Home School Communication Policy

Our School Values

Courage
Respect
Unity

Motto – Pray Together, Learn Together and Stronger Together in Jesus

Approved by Headteacher:	Mrs I. Onye	**Date:** June, 2026
Approved by Chair of Governors:	Ms Valerie Simpson	**Date:**
Last reviewed on:	NA	
Next review due by:	February, 2029	

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

This policy should be used in conjunction with our school's Policies: Dealing with Abusive Parents Policy, Safeguarding Policy, Dealing with Persistent or Vexatious Complaint, Parents Code of Conduct and the Complaint Policy.

https://www.stsaviours.lewisham.sch.uk/Policies-Statutory-Information/

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 other school procedures and policies.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Responding to communication within the timescale (which are during working days and during term time only) as set out in this policy. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff are **not expected** to respond outside of their hours or during school holidays.

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 parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours (8:30am to 4:30pm), or during school holidays.

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

School email address for all staff is: admin2@stsaviours.lewisham.sch.uk.

School email for Special Educational Needs matters is sen@stsaviours.lewisham.sch.uk

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

The school has a text messaging and email system it uses to communicate to parents, (on a monthly basis for the e-newspaper) to update parents with regards to return times for visits.

- All emails to school staff should be sent to admin2@stsaviours.lewisham.sch.uk. Response time for communication from parents is explained in the school's Complaint Policy and staff are advised to adhere to policy. However, the time scale for response is as follows: **Staff have to acknowledge receipt of email and respond by letter or email within 10 working school days (term time). Where an action is required (e.g. an investigation and report written), this can increase to 15 -20 working days (term time).**

  A hard copy of any e-mail received by any member of staff from a parent is filed and a copy stored in the school office.

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Update on expected arrival times from educational visits.
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website includes a school calendar for the academic year. We advise parents to check this 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. However, cancellation of events as a result of exceptional circumstances e.g. teacher illness or inclement weather (not exhaustive) may lead to short noticed cancellation of an event.

3.4 Phone calls

Our school office is open from 8:30am to 4:30pm weekdays (term time only). These are the times when phone calls are received or returned. However, callers can leave a voicemail.

We ask that all within the school community (staff and parents) are courteous when speaking to one another.

3.5 Social Networking Sites, Blogs etc. (see Online Safety policy as well)

Staff will **not** communicate with parents or pupils via social networking sites (such as Facebook) or accept them as their "friends". **The exception to this rule would be if the school has established their Class Blog, for the purpose of teaching and learning.**

Staff must also be aware of the impression that is given to others when they use social networking sites, particularly when absent from school due to illness. The Online Safety Policy should be adhered to at all times.

3.6 Letters

Staff will endeavour to respond to parents' letters as quickly as possible. However, the time scale for response is as follows: **Staff have to acknowledge receipt of letters and respond by letter or email within 10 working school days (term time). Where an action is required (e.g. an investigation and report written), this can increase to 15 -20 working days (term time).**

Copies of all correspondence with parents, including emails, should be placed in pupil files.

A letter will be sent to parents when a teacher has been absent for one week to update them on the situation and what procedures have been put in place. Regular letters will then be sent as and when more information is available.

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our termly Class Curriculum Newsletter

Standard Letters are available for the following issues:

1. Inappropriate items brought from home (e.g. mobile phone, jewellery, harmful substance/weapon)

2. Unsatisfactory work
3. PE Kit
4. Break time refreshments
5. Homework
6. Misplaced school equipment
7. KS1 school uniform
8. KS2 school uniform
9. Attendance

3.7 Reading Diary and Homework Book

Children in all classes have a reading diary and all KS2 classes have a homework book. This enables parents to record a wide range of information that they wish to share regularly with the teacher. Teachers use the reading diary and homework book to record homework activities and as a regular channel for communication with parents.

3.8 Reports

Once a year we provide a full written report to each child's parent on their progress in each subject. This report identifies areas of strength and a little on areas for future development.

During the autumn and spring terms, parents' meetings are held when teachers share the child's targets for the next term. There may be written contributions from the class teacher, child and parent at these events.

In addition, when children have special educational needs, or if they are making less than the expected progress, we find it helpful to meet with parents more regularly. We will also make any reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand a communication.

To summarise, 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
- Termly progress reports (target setting and target review meetings)
- A report on KS2 SATs tests, Multiplication Check and Year One Phonics Test outcomes.

We also arrange regular meetings where parents can speak to their child's teacher(s) about their personality, particular concerns and progress (see the section below).

3.9 Meetings

The school holds a **curriculum meeting at the beginning of the academic year** for every year group. This meeting is very important as makes clear the curriculum expectations as well as provides an opportunity for parents to meet the staff for that year group.

We also hold termly parents' meetings (**target setting and target review**). 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.

Regular Meetings with Parents and Carers

We arrange various meetings for parents throughout the year. Meetings are held prior to any residential trip to inform parents of planning, content and arrangements. A meeting for new parents is organised each June/July. Meetings for prospective parents (Reception) are held in the autumn term. Members of staff also conduct home visits for children who are new to St Saviour's prior to them starting.

3.10 School Website and Twitter

The school's website and any social media page set up will be to provide information about the school and an opportunity to promote the school to a wider audience.

3.11 Monthly e- Newspaper

A school e-newspaper is sent to parents every first Friday of the month. It celebrates learning, show cases events and shares key messages. Every year group contributes to this.

