



WyreForestSchool

Communication Specialist

# Home – School Communication Policy

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<b>Signature:</b>			

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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 during core school hours 8.35am – 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. Staff will not communicate during school holidays or weekends unless

they are contracted to do so.

## 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful
- 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 (8.35am – 4.00pm), weekends or during school holidays.

See parent 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.

We are conscious of reducing our impact on the environment and our school budget, so rarely send paper copies of letters home.

### 3.1 Email

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

- School surveys or consultations
- Newsletters
- Class activities or teacher requests
- Letters
- Consent forms

### 3.2 Text messages

We will text parents about:

- Payments
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### 3.3 School calendar

Our school website and newsletter includes a full school calendar for the year.

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

Staff often contact parents by telephone to share news of the school day.

### 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

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 Meetings – in person

We hold 2 parents' evening(s) per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, 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 also are asked to attend annual reviews for their child.

### 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 Home-school communications app

We use Marvellous Me to share good news.

## 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 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 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 2 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 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 appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 3 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. 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.

## **6. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every 2 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 and internet 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 any other topic, or would like to speak to a member of staff:

- Email or call the school office on office@wfs.worcs.sch.uk 01562 827785
- 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 2 days.

I HAVE A QUESTION ABOUT...	WHO?
My child's learning/class activities/lessons/homework	Class teacher
My child's wellbeing/pastoral support	Class teacher
Payments	Elaine Griffin School Business Manager
School trips	Class teacher
Uniform/lost and found	School office
Attendance and absence requests	Alison Hopkins Deputy Headteacher
Bullying and behaviour	Aimee Pearce Assistant Headteacher
School events/the school calendar	School Office
Special educational needs (SEN)	Laura Morris Assistant Headteacher
Hiring the school premises	Elaine Griffin School Business Manager
Friends of Wyre Forest	Elaine Griffin School Business Manager
Governing body	Rebecca Garratt Headteacher
Catering/meals	Elaine Griffin School Business Manager

1. Try and speak to the class teacher first
2. If not satisfied speak to the Pathway Leader
3. If complaint still not dealt with satisfactory, please speak to Jo Kehoe Senior Deputy Headteacher
4. If the complaint is still not dealt with speak to Rebecca Garratt Headteacher and finally if not resolved the Chair of Governors Brenda Lines.

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on our website or sent to you on request.

## Appendix 2

### Communication Table for Staff

We are a communication specialist school – many of our children are unable to communicate their school day.

Scenarios	How to communicate	Frequency
One of your pupils attends Russell House.	Face to face handover to Russell House staff to inform them of how the pupil has been, what they have eaten/ drank and any other important information e.g. if there has been an incident.  Call Russell House to inform them of incidents they need to know straight away e.g. if they have an injury.  Alongside this, follow all other communication scenarios below by ensuring you contact parents/carers, the same as if they were not at Russell House.	Each night they are collected.  Follow communication scenarios below.
Pupil is ill.	Parents/carers contacted by phone if pupil is unwell straight away. This should be prioritised. Phone call then logged on either Bromcom/ CPOMS dependent on the content of the phone call.  First aider to be informed.	Every time pupil is ill.
Pupil has been injured.	First aider to be called and attend. Parents/carers contacted by phone if pupil has been injured straight away. This should be prioritised. Phone call then logged on either Bromcom/ CPOMS dependent on the content of the phone call.	Every time pupil has been injured. Even if this pupil falls regularly, still promptly call parents/carers each time.
A pupil's demeanour has changed/ they are not themselves.	Parents/carers to be phoned to discuss this. Call to take place as soon as possible or at the end of the day. If collected discuss this in private.	Every time a pupil's demeanour.

A pupil has demonstrated negative behaviour that has harmed others/themselves.	<p>Parents/carers to be phoned to discuss this. Depending on the severity of this, phone call to take place as soon as possible or at the end of the day.</p> <p>During this phone call ensure you discuss positives too- what the child has been doing, what they've eaten etc.</p> <p>If collected discuss this in private.</p>	When the pupil's behaviour is new/ has changed/ has changed in frequency. Parents should be kept up to date regularly with behavioural changes to enable discussions into this and identify changes or triggers.
A pupil has shown a skill/ good progress/ good effort.	<p>Marvellous me to be used to share this with the badge option.</p> <p>This is something that you can also discuss over the phone! Remember to call with positives too!</p>	At least 1x badge per fortnight per child.
Keeping parents up to date with pupil progress.	<p>Marvellous me to be used to share what pupils have been doing in class. These can sometimes be generalised and other times more specific, photos added where appropriate.</p>	At least 3 times a week on activities on MarvellousMe.
Sharing updates around specific needs – ie pupils' diet, if they have had a bowel movement etc.	<p>Email to be sent to parents/carers if they want to respond. If not, these can be sent through Bromcom.</p> <p>You can add this information onto the pupils MarvellousMe message instead of sending a separate email. Parents/carers can then reply to you via email if they wish.</p> <p>If collected discuss this in private.</p>	<p>For pupils on transport – this needs to happen 3 times a week but can be combined with the 'keeping parents up to date on pupil progress'.</p> <p>For pupils being collected – this can be done via handover, but they still need 3x MarvellousMe messages regarding their progress.</p>
There is an event happening in school or a reminder	<p>Text or email can be sent to parents/carers via Bromcom as a reminder. Marvellous Me can be used to remind them. Newsletter used to inform parents.</p>	Giving plenty of notice to parent/carers to let them know about events happening in school.



	<p>If this is a pathway event Pathway leader will do this.</p> <p>If collected discuss this in private.</p>	
<p>Newsletter – whole school</p> <p>Newsletter Pathway</p>	<p>Classes to send weekly items to Wendy Hill.</p> <p>Pathway Leader create half termly newsletters with a curriculum focus</p>	