



Barley Fields Primary School

Parent Communication Policy

Date Issued:	September 2024
Prepared by:	Head Teacher
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Our school has many lines of communication to maintain with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together and in partnership.

In our school we aim to have clear and effective communications with all parents and with the wider community.

Our school aims to ensure all communications are:

- Clear
- Comprehensive
- Two way
- Timely
- Respectful and Responsible

We aim to communicate with parents and the school community in the following ways:

- Electronic Information – Marvellous Me, Facebook, school website and email services via IRIS
- Written Information - Policies, letters, newsletters and information leaflets (as required and on request)
- Telephone Communication
- Informal/formal meetings

Electronic communication:

- Our school website contains policies, newsletters and term dates, class organisation information, curriculum information and school management information.
- Parents can contact school via email. Our email address is **barleyfields@barleyfields.org.uk**. All emails are treated with full confidentiality and will be forwarded to staff as appropriate. We will respond to parents' emails within **10 working days (during term time)**.
- Parents may also contact their child's teacher using their direct school email address. Parents should be aware that communication in this form will not receive an immediate response as all staff have full time teaching commitments. Staff will endeavour to respond **within 48 hours during the working week (8.30am – 5.30pm)** and are not expected to reply at weekends. Parents should be aware that if the communication is urgent or a child protection and safety issue they contact the school by telephone.

Written information:

As a school we try to be as paperless as possible and send the majority of our communication via the Marvellous Me and IRIS platforms. Typically, we send:

- Information about school events and activities sent out to parents as necessary – some may require a Microsoft Forms link to be completed and returned to school.
- Trip letters will be sent out with adequate notice and will contain any relevant information (e.g. lunch / clothing requirements) as well as information linked to consents and voluntary contributions via Parent Pay.
- A calendar of school events will be produced at the start of each term and communicated via the school Newsletter and on the school website.
- A Home-School agreement charter is available which outlines key expectations, roles and responsibilities in partnership working.
- All children are allocated a home/school diary to support their learning and especially their reading development and progress. The home/school diary may contain notes or comments from their teacher. In KS2 children may be asked to write reminder notes of an event / homework requirements in these diaries.
- Children may come home with a note about a minor injury treated with first aid. If staff have serious concerns regarding injury or bumps to the head, parents will be contacted immediately.
- Individual letters/information may be sent home when the school is responding to the requirements of the behaviour policy or the SEND policy. This may also be sent in response to communication from parents asking a

specific question or raising a concern. The importance of this will be judged and responded to by letter, phone or meeting within an appropriate time frame.

From parents/carers to school:

- Letters can be handed into, or posted to, the school office. As with emails all letters will be treated with full confidentiality and distributed to the member of staff addressed. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently.
- In EY and KS1 the home/school diary is the first line of communication with the class teacher on day-to-day matters. These are looked at in class every day by the teacher, and should be looked at every day by the parents. In KS2 parents may contact the teacher using a short note or letter as necessary.

Telephone communication:

- Parents are asked to contact the school by phone if their child is unwell. This will be picked up by answering machine prior to 8.30am. Please leave a verbal message detailing the nature of illness.
- If you would like to speak with a member of staff directly we ask parents to phone the school on 01642 767051 arrange a mutually convenient time for contact within 24 hours.
- Parents are welcome to speak to the Head Teacher / Deputy Head Teacher at any time and should leave a message with the school office if they require this.
- The school will telephone parents if their child is unwell or has a serious accident in school.
- The class teacher or Head Teacher may phone the parents to discuss a concern if they have been unable to see the parent at the end of the day.

Informal/Formal Meetings:

- If necessary parents can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home issues with either the Head Teacher, Deputy Head Teacher or Class Teacher. Parents are asked to phone the school office on 01642 767051 to make an appointment.
- The Head Teacher and Deputy Head Teacher are regularly available on the school yard at the start and end of the day to speak with parents.
- The office staff are available to accept daily information/messages from parents and pass it along to teachers where necessary.
- At the end of the school day, teachers are available to discuss matters of the day with parents. They may ask parents to come inside for a discussion, or a parent may at this time approach the teacher to discuss something. The teacher will assess whether they can deal with it instantly or whether they will need to book an appointment for another time. This may be because the teacher has another commitment straight after school.
- Parental Consultation is held twice a year in Autumn and Spring using the parent cloud platform for bookings. Where possible, it is effective for parents to attend the consultation together so that a common approach to supporting the child in their learning can be agreed. If exceptional circumstance mean this is not possible we will try to arrange separate consultations.
- Parents of children on the inclusion register are invited to discuss their child's SEND support arrangements and progress at any time. These meetings can be arranged with the class teacher and SENCo.
- Parents of children with an Education and Health Care Plan are invited to attend annual reviews.
- Parents are asked not to approach teachers to discuss their child if they meet them outside of school as this does not allow for confidential discussion.

General information:

- We arrange regular curriculum/information meetings for parents and carers. These are generally evening meetings to explain various aspects of our curriculum and approaches to teaching and learning.
- We hold meetings for new parents/carers in Nursery and Reception in June, and each Key stage will hold a welcome to the Key Stage meeting in the Autumn Term. In Year 2 and Year 6 meetings are also planned to inform parents of the statutory assessment process.
- Leaflets and flyers are located on the school website or are available from reception

- We welcome feedback of a general nature and suggestions for improvement from parents at any time. Information of this type should be sent directly to the Head Teacher.
- We welcome and value all feedback from parents and carers about our school's policies and practices. We conduct an annual survey to canvas the views of parents and carers about our school and report back on the outcomes.

Communication with Governors

Governors may be contacted the school via email or written communication through the school office. All communication will be forwarded to the Chair of Governors who will respond within 10 working days. The name and duties of governors is on the school website.

Safe working practices

We aim to work closely with parents to support all children, and good working relationships are vital and constituent parts of this work, therefore we politely request that all communication remains civil.

It should be noted that all communications should be professional and polite. Governors may be asked to intervene if staff receive communication that is threatening or abusive.