



Small Beginnings; Endless Possibilities

"The kingdom of heaven is like a mustard seed, which a man took and planted in his field. Though it is the smallest of all seeds, yet when it grows, it is the largest of garden plants and becomes a tree, so that the birds come and perch in its branches."
Matthew 13 31-32

Growing together with Compassion, Curiosity and Courage

Home-School Communication School Policy

This document provides a guide for adults working and volunteering at Kennet Valley CofE VA Primary School.

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At our school, inspired by the parable of the mustard seed (Matthew 13:31-32), we believe in the power of small but mighty beginnings. Just as the tiny seed grows into a great tree, we nurture each child's potential with **compassion, curiosity and courage**, enabling them to grow, flourish and make a lasting impact. Together, we create a community where every individual can achieve greatness, no matter how small the start.

We are intentionally inclusive in our pedagogy, working in partnership with parents to provide children with the best start in life. This policy sets out how our internal communications will support this.

AIMS OF OUR POLICY

We believe that clear, open communication between members of staff has a positive impact on everyone's wellbeing because it:

- Gives everyone the information they need to support the child's education
- Helps the school improve, through feedback and collaboration
- Builds trust between those with different roles and responsibilities in the school

The aim of this policy is to promote clear and open communication by:

- Explaining how we communicate with one another
- Setting clear standards and expectations for that communication
- Helping members of school staff identify understand their own and others' responsibilities

Roles and Responsibilities

Headteacher

The headteacher is responsible for:

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

Staff

All staff are responsible for:

- Responding to communication in line with this policy and the school's Computing and Internet Acceptable Use Policy
- Providing information to other members of staff in a timely manner
- Ensuring that all communications are treated as confidential within the school context
- Ensuring that all communications are dealt with respectfully and with courtesy

Staff are expected to respond to communications sent within core school hours (8.30 to 3.30), or their working hours (if they work part-time). There is no expectation that they will respond outside of this.

How we communicate

The sections below explain the ways in which we communicate.

You should monitor all of the following regularly to make sure you do not miss important communications or announcements that may affect you.

The School Website

Key information about the school is posted on the website for all community members, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

<https://www.kennetvalley.wilts.sch.uk>

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
- Consent forms/permissions

Parents can email the school office regarding any concerns or queries but please be aware that these may not always be picked up as quickly as a telephone call.

Class Dojo

We use Class Dojo to support the children's learning in school.

Class Dojo acts a little like a Class Notice Board keeping parents up to date with what is happening in class through photographs, short messages and reminders. The Calendar function on Class Dojo is also used to provide reminders for upcoming events.

Where appropriate, a class teacher and parent may agree to use Class Dojo to communicate directly about a child's learning. In order to protect staff wellbeing, there is no expectation that teachers enter into regular messaging with all parents.

Messages sent to a teacher via Class Dojo may not be seen immediately. If you have an urgent need to contact a teacher, please contact school by telephone (see section 'How Parents and Carers Can Communicate with School' below).

School Calendar

Our school website includes a calendar which is regularly updated as events are planned.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special collective worships 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

Telephone calls are the most appropriate way to notify us that your child will be absent from school. This can also be done by dialling a '1' when you get through to the recorded message on the office phone line. Please telephone us to communicate brief information about your child that the school needs to know in an emergency, e.g. to let us know that you will be late collecting your child.

We ask parents to telephone the school on 01672 861643. The school office is open between 8.00 am and 3.00 pm Monday to Thursday during term time. On a Friday, the office is covered between 8.00 and 9.30, then again between 2.30 and 3.15. At other times, there is an answering service to take your message. If the call requires a response, we aim to do this within 3 working days during term-time.

Letters

We send the following letters out via ParentMail regularly,

- Letters about trips and visits
- Attendance/Lates letters
- The link to our termly newsletter

Reports

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

- An end of year progress report covering their achievement in each part of the curriculum, how well they are progressing and their attendance
- A report on all National Statutory Tests

Meetings

We hold two parents' evenings per year. During these meetings, parents can talk with teachers about their child's progress and attainment, 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 attainment, progress, attendance or wellbeing.

Parents of pupils with Special Educational Needs or Disabilities (SEND), or who have other additional needs, may be asked to attend separate meetings to address these additional needs.

Fortnightly Bulletins

The aim of the fortnightly bulletin is to pass on any key information about the school and any upcoming events as well as share information from the educational world of relevance. We will always try to make this as succinct as possible but it is a useful platform to pass on information from services as well as key details about keeping safe in order to minimise the amount of email traffic that is sent out from the school. We will always write the bulletin in order of importance so that the key information can always be found at the top of the letter.

Termly Newsletters

The aim of the termly newsletter is to celebrate the events of the previous term and share the work of the school with the wider community. Key upcoming dates are also included at the bottom.

Face to Face

We always have a member of staff outside before the official start of the school day to supervise the children arriving on the bus. These members of staff are happy to take messages directly from parents to pass on to relevant teachers/members of staff.

At the end of the day, a member of the class team takes the children who are being collected out onto the playground. Messages can also be passed on at this point.

Each short term, we have at least one 'Friday Forum' which is an opportunity for parents to come into school to meet with a member of the school's leadership team to discuss the more general work of the school.

How parents and carers can communicate with the school

Parents should use the list in the appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Email

Parents should always email the school office, with 'For the attention of' the appropriate member of staff in the subject line, about non-urgent issues in the first instance. Please see the communication flowchart (appendix 1) included in this policy to know which member of staff to direct it towards.

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

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

Whenever possible, we do ask our families to try and schedule emails to the staff during working hours.

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 two working days.

If this is not possible (due to teaching 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 five 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

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the school office or call to book an appointment.

We aim to schedule all meetings within five working days of the request. While teachers are available at the start and end of the day for very brief, urgent conversations, we recommend booking an appointment to discuss:

- Any urgent concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

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) in English. On our school website, the translation tool can be found on the top of the website itself. Translations can also be made within the Class Dojo App.

We will always try to make additional arrangements if necessary. Please contact the school office to discuss these.

Monitoring and Review

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

The policy will be approved by the governing board

Links with other policies

This policy should be read alongside our policies on:

- Child protection and safeguarding
- Online acceptable use agreement in the Online Safety Policy
- Staff code of conduct
- Complaints Policy
- Home-School Expectations
- Intra-School Communication Policy