possible

Accessibility is considered when designing/updating the school website

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. 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 email alerts and newsletters) in English. However, on request, the school may be able to produce these communications in other languages.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages

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 two years.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing

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 please use the details below or email or call the school office enquiries@st-marysgreen.sheffield.sch.uk or 0114284848

Put the subject and the name of the relevant member of staff 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 acknowledge to all emails within 24 hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher parents@st-marysgreen.sheffield.sch.uk
My child's wellbeing/pastoral support	Your child's class teacher parents@st-marysgreen.sheffield.sch.uk or the learning mentor rgillies@st-marysgreen.sheffield.sch.uk
Payments	Lindsay Graham finance@st-marysgreen.sheffield.sch.uk
School trips	Caroline Griffin enquiries@st-marysgreen.sheffield.sch.uk
Uniform/lost and found	Caroline Griffin enquiries@st-marysgreen.sheffield.sch.uk
Attendance and absence requests	If you need to report your child's absence, call 01142848488 (option 1) – state your name, your child's name, class and reason for absence. If you want to request approval for term-time absence, email: enquiries@st-marysgreen.sheffield.sch.uk
Safeguarding	Mrs Healy, Mrs Waind or Mrs Gillies - 0114 2848488 Sheffield safeguarding hub - 0114 273 4855 (If unable to report the concern via school)
Bullying and behaviour	Your child's class teacher parents@st-marysgreen.sheffield.sch.uk or the learning mentor rgillies@st-marysgreen.sheffield.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	Caroline Griffin enquiries@st-marysgreen.sheffield.sch.uk
Special educational needs (SEN)	Amanda Waind enquiries@st-marysgreen.sheffield.sch.uk
Before and after-school clubs	Caroline Griffin enquiries@st-marysgreen.sheffield.sch.uk or 07934 468290 (outside of school hours)
PTA	Caroline Griffin enquiries@st-marysgreen.sheffield.sch.uk
Governing board	Lindsay Graham (Clerk to governors) lgraham@st-marysgreen.sheffield.sch.uk
Catering/meals	https://www.dolce.co.uk/contact-us/

Complaints

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