

John Scurr Primary School

Cephas Street

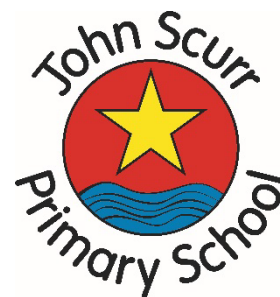
London E1 4AX

Tel: 0207 790 3647

Email: admin@johnscurr.towerhamlets.sch.uk

www.johnscurrprimary.weebly.com

Headteacher: Maria Lewington



Home-school Communication Policy

Reviewed by:	Leadership & Governing Body
Date:	September 2024
Review dates:	September 2024
Next Review	September 2025
Ratified by Governors:	Kevin Hinde & Maria Lewington
Governor Signature:	 

Contents

1. Introduction and aims.....	2
2. Roles and responsibilities.....	2
3. How we communicate with parents and carers.....	3
4. How parents and carers can communicate with the school	6
5. Accessibility.....	7
6. Monitoring and review	8
7. Links with other policies	8
Appendix 1: school contact list	9

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 computing 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 (8am- 4pm) 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.

Please refer to our Staff Wellbeing Policy and our 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, avoiding escalation and ensuring a timely response.
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Demonstrating patience whilst we endeavour to solve problems or answer queries

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 8am- 4pm or during school holidays.

Please refer to our Parents Code of Conduct.

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 (School Ping)

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

- Upcoming school events – including educational visits and events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations

- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

We send an updated calendar for the term and week ahead, every Friday. This includes a full school calendar for the Our half termly newsletter carries all our term dates – as does the school website.

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.

3.4 Phone calls

We may call home for the following reason

- To discuss an absence if you have not already called the school.
- To discuss lost learning – the impact of absence on a child's progress
- If we cannot speak with you at the end of the day regarding a Stage 3 behaviour/ racist incident
- To follow up on your request for information
- To reassure you if your child is settling or has been unwell
- To arrange an appointment
- In a medical emergency
- To discuss a matter of importance and possibly create a follow up appointment.

3.5 Letters

We email the following letters home regularly

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

We can send copies of letters to both parents in the case where parents are not living together- please do request this.

3.6 Homework

At the beginning of every year you and your child will receive information on how to access the learning platforms allocated to each year groups. If your child cannot access this, please do email us and let us know so that we can rectify this asap.

admin@johnscurr.towerhamlets.sch.uk

3.7 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
- Termly progress reports
- A report on KS2 SATs tests and any national 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). We can send copies of reports to both parents in the case where parents are not living together.

3.8 Meetings

We hold a Learning Celebration every term after school. 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. We also organise '1:1 meetings' in key year groups where further information can be shared between parents and teachers.

At the beginning of each year we hold a 'Meet the teacher' session where you get to meet your child's teacher and you can find out the expectation and routines for the year ahead.

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), 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 Medical Tracker

At John Scurr Primary School we use Medical Tracker to update parents on any accidents, medicine use or injury at school.

You do not need to contact the school if you receive an update from Medical Tracker- we will always contact you in the case of a medical emergency.

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, or the appropriate member of staff, about non-urgent issues in the first instance.

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

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 5 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 5 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
- Pupil sickness and non-attendance at school.
- Following your call – we may still ask you to write an email.

For more general enquiries, please call the school office but you are advised to check the school calendar and the school website beforehand.

Please avoid calling the school office from 2.45- 3.30pm as the school office team may be involved in dismissing children.

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 5 working days of the request.

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

Please be aware that due to teaching commitments, teachers are not usually available at the beginning or during a school day.

4.4 Home-school communications app

We use School Ping and Tapestry (EYFS) to communicate with you about what is happening at school. Please ensure you read these updates daily.

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
- 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, 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)

Our chosen language at school is English but we appreciate a large number of our community have English as a Second Language. 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 3 years.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Computing and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints policy
- Home-school agreement
- Staff wellbeing
- Social media policy
- Behaviour 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 on admin@johnscurr.towerhamlets.sch.uk
0207 790 3647
- Put the subject and your child's name and class in the title
- We will forward your request on to the relevant member of staff

Remember: check our website or the school calendar first, much of the information you need is posted there.

We try to respond to all emails within 5 days

The school office is open from 7 45am until 4pm daily.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework My child's wellbeing/pastoral support	Your child's teacher. admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Payments	Tania Bashir admin@johnscurr.towerhamlets.sch.uk 0207 790 3647 – press 2
School trips	Your child's teacher. admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Uniform/lost and found	Tania Bashir admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Attendance and absence requests	If you need to report your child's absence, call 0207 790 3647 – press 1 If you want to request approval for term-time absence, contact Syriah Khatun/ Helen Davies admin@johnscurr.towerhamlets.sch.uk
Bullying and behaviour	Your child's teacher, in the first instance. admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
School events/the school calendar	Maria Lewington or Tania Bashir

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Special educational needs (SEN)	Evelyn McSweeney/ Vicky Beedle/ Helen Davies admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Before and after-school clubs	Satnam Sokhal admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Hiring the school premises	Tania Bashir admin@johnscurr.towerhamlets.sch.uk 0207 790 3647
Governing board	Nigel Caleb (clerk) Via the school office
Catering/meals	Tania Bashir admin@johnscurr.towerhamlets.sch.uk 0207 790 3647

Complaints

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

This can be found on our website or is available upon request at the school office.