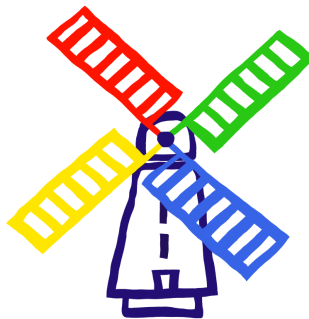


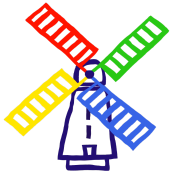
Home-School Communications Policy

Unity
Trust
Courage
Curiosity
Respect
Kindness



A community for learning. Raising expectations. Fulfilling high standards.

Policy Revised: **October 2024**
Policy Review Date: **October 2026**
Headteacher: **Mrs Gemma Hillier**



Widmer End Community Combined School & Pre-School

Home-School Communications Policy

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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:

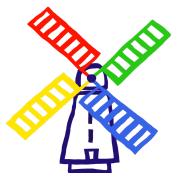
- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

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 within 5 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.



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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 policies, available upon request:

- Parent Code of Conduct
- Persistent & Vexatious Complaints
- Disruptive Visitors
- Personal safety, prevention and management of violence in the workplace

Parents should not expect staff to respond to their communication outside of core school hours (Monday to Friday 8:30am-3:30pm) or during school holidays.

If you wish to receive a copy of any of the above policies, please contact the school office.

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



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We will text parents about:

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

Text messages are usually only used in the event of an emergency or when phone calls or email communication has not been successful or is impractical.

3.3 School calendar

Our school website includes an ongoing full school calendar which parents are able to subscribe to.

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 will call parents if we need to get in touch about individual children on the same day; eg, to inform parents of their child being ill or to discuss a child's behaviour that day as per our Positive Behaviour policy.

3.5 Letters

We send the following letters home regularly, either printed or via email:

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

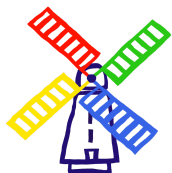
3.6 Home Learning books/school planners

- Planners come home daily, parents are expected to fill this in and return daily.
- Home learning is set by the individual class teacher so may vary, usually these come home on a Wednesday and are expected back in school the following Monday.

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
- A report on Key Stage 2 SATs tests
- A report on the results of public examinations
- If applicable, SEN reports and/or Pastoral reports



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We also arrange regular 'parents evenings' where parents have 10 minutes to speak to their child's teacher(s) about their achievement and progress (see the section below).

3.8 Meetings

We offer 1 parents' evening per term. 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), 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 opening 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 Class Dojo App

Teachers use Class Dojo to outwardly connect with parents about their class/child. This is not for parents to directly communicate with their teacher(s); this must be done via the school office.

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



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

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

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office.

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.

If the issue is urgent, parents should call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Collection changes after 2:30pm for the same day
- Amendment to wraparound care or club attendance for the same day
- Absence from school (leave an answerphone message before 8:30am)

For more general enquiries, please email 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.

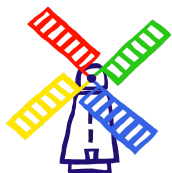
We try to schedule all meetings within 10 working days of the request.

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 or behaviour
- 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.



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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 upon request
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website, for example all bulk text is written in the colour black on a pale or white background
- 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)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the English 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.

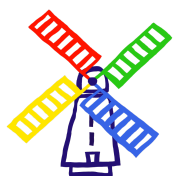
6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 2 years.

7. Links with other policies

The policy can be read alongside our policies on:

- Acceptable use (both pupil and staff)
- Parent code of conduct



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- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing

Complaints

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

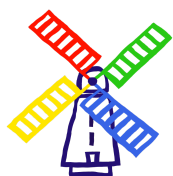
- Email or call the school office on office@widmerend.bucks.sch.uk
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)

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 school days.

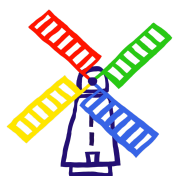
I have a question about...	Who you need to talk to
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Miss Allen



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Payments/ParentPay	Mrs Weaver
School trips	Mrs Weaver OR your child's class teacher
Uniform/lost and found	The school office
Attendance and absence requests	If you need to report your child's absence, call: 01494 714371 If you want to request approval for term-time absence, contact The school office
Bullying and behaviour	The class teacher
School events/the school calendar	The school office
Special educational needs (SEN)	Mrs Ross-Wood
Wraparound Care	Friends at Play
After-school / lunchtime clubs - External Provider	Individual providers
After-school / lunchtime clubs - Teacher-Led	The school office



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Private / Band Music Lessons	Individual providers
Hiring the school premises	Mrs Weaver
PTA	The PTA email address, PTA@widmerend.bucks.sch.uk
Governing board	The school office
Catering/meals	The Kids Lunch Company