



Home School Communication Policy

At James Peacock Infant and Nursery School we aim to have clear and effective communications with all parents and carers. Effective communications enable us to share our aims, values and ethos, through keeping parents and carers well informed about school life. This reinforces the important role that parents and carers play in supporting our school and their child's learning. Good communication between the school and the home is essential, and children achieve more when schools, parents and carers work positively and respectfully together. This policy will set out our aims that communications between home and school are clear, professional, timely and appropriate.

Objectives:

All communications should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest, positive, ethical and professional
- Use jargon free, plain English and be easily understood by all
- Be actioned within a reasonable time
- Use the method of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies
- Be compatible with our school values and ethos

How will the school communicate with parents and carers?

- School website
- Weekly newsletter (via email or paper copy as requested)
- Letters (visits, attendance, curriculum events, staffing updates etc)
- Emails
- Telephone calls
- Text messages
- School Policies
- Parents evenings in the Autumn and Spring Term
- Annual End of Year Report
- Open School Evening
- SEN review meetings
- Parent Forums with staff and governors
- Parent feedback questionnaires
- Curriculum Days and Events
- Information Evenings
- Termly curriculum maps
- Parent Information Evening
- Transition Meetings

Contact Details

In line with statutory guidance (Keeping Children Safe in Education September 2022) our school MUST have at least two working contact telephone numbers.

Parents and Carers must contact the school as soon as emergency contact numbers or addresses change. The first two contacts must be local to the school, so that they would be able to come to the school quickly in the case of an emergency.

How can I contact my child's class teacher?

Parents are always welcome to contact their child's class teacher and we would encourage parents to share any issues about their child at the earliest opportunity.

Class teachers can be contacted in the following ways:

- Class DOJO messaging facility
- Ringing our school office on 0115 9110193 to arrange a before or after school appointment
- Emailing the school office office@rotjs.notts.sch.uk and addressing the email to the class teacher
- Writing a letter to the class teacher and posting it to the school address or by hand delivery to our school office

'Drop in' Meetings before school

Sometimes parents and carers will call into school before lessons begin or straight after school, in order to see the class teacher, pastoral leader or senior member of staff.

If this is a safeguarding/child protection issue then a member of our safeguarding team, will meet with the parent or carer before school.

Our Headteacher may be available to meet with parents and carers if there is an emergency or serious issue that has arisen from the previous day.

Class teachers may be available briefly on the class doors before bringing their classes into school or occasionally after school. Daily 'check in's' are not appropriate unless agreed as part of the child's ongoing support. Class teachers may not always be available before school and will not be available after lessons begin at 8.40am, unless the meeting has been pre-arranged. Our office team can arrange a meeting or a telephone call, if the class teacher is not available or you require a longer/private meeting or call. (Please see below)

Telephone Calls

Parents are welcome to telephone the school with urgent messages that need to be delivered immediately to staff. Urgent calls may be put through to the most appropriate or available person e.g. Safeguarding lead, SENCO, or Headteacher. If the call is taken during the school day and it is not possible for a parent or carer to speak to a member of staff, a message will be taken and delivered for contact to be made within 24 hours, where possible. If the member of staff is unavailable during this time frame, the call will be returned by another member of staff, who is well placed to deal with the issue.

Newsletters

The school newsletter is sent to parents and carers weekly. It contains general details of school celebrations, events and activities and a copy is forwarded by email as arranged and is available on the school website. We send other letters of a general nature when necessary.

Emails from School to Parents and Carers

The school has access to Arbor for communicating urgent information/reminders by text or by email. This will be used for notifying and updating parents and carers with information about the school, including notification of school closures due to adverse weather, information about clubs and general reminders about events in our timetable. Parents and carers are automatically signed up to this when pupils start at our school.

Emails from Parents and Carers to school

All emails to school staff, including emails of concerns and of thanks, should be sent to our school office email address office@jamespeacock.org.uk and not to individual school staff. Our office team will ensure that emails are forwarded on to the appropriate person, in a timely manner. Parents and carers should expect an email of acknowledgement within 24 hours.

Our Senior Leaders and Governing Body have a duty of care for staff well-being and reducing workload. Therefore, our staff will not be expected to respond to emails out of their normal working hours (including weekends, evenings and published school holidays). If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.

Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, staff have been asked to refer this to a Senior Leader in the school. They will consider

whether further communication on the matter needs to be dealt with via the School Complaints Policy, including as a persistent complaint.

School Website and Prospectus

Our school has a website www.jamespeacock.org.uk with up to date information on the school and links to various policies and statutory documents for parents and carers to read and use. The school prospectus is also available on the school website.

Parents Evenings

Parents will be invited to two parents evening meetings per year in addition to the annual review, in the Autumn and Spring Term. These are after school meetings to explain areas of our curriculum and discuss progress. Parents and Carers are also invited to information and Curriculum Evenings e.g. Phonics Evening etc.

Annual Reports

The school will provide an annual written report to parents in the Summer Term. This will include information on pupils' end of year assessment levels, attendance, individual skills achieved and maintained and progress made throughout the year.

Absences

If a child is going to be absent from school, parents/carers should notify the office before registration closes at 9am to advise that the child will not be attending school that day and the reason for this absence. If the school does not receive notification and therefore has no indication of the reason for a child being absent from school, a member of the school office team will contact a parent/carer (by telephone, if possible) to find out the reason for the absence.

If parents and carers are aware that pupils will be absent from school in advance, leave of absence forms are available from the school office or on our website.

Please see the Attendance Policy for further information regarding pupil absence procedures.

Concerns and Complaints

We hope that most concerns can be resolved quickly and we would always aim to do this in a positive and respectful manner. In the first instance, concerns should be brought to the attention of the class teacher, who will arrange a time to contact you to discuss this further.

If required, an appointment can be made to see the Head Teacher, Deputy Head Teacher, Assistant Head Teacher, or SENCO if there are any unresolved issues following previous meetings about the same issue with class teachers. Parents and carers can arrange this by contacting our school office on 0115 9144225 or office@jamespeacock.org.uk

If a parent and carer has concerns about bullying (including cyberbullying) or prejudice related incidents, the school's Anti Bullying Policy and Online Safety Policy can be found on our school website, which will give guidance on how our school will deal with these incidents.

In the unlikely event of issues remaining unresolved Parents and Carers can find our School Complaints Policy on our school website.

Ratified by: FGB

Date: July 2023