3.12 Weekly Bulletin

This goes out every week and contains all the letters and correspondence from the school to the school community. This bulletin was started as a response to parental feedback about receiving several communications and not knowing where to look for key information.

3.13 Year group termly Newsletter

These newsletters give parents a summary of their child's intended learning for a term. It includes the curriculum as well as important dates and events (including the class sharing assemblies).

3.14 School website https://www.stsaviours.lewisham.sch.uk/

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.

3.15 Communication with other schools and outside agencies

We hold information on pupils in our school, and from time to time we are required to pass some of this information to others for educational purposes. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998 and General Data Protection Regulations 2018. Parents have a right to view the information we hold and we have contact details of the agencies to which our information is passed.

Prior to pupils joining Reception, they are invited to visit the school to enable us to gain further information about them to help and support their transition to St Saviour's RC Primary School. All in-year applications for transition to St Saviour's RC Primary School result in a meeting with parents and child prior to the child starting at the school.

We recognise that children have diverse needs, and we are supported by various agencies and groups of professionals who keep us informed about ways in which these needs may be met in order to help children to participate fully. Support comes from medical services (such as speech and language therapy, occupational therapy, CAMHS and physiotherapy), from Educational Psychologists, from health professionals and specialists. It also comes from various welfare-focused services, such as the Attendance Support Team, Social Services and Child Protection Units. This is all coordinated by Family First in Laurence House.

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility and that our school should provide a safe and secure environment.

Our daily contact with children means that we are in a unique position to identify and help children who may be suffering from any form of abuse.

When any member of staff has any concerns about a child, these will be passed on to the **Designated Persons for Child Protection, (AHT- Pastoral) and the Deputy Designated Safeguarding Leads are the Headteacher and After School Club Manager** who may share this information with the Social Services. All information shared by staff is recorded on a pupil concern form, signed and dated and handed to one of the Designated Persons. The link governor for safeguarding is the Mrs Joan Forest.

Communication Guide

Nature of Contact	Appropriate person to receive contact	Relevant Policy/Procedure
Request for published information (e.g. trips, educational visits, target setting or target review, term dates, meetings etc)	School Office admin2@stsaviours.lewisham.sch.uk.	Freedom of Information Act (FOI Act) Charging Policy
Request for personal pupil information	Head Teacher, School Business Manager or Assistant Headteachers (SENCO)	Data Protection Policy (Data Protection Act), Online Safety Policy, Safeguarding Policy
Complaint about GB policy [content or application of]	Clerk/ Chair	General Complaints Procedure
Unreasonable exercise of discretion by Head Teacher	Head Teacher Chair	General Complaints Procedure
Allegation about conduct of a member of staff	Head Teacher Or Chair [if allegation against head]	Complaint Policy (Procedure) School Staff Discipline Procedure [Confidential to School and Employee]
Allegation of verbal or physical assault by employee on pupil	Head Teacher OR Child Protection Co-ordinator Or Chair [if allegation against head]	Safeguarding Policy Local Child Protection Procedures [Confidential to school, LA Child Protection Officer

		(LADO) and parents of alleged victim]

Allegation about capability of a member of staff	Head Teacher Or Chair [if allegation against head]	Complaint Policy School Staff Competence Procedure [Confidential to School and Employee]
Conduct of another pupil [e.g. bullying]	1st Your Child's Class Teacher, (if unresolved) 2nd Phase Leader, (if unresolved) 3rd Assistant Head/Deputy (if unresolved) 4th Headteacher (if unresolved) 5th Chair of Teacher Governor	Complaint Procedure School behaviour and discipline procedures [Confidential to School and parents of alleged perpetrator]
Discipline of a pupil	1st Your Child's Class Teacher, (if unresolved) 2nd Phase Leader,(if unresolved) 3rd Deputy Head (if unresolved) 4th Headteacher (if unresolved) 5th Chair of Teacher Governor	Complaint Procedure School behaviour and discipline procedures [Confidential to School and parents of pupil]
Content of /Failure to maintain an Education and Health Care Plan (EHCP)	Head Teacher /SENCO LA	LA procedures
Admissions	The LA Admissions Tel: 020 8314 8282; Email: **schooladmissions@lewisham**.gov.uk;	Admissions Procedure Admissions Appeal Procedure

Exclusion	Clerk of the Governing Body Local Authority Inclusion & Reintegration Officer, at awsinclusion@lewisham.gov.uk or by phone on 020 831 47425	Exclusion Appeal Procedure *(Government Statutory Guidance on Exclusion)
Failure to provide National Curriculum Entitlement or Inappropriate curriculum	Head Teacher Clerk to GB LA	LA Procedure
Request for information about volunteering in the school	School Business Manager (Details on website) send email FAO the attention of SBM School Business Manager admin@stsaviours.lewisham.sch.uk.	
Request for information about job vacancies in the school	FOA: The School Business Manager admin@stsaviours.lewisham.sch.uk.	
Lost property/ Misplaced Property	Your child's class teacher	
Worried about your Child's Progress/ Learning	Your Child's Class teacher	
Extended Services: Breakfast, After School Club Enrichment after school activities	Manager of relevant service The school Office during school hours (9am-3:30pm) The Extended School Coordinator (via the school office)	Procedures of Service Provider
HT/GB decision to remove license for a person to enter school premises [banning]	Clerk to GB/Chair	GB Appeal Committee
Selection of pupil for school team/play	Event Organiser	General Complaints Procedure