



Hagley Primary School

Home ↔ School Communication Procedures

Date: September 2020

Date of review: September 2021

Responsible member of staff: Mrs Vanessa Payne

Aims

To aid effective collaboration between Home and School:

- The procedures clearly outline the routes and methods provided to enable efficient communication between Home and School
- To encourage pupils' gradual independence as part of the wider curriculum
- To reduce the school's carbon footprint



Website



Verbal



Email



Diaries



Text



Telephone



Letters (sent through email)



Meetings/
Reports

The school office and telephone is staffed, term time only, between the hours of 8.30am – 3.45pm. After 3.45pm the answer machine service is available - messages will be checked the following school day.

Communication from School to Home



Text

The school's texting service is used to immediately inform parents of:

- Cancelled activities and events
- Date/time changes for specific activities and events
- School closure

It is also used to:

- Remind parents/carers to provide a reason for unexplained absence
- Reminders for trips/class/after school clubs information
- Specific year group reminders



Website www.hagleyprimary.org.uk



Email

- Non-confidential School and PTA letters are sent to parents/carers via email (letters with reply slips are also sent home as paper copies via the child)
- *These letters are also archived on the website for future reference and can be accessed via the 'Letters and Events' link on the website Home Page*
- Email may occasionally also be used to contact individual parents/carers regarding specific matters



Letters

Paper Copies:

- Any confidential letters to parents/carers will be sent as paper copies either via post or via pupil depending on the content

E- Copies:

- Newsletters and general letters will be sent via email as PDF attachments
- Archived copies of letters will be available on the school website for parent/carer and staff reference via the 'Letters and Events' link on the Home Page of the website

Replies and consent:

- In order to reduce the amount sent between home and school, we are utilising Microsoft Forms, as well as ParentPay, as a method for gathering reply slips, consent and data. Relevant links will be provided via email or text message and we politely ask that families reply to these promptly and before communicated deadlines



Diaries



Seesaw

KS1 – used as a reading record for communication between families and class teachers. A photo of the book is sent with a comment on the child's reading. Teachers may comment back or comment on a child's reading during school. A like is the equivalent of a signature. Home learning is also set and shared via this platform.

LKS2 - used as a reading record for communication between families and class teachers. A photo of the book is sent with a comment on the child's reading. Posts can also include writing related to reading or recordings. Teachers may comment back or comment on a child's reading

during school. A like is the equivalent of a signature. Home learning is also set and shared via this platform.

UKS2 – developing independence – home/school diaries

As part of the wider curriculum, to encourage independence - older children will tend to be given verbal reminders of events and/or equipment needed on a certain day etc. (Pupils will also be encouraged to get into the habit of writing their own reminders in Homework Diaries). Reading should be recorded in this diary and be available in school each day.

Parents/carers are asked to reinforce this by encouraging their child to relay messages, to use their Homework Diaries and to take responsibility for remembering to fill their diary in independently.



Telephone

Staff will phone parents/carers as and when necessary, for example:

- If their child is ill/has had an accident
- To clarify or obtain missing information regarding a pupil/pupil data
- *To chase up missing consent forms/reply slips and forgotten equipment/items needed on that day**
- To discuss an issue relating to the child's learning, behaviour or well-being

** Parents/carers are asked to regularly check the Diary, Letters and Calendar pages on the 'News' section of the website as well as the relevant 'Classes' pages to ensure that deadlines are met and specific dates and equipment remembered.*



Meetings/Reports

- Year group curriculum evening - beginning of the Autumn Term
- Parents' evenings – October/November
- Parents' evenings – February/March
- Annual written report – towards the end of the Summer Term
- End of year attendance report – towards the end of the Summer Term



Due to our COVID-19 risk assessment, we are unable to hold many of the meetings we usually deliver in school. These will now be presented using Loom or Vimeo as a recording. Teachers/leaders will be able to present key information which will then be accessible via the school website. Both platforms provide secure access with password protection if required. Texts and emails will be used to provide relevant passwords. Where reporting events cannot be held in school (e.g. Parents' evening) then alternative arrangements will be made; for example, by providing phone calls or videos.



In some cases, Microsoft Teams may be used as a platform to hold meetings between parents and members of staff in school. Support can be provided in order to facilitate these meetings.

Where a face to face meeting has to take place in school, the school will follow the protective measures outlined within the COVID-19 risk assessment. This will be communicated with the relevant parties beforehand and will be held in a location within school which provides adequate social distancing and ventilation. PPE may be a requirement in these instances.

Communication from Home to School

Reporting Pupil Absence (Unplanned)

- **Email:** absence@hagleyprimary.worcs.sch.uk

Please put child's name and class on the email subject line and state specific reason for absence in the email

- **Telephone:** 01562 883280 (Option 1)

Please clearly state your child's name, class and specific reason for absence

- **In person at the school office – where possible, please use the channels stated above**

For full planned and unplanned absence procedures – please refer to the Attendance page in the 'PARENTS' section of our website

General Messages and Enquiries

- **Telephone - Receptionist:** 01562 883280 (Stay on Line or Press Option 2)
- **Email:** office@hagleyprimary.worcs.sch.uk

Please put child's name and class on the email subject line

PLEASE NOTE: Parents/carers are asked, where possible, to use the relevant pages of the school website (as outlined on page 2) as the first port of call for queries regarding times and dates of events/activities/trips and also information regarding the curriculum

Matters Requiring Prompt Response/Action - e.g. last minute changes to after school pick up arrangements

- **TELEPHONE - Receptionist:** 01562 883280 (Stay on Line or Press Option '2')

For matters requiring prompt response or action, the school advises parents/carers to phone the school as opposed to using email due to the possibility of delay between sending and receiving the message

- **In person at the school office – where possible, please use the school telephone to help reduce personal contact**

Communicating Directly With the Class Teacher - (or specific member of staff)

- **Discussing a specific issue:**

Parents/carers wishing to discuss a specific issue with a class teacher or other specific member of staff are asked to call into or contact the office. The school receptionist will arrange for the requested member of staff to contact the parent/carer directly using the most appropriate channel outlined within this document.

- **Sending a message:**

- Email: office@hagleyprimary.worcs.sch.uk

Emails to specific members of staff will be forwarded from the office

(Please put "FAO: *staff member's name*, RE: *child's name*" on the email subject line)

If the content is sensitive/confidential we advise sender to make this clear in the email and to place the information in an attachment (as opposed to the body of the email)

- **Telephone:** 01562 883280 (stay on line or press option '2')

COVID-19 addendum:

The above information provides many examples of the ways in which our practice in school has had to change due to the current pandemic.

Due to current circumstances it is vital that the school is kept informed of the most reliable and up-to-date method of communication between home and school. Should email address or telephone numbers change over the course of the year, this should be communicated immediately so that records can be changed accordingly.

Despite the need to reduce physical contact, and maintain social distancing requirements, it is crucial that both families and staff within the school can maintain open lines of communication regarding a child's learning, behaviour and emotional well-being.