

# St Joseph's Catholic Primary School, Jarrow



*In God's love we learn and grow*

## Home School Communication Policy

Start Date:	Review Date:	Adopted:
Spring 2025	Spring 2027	Spring 2025



# St. Joseph's Catholic Primary School, Jarrow

## Home School Communication Policy Spring 2025



### **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

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 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, 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.

This policy links to our ICT and internet acceptable use policies, both of which are available on our school website.



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### 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

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, or during school holidays.

This policy links to our Home School Agreement. You can request a copy of this by emailing [enquiries@stjosephsjarrow.co.uk](mailto:enquiries@stjosephsjarrow.co.uk)

### **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**

Email is our preferred mode of communication. 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

#### **3.2 Text messages**

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Minor injuries (including bumped heads)

Text messages will only be used in these 'emergency' events



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#### 3.3 School calendar

Our newsletter includes a full school calendar for the term. All changes or additions are communicated immediately to parents, with updated calendars shared as and when necessary.

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.

#### 3.4 Phone calls

Parents may receive a phone call from school about:

- their child being involved in an accident that results in them requiring more than regular first aid
- to discuss pupils' performance (both positive and negative)
- to discuss their child's attendance (both positive and negative)

#### 3.5 Letters

We send letters home mainly through email. Parents may request paper copies by contacting [enquiries@stjosephsjarrow.co.uk](mailto:enquiries@stjosephsjarrow.co.uk)

#### 3.6 Home School Reading Books

Home school reading books are often used to communicate with parents, though this is primarily related to the progress of pupils.

#### 3.7 Reports

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
- Half yearly progress report (shared at parents' meetings)
- A report on Key Stage 1 and Key Stage 2 SATs tests

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

#### 3.8 Meetings

We hold two parents' evenings 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' 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.



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We hold termly Open Mornings, where parents view a presentation led by the class teacher, followed by an opportunity to work with their child in the classroom.

#### 3.9 School website

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

- School times and term dates
- School calendar
- 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.

#### 3.10 Social media

The school communicates with parents through three online platforms:

- Facebook - this is used to share information, as well as celebratory items outside school.
- Instagram - this is used for our EYFS classes as an 'eye into the classroom', while a separate Instagram account is for teaching and learning through the school
- All classes should post at least one post per week, either through Facebook or Instagram

### 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.

#### 4.1 Email

Parents should always email [enquiries@stjosephsjarrow.co.uk](mailto:enquiries@stjosephsjarrow.co.uk) about non-urgent issues in the first instance.

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

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

Concerns regarding Safeguarding or Child Protection issues can be directed to one of our Designated Safeguarding Leads (Mr P Craig [pcraig@stjosephsjarrow.co.uk](mailto:pcraig@stjosephsjarrow.co.uk) or Mrs K Bertram [kbertram@stjosephsjarrow.co.uk](mailto:kbertram@stjosephsjarrow.co.uk))

#### 4.2 Phone calls

If a parent needs to report a child absence, our answering machine gives the option of doing so without the need to speak to a staff member.



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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 one working day.

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

For more general enquiries, please call the school office.

All calls from staff to parents will be from the school phone number.

### **4.3 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 three working days of the request.

While teachers or support staff 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.

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

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 will review the policy every two years.

The policy will be approved by the Local Governing Committee (LGC).



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### Appendix 1: school contact list

#### Who should I contact?

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

- Email or call the school office on [enquiries@stjosephsjarrow.co.uk](mailto:enquiries@stjosephsjarrow.co.uk) or 0191 5364311
- Put the subject, your child's name 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

**Please do not send direct emails to staff (either class based or leadership) unless it is an emergency. These may not be responded to.**

Remember: check our website first, much of the information you need is posted there.

I have a question about...	Who you need to talk to
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher or Mrs S Arthur
Payments	School office Mrs M Lloyd or Mrs R King
School trips	School office Mrs M Lloyd or Mrs R King
Uniform/lost and found	School office Mrs M Lloyd or Mrs R King
Attendance and absence requests	If you need to report your child's absence, call: 0191 5364311  If you want to request approval for term-time absence, go to this <a href="https://shorturl.at/gGOTU">link</a> <a href="https://shorturl.at/gGOTU">https://shorturl.at/gGOTU</a>



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Bullying and behaviour	Your child's class teacher
School events/the school calendar	School office Mrs M Lloyd or Mrs R King
Special educational needs (SEN)	Mrs K Bertram
Before and after-school clubs	School office Mrs M Lloyd or Mrs R King
PTA	School office Mrs M Lloyd or Mrs R King
Governing board	Mr P Craig
Catering/meals	School office Mrs M Lloyd or Mrs R King

### Complaints

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