



Holway Park School

Communications Policy

Reviewed December 2024

This policy was created in response to the Government's toolkit to reduce Teacher workload. As part of the Department for Education's action to support schools in reducing workload, the DfE has launched a 'workload toolkit' to support school leaders reduce workload in their schools. The need to communicate with parents and carers places a significant demand upon our teachers within a busy teaching day. This policy from the government's toolkit is our way to manage both parental expectations of teachers, and ensure high standards of home-school communications.

Holway Park School Communications Policy

Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key.

We believe that clear, open communication between the school, parents/carers and other agencies has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers and other agencies
- Setting clear standards and expectations for responding to communication from parents/carers and others
- 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

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

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- 4.00pm), 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.

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
- Respond 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 (8.30am- 4.00pm), or during school holidays.

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.

We are trying to reduce our use of paper for letters and updates in line with our commitment to become more ECO friendly.

Email

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

- Parent & Carers Updates
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

Text messages

We will text parents about:

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

Phone calls

We will usually only phone parents

- To check on school non-attendance if no message has been received

- In an emergency situation
- If a member of staff wishes to discuss an issue.

Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement, how well they are progressing, and their attendance
- A report on end of Key Stage 1 statutory assessments and KS2 SATs tests

Meetings

- We hold 2 parents' evening(s) per year. During these meetings, parents can talk with teachers about their child's achievement and progress & their child's wellbeing,
- The school may also contact parents to arrange meetings if there are concerns about a child's behaviour, 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.
- Our PFSA (Parent Family Support Advisor) and AW (Attendance Worker) will hold regular family meetings (TAF)

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

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.

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 3 working days, 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, and parents need a response sooner than this, they should call the school.

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 3 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 3-5 days of your request. (Some staff members only work part time so may not be in school within 3 days of your call)

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.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address or call the school to book an appointment.

Meetings should always be pre-arranged with members of staff.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.

- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

While 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

If a parent wishes to get a message to their child's class teacher or there is a significant issue at the beginning of the day please approach Angie Bristow (PFSA) she is outside by the school office most mornings.

Inclusion

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

Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 3 years.

Appendix 1: school contact list

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 on- office@holwaypark.somerset.sch.uk -01823 252126
- 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 3 days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons	Your child's class teacher
My child's wellbeing/pastoral support	School office/PFSA
Payments	School office- Mrs S Tretheway
School trips	School office/Mrs Sharon Williams
Attendance and absence requests	If you need to report your child's absence, call:01823 252126 or speak with Sue Wright. If you want to request approval for term-time absence, contact the school office.
Bullying and behaviour	Your child's class teacher in the first instance
School events/the school calendar	School office
Special educational needs (SEN)	Mrs Kidner (mainstream school) or Mrs Hall (Autism Centre)
Before and after-school clubs	Tucassi/School office
Friends of Holway	School office/Miss Bowen
Governing board	School office/Clerk to Governors
Catering/meals	Rita- in the school kitchen

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