



Fosse Multi Academy Trust

Moreton Morrell C of E Primary School

Home School

Communication Policy

Introduction and Aims

At Fosse Multi Academy Trust we aim to create school environments where all children and staff flourish and grow. Every person in our Trust community matters. As such we believe that clear, open communication between school and parents and carers has a positive impact on pupils' learning because it:

- Gives parents and carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents and 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 and carers
- Setting clear standards and expectations for responding to communication from parents and carers
- Helping parents and 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 in relation to their school context.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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 (8:30am to 4:30pm), 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.

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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school.

The Trust will not tolerate any communication that is considered disrespectful, abusive or threatening.

Parents should not expect staff to respond to their communication outside of core school hours 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 Notices, letters and news via Reach More Parents

We use Reach More Parents to keep parents informed about all aspects of school:

- *Upcoming school events and calendar items*
- *School news*
- *All letters and communication including consent for school trips and visits*
- *Scheduled school closures (for example, for staff training days)*
- *School surveys or consultations*
- *Class activities or teacher requests.*

3.2 Parent Pay

We use Parent Pay to collect all fees and charges related to school visits and trips. Dinner money is collected via Parent Pay..

3.4 Tapestry

Tapestry is used to keep parents of the children in Pre-school and Reception informed about the following things:

- *Class activities*
- *Special achievements*
- *Teacher requests or reminders.*

3.5 School Calendar

Our school calendar is kept up to date on Reach More Parents. Term dates are also listed on the school website.

3.6 Phone calls or direct emails

We contact parents by telephone or direct email when:

- *Your child has been involved in an accident or is unwell and you are needed to attend school.*
- *If we need to discuss your child's behaviour or there has been a behaviour incident that requires your attention.*
- *We need to arrange meetings or clarify collection arrangements.*
- *We want to update parents on a child's progress toward specific targets.*

We may also contact parents to discuss pupils' performance; both positive performance or concerns over performance.

3.7 Letters

We upload the following letters to Reach More Parents:

- *Letters about trips and visits*
- *Consent forms*
- *General correspondence.*

Reach More Parents can be accessed online or via the Reach More Parents Fosse MAT app.

3.8 Homework and Reading Records

All children have a login for Boom Reader. This is an online platform that acts as a reading record to record children's daily reading. Teaching staff check Boom Reader at least once per week and the expectation is that children are reading for a short period each day.

Homework is set via Reach More Parents.

Parents are asked not to use Reach More Parents to communicate with their child's teacher, as messages or comments can be easily missed and all requests should be made through the school office.

3.9 Reports

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

- *An end-of-year report covering their achievement across the curriculum, how well they are progressing, and their attendance*
- *End of EYFS outcomes, results of Year 1 Phonics Screening, Year 4 Multiplication Tables Check and KS2 SATs tests.*

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

3.10 Meetings

We hold two parents' evening(s) per year; one in the Autumn and one in the Spring term. 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 (SEND), or who have other additional needs, may also be asked to attend further meetings to discuss the adjustments the school may need to make or the involvement of other professionals. They will also have a termly meeting to update the child's pupil profile with targets specific to their child.

3.11 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 and clubs.*

Parents should check the website before contacting the school.

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

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

4.2 Tapestry

Tapestry should not be used for parent communication or to contact the teacher directly. All communications for the teacher should be directed to the school via email or telephone.

4.3 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 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 two 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*
- *Urgent changes to collection arrangements due to an emergency*
- *Serious concerns for a child's well-being.*

For more general enquiries, please call the school office.

4.4 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 five 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.

Our websites have translate buttons on the home page.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English, however we will endeavor to translate these if needed.

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*
- *Verbal updates rather than written*
- *A friend or family member to support during meetings.*

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 reports its effectiveness to the Local Governing Committee and the Fosse Multi Academy Trust.

7. Links with other policies

The policy should be read alongside our policies on:

- *Acceptable Use Policy*
- *Social Media Code of Conduct*
- *Staff, Governor and Volunteer Code of Conduct*
- *Complaints*
- *Wellbeing and Positive Mental Health Policy*
- *Safeguarding Policy (including Anti bullying)*
- *Inclusion Policy*
- *Equality Objectives*

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Policy which is available on the school website.

Appendix 1: School Contact List

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Please email or call the school office on admin5205@welearn365.com or 01926 651355
- Please 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 as soon as possible.

Please remember: check our website or the Reach More Parents app first, much of the information you need is posted there.

We aim to acknowledge all emails within two working days and respond in full in five working days.

The school office is open Monday to Friday 8:30am to 4:30pm and the school absence line is available for messages at all times. If no one is available to answer the telephone, please leave a voice message.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO INITIALLY...
My child's learning or homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher
Payments	Mrs Clifton
School trips	Mrs Clifton or the class teacher
Uniform/lost and found	Your child's class teacher
Attendance and absence requests	If you need to report your child's absence, call: 01926 651355 and leave a message. If you are requesting approval for term-time absence, contact the Headteacher via the school office
Bullying and behaviour	Your child's class teacher in the first instance or the Headteacher
School events/the school calendar	Mrs Clifton
Special educational needs (SEN)	Your child's class teacher or the SENCo via send5205@welearn365.com
Wraparound Care	Mrs Clifton
Hiring the school premises	Mrs Clifton
Friends of Moreton Morrell School	School office in the first instance
Governing Committee	Chair of Governors via the school office
Catering/meals	Mrs Clifton