



Ravenscroft Community Primary School

HOME-SCHOOL COMMUNICATION POLICY

Approved by: Governing Body

Date: September 2024

Next review due by: July 2026

1. Introduction and Aims

At Ravenscroft Primary School 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

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

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 (9 - 4.15pm Mon-Fri) 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.

[Link to Online Safety Policy](#)

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 parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours (9 - 4.15pm Mon-Fri) or during school holidays.

[Link to parent code of conduct](#)

3. Communication with the school

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. Please make sure that we always have the most up-to-date contact details.

Meetings

- Face-to-face conversations are the best way of communicating with the school at drop off or pick up for quick, short messages.
- When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, later. Parents must email the school office to request an appointment and the school will aim to arrange that meeting within 3 - 4 working days.
- Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school, so availability of staff outside of teaching hours should not be assumed.
- Should a meeting be requested, the decision of which staff member will attend will rest with the Headteacher.
- We hold two parents' review meetings per year. 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' reviews 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 additional meetings (MSPs and Drop Ins).
- Some meetings may be held virtually using Microsoft Teams. Links to these meetings will be distributed through the school office.

Email

- Parents are welcome to email the school, ravenscroft@knowsley.gov.uk about non-urgent issues in the first instance.
- Emails will be most helpful if they are concise, explaining concerns in a clear way. Put the subject and the name of the relevant member of staff in the subject line. We will forward your request on to the relevant member of staff
- 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 5 working days.
- If a query or concern is urgent, and parents need a response sooner than this, they should call the school.
- If there is a change in a child's medical needs, this information must always be shared by email through the school office.

Parentapps Connect

Parentapps Connect is our chosen communication route as:

- It removes the risk of data breaches caused by human error when sending emails to large groups of recipients.
- All messages from the school can be accessed in one place removing the risk of messages being lost amongst the email inboxes of our community.

We use Parentapps Connect to keep parents informed about the following:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Consent forms
- A half-termly newsletter

Parents will be invited to download Parentapps Connect onto their phone using a link.

Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day

- Emergency school closures (for instance, due to bad weather)

School calendar

Our school website includes a full school calendar for the half term 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).

Any such event will be included in the school calendar.

Phone calls

School office: 0151 477 8290

- If a query or concern is time sensitive and urgent, the parent should call the school office who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments.
- If the query or concern is not time sensitive and urgent then parents should email or call the school office and the relevant member of staff will aim to 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.
- For general enquiries, please call or email the school office.
- Staff will call parents if their child presents as unwell during the school day.
- Parents are expected to call or email the school office before 9.10am if their child is absent.
- We will call parents if their child has had a head injury, even if minor.
- The headteacher will call parents if their child is admitted to hospital.

School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements, including community events
- 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

Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

Reports

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

- An end-of-year report covering their attendance, achievement, effort and attitude across the curriculum.
- A report detailing the child's Phonics Screening Check outcome and KS2 (Key Stage 2) SATs results

4. Accessibility

It is important to us that everyone in our community can communicate easily with the school. Our website has a language translate feature and policies are copied directly onto the page to enable translation.

Parents who need help communicating with the school can request the following support:

- Interpreters for meetings or phone calls
- All messages to be sent by email rather than phone call to allow parents to translate the written words.

5. Types of unacceptable behaviour and communication

There are some types of behaviour/communication that the school considers unacceptable. These are as follows:

- Any physical aggression e.g. slapping, hitting, punching, and kicking.
- Physically intimidating a member of staff, or pupils e.g., standing close to her/him.
- The use of aggressive hand gestures including finger pointing towards a member of staff or pupil.
- Spitting at a member of staff or pupil.
- Shaking or holding a fist towards a member of staff or pupil.
- Shouting at members of staff or pupils (either in person on school grounds, over the telephone or over video conferencing).
- Swearing, or using offensive language, including derogatory language about a protected group or characteristic as defined by the Equality Act 2010.

- Threatening or offensive comments about a member of staff or pupil of the school; this can include verbally, via texts, emails, social media, etc.
- Sending abusive messages to a member of staff, including via text, email, or social media.
- A large volume of emails in respect of the same matter over a short period of time.
- Continuing to raise the same issue despite it having been already addressed by the school.
- Posting defamatory, offensive, or derogatory comments about the school, its staff, on social media platforms.
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Breaching or not conforming to the school's security procedures.
- Covertly recording phone calls or meetings with member of staff.
- Any other behaviour that is disrespectful, threatening, or offensive.

This list is not an exhaustive list but seeks to provide illustrations of such behaviour which has no place in our school community.

Actions that may be taken by the school as a result of unacceptable behaviour and communication

1. In the first instance, (if the unacceptable behaviour has occurred on site) the school will ask the parent to desist and/or leave the site. If the behaviour is of a serious nature, then the police will be contacted.
2. Thereafter the school (Headteacher/Member of School Leadership team) will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.
3. If unacceptable behaviour is considered to have occurred, the following actions may be taken by the school, dependent on the severity/gravity of the behaviour:
 - The parent will be told verbally that his/her behaviour is unacceptable and, if it is not modified, the school will take further action.
 - The parent will be told in writing that his/her behaviour is unacceptable and, if it is not modified, the school will take further action.
 - Advising the parent that all future meetings with a member of staff will be conducted with a second person present and will be minuted.
 - Putting in place a contact plan to deal with any communication between the individual and school. For example, except in emergencies, communication to the school must be in writing only to a named individual and the school can set out timescales for school responses.
 - A warning letter or an immediate ban from the school site.

- Contacting the Police where behaviour is criminal in nature.
- Seek advice from the local authority's legal team regarding further action.

The school will always seek to respond to an incident in a proportional way. The final decision for how to respond to the unacceptable behaviour and communication rests with the headteacher and, where necessary, the Governing Body

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 Procedures
- Home-school agreement
- Staff wellbeing
- Social media policy

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints procedure document. A copy of this can be requested from the school office or found on our school website.