# Home-school communication policy

Rhodes Avenue Primary School

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| **Approved by:** | Chair of Governors | **Date:** Summer 2024 |
| **Last reviewed on:** | Autumn 2024 | |
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## 1. Introduction and aims

At Rhodes Avenue, we want our children to:

Know who they are

Respect others for who they are

Never stop learning

School Values:

We will act with **cooperation** because we are a **community**.

We will use **creativity** to learn and grow.

We will show **consideration** as everyone is of equal value and importance.

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 in a timely manner to communication during core school hours (Monday-Friday 8.55am-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.

Linked policies, e.g. Acceptable Use policy, may be found on the Policies webpage on the school website.

https://rhodesavenue.school/our-school/policies/

### 2.3 Parents

Parents are responsible for:

- Understanding that staff in school have teaching and learning roles and responsibilities and may not respond to communication immediately
- 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.

Parents should **not** expect staff to respond to their communication outside of core school hours (Monday-Friday 8.55am-3.30pm) or during school holidays.

Linked policies, e.g. Home-School Agreement, may be found on the Policies webpage on the school website.

## 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 (the school uses the Groupcall email communication system) 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

We will text (the school uses the Groupcall text communication system) parents about:

- Payments
- 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 school year and will be updated regularly.

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). There will be occasions where 2 weeks' notice may not be possible.

Any such event will be included in the school calendar.

https://rhodesavenue.school/news-events/diary-dates/

### 3.4 Phone calls

Most staff in school have teaching and learning roles and responsibilities and are unable to respond to phone calls immediately as this would take them away from teaching and learning. Parents' names and a contact telephone number will be taken and staff will respond in a timely manner. We recommend parents email any queries via the school office in the first instance rather than telephoning the school **with the exception of any safeguarding concerns**.

### 3.5 Letters

We send the following letters (the school uses the Groupcall email communication system) home regularly:

- Letters about educational trips and visits
- Consent forms
- Termly Year Group Curriculum letters
- Our Headteacher's newsletter

### 3.6 Reports

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

- An end-of-year report covering outlining their attainment in each national curriculum subject and a personal comment
- Attendance data.
- Early Years Foundation Stage Profile (EYFSP) attainment
- Year 1 Phonics Screening result
- Year 4 Multiplication Check result
- KS2 SATs test results

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

### 3.7 Meetings

We hold 1 parents' evening per term. During these meetings, parents can talk with teachers about their child's attainment and progress, the curriculum, their child's wellbeing, or any other area of concern. Parents' evenings are held on set dates and advance notice is given to parents. In order to respect and protect teacher work/life balance, we respectfully ask that parents refrain from requesting different days and times to those set by the school.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's attainment, progress, or wellbeing.

Parents of pupils with Special Educational Needs and/or Disabilities (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional 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 Whatsapp

All official communication from the school will come through its official channels only. Whatsapp is NOT used by the school as a form of communication. Any Whatsapp groups that have been created by groups of parents or those by Rhodes Avenue PSA are NOT the responsibility of the school. Communication included in any Whatsapp group should not be considered as official communication by the school. Parents should not feel obliged to join or remain within any Whatsapp groups they do not wish to be part of. We kindly request that if a parent in the group is also a member of staff, parents only interact with them in their capacity as a parent. Staff members' personal mobile numbers may not be shared or used for any school-related issues.

## 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 3 school working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 school working days.

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

**Emails to staff personal emails is not acceptable**.

### 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 3 school 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 school working 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.

Most staff in school have teaching and learning roles and responsibilities and are unable to respond to phone calls immediately as this would take them away from teaching and learning. Parents' names and a contact telephone number will be taken and staff will respond in a timely manner. We recommend parents email any queries via the school office in the first instance rather than telephoning the school **with the exception of any safeguarding concerns**.

**Phone calls to staff mobile phones is not acceptable**.

### 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 school 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.

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

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 body.

## 7. Links with other policies

This 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 would like to speak to a member of staff:

- Email (reception@rhodesavenue.org.uk) or call the school office on 0208 888 2859 (email is preferable)
- 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 school working 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.<br>reception@rhodesavenue.org.uk |
| My child's wellbeing/pastoral support | Your child's class teacher.<br>reception@rhodesavenue.org.uk |
| Payments – SchoolMoney system related | clubs@rhodesavenue.org.uk |
| School trips | For operational queries, your child's class teacher:<br>reception@rhodesavenue.org.uk<br>For payment queries:<br>clubs@rhodesavenue.org.uk |
| Attendance and absence requests | If you need to report your child's absence, call:<br>0208 888 2859, then select option 1<br>If you want to request approval for term-time absence, contact attendance@rhodesavenue.org.uk |
| Bullying and behaviour | In the first instance, your child's class teacher.<br>reception@rhodesavenue.org.uk |
| School events/the school calendar | School office<br>reception@rhodesavenue.org.uk |
| Special educational needs (SEN) | SENDCO |

| I HAVE A QUESTION ABOUT… | WHO YOU NEED TO TALK TO |
|---|---|
| | sendco@rhodesavenue.org.uk |
| Before and after-school clubs | Office Manager<br>clubs@rhodesavenue.org.uk |
| Hiring the school premises | Facilities Manager<br>andrew.satwick@rhodes.haringey.sch.uk |
| Admissions | Admissions Officer<br>admissions@rhodesavenue.org.uk |
| Parent Teacher Association | Rhodes Avenue PSA<br>rapsa@hotmail.co.uk |
| Governing body | Chair of Governors<br>chair@rhodesavenue.org.uk |

**Complaints**

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

Our Complaints policy may be found on the Policies webpage on the school website.