

Home-School Communication Policy

Beverley High School



Date: November 2016

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Home-School Communication Policy

Purpose

To promote the partnership between school, parents and pupils through efficient and effective communication.

To make Beverley High School a welcoming school.

To achieve outstanding parental engagement.

Principles

Beverley High School believes that:

- Families are a crucial influence on the education and development of our pupils and effective partnerships between home and school have a positive impact on pupils' learning.
- It is important that parents have access to relevant information and that they receive our support, guidance and help in a timely and effective way.
- It is important that parents are consulted and given opportunities to provide feedback to the school.

Beverley High School recognises:

- The important role played by parents, other adults, siblings and peers in supporting learning.
- The importance of effective systems for facilitating communication to support the learning and wellbeing of our pupils.

Details

Communicating Information to Parents

- The school will use a variety of methods to communicate information to parents e.g. school prospectus, induction packs, newsletters, website, email, text, letters, reports, telephone, pupil diary.
- Communication on issues that affect the safety or wellbeing of a pupil will be treated as priority.
- A calendar of important dates, including parents' evenings, trips, closure days etc will be published on the school website and the yearly diary will be distributed to pupils at the start of the Autumn term.
- Parents are encouraged to provide current mobile telephone numbers and email addresses in order to be able to receive text messages and emails via the Teachers to Parents system.
- Parents are expected to attend annual parents' evenings and encouraged to support other events which directly concern their child.
- Pupils are entrusted to pass on information between school and home.

Responding to communications received from Parents

- The Governors and Senior Leadership Team are committed to creating an environment of exemplary working relationships.
- In addition to the scheduled parents' evenings, parents can contact school to make an appointment to speak to individual staff should the need arise. It is usually not possible for staff to see parents without an appointment.
- To comply with safeguarding requirements, all parents must report to reception on arrival at school and remain in reception until collected by a member of staff.

- If an emergency arises parents should contact the office staff who will need to be given sufficient information to quickly alert the most appropriate person.
- The school will endeavour to resolve any issues that concern parents in a timely and effective way and will endeavour to acknowledge the communication should it not be possible to deal with the matter in the short term.
- The school will use a variety of methods to respond to communications received from parents – email, text, telephone, letter, a meeting.

The school is concerned with the prevention of unreasonable or unjustifiable behaviour. Our policies should enable staff and parents to raise concerns and allow these to be addressed while ensuring that everyone is treated with dignity and respect.

Beverley High School does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved. If parents wish to request that written minutes of a meeting are taken, this must be requested at the time the meeting date is agreed so that the school can make arrangements for an appropriate member of the administration staff to be available for this purpose. A copy of the minutes will then be provided to the parents and staff involved in the meeting.

- Parents should refer to the school's Data Policy if they wish to access information that the school holds about their child.
- Parents should familiarise themselves with the school's Complaints Procedure should they wish to make a complaint.

The Pupil Diary

- Use of the Pupil Diary will be encouraged amongst pupils, staff and parents. This will be reinforced by regular tutor-time checks that pupils have and are using their diaries appropriately.

Consultation

- The school will consult with parents and provide opportunities for feedback through questionnaires, the Parent's Forum and other means.

Roles and Responsibilities

The Headteacher is responsible for

- Ensuring that the school has effective communications with its stakeholders.

Staff are responsible for

- Responding to communications in a timely fashion and acknowledging the contact should it not be possible to deal with the matter in the short term.
- Responding to communications within school hours (approximately 8am – 6pm) and not at weekends, in school holidays or late evening or in the case of part-time staff on days off.
- Writing on GREEN SLIPS details of telephone conversations and meetings with parents. When writing up notes from conversations staff must be mindful that they are writing for a range of audiences, therefore clarity and professional standards are expected.
- Ensuring emails/texts are printed, paperwork and letters routed to relevant staff to ensure personal safeguarding, collective understanding and comprehensive pupil records.
- Ensuring that they use only the school e-mail system, the school telephone system and the school texting system to communicate with parents. No communications from personal e-mail addresses, personal telephones or personal mobile devices is acceptable.

- Regularly checking the pupil diary for any communication from home.
- Using the pupil diary as a means of communicating with home.
- Distributing letters and communicating messages to pupils.
- Providing updates for the school website.

The Office Manager is responsible for

- Ensuring that parental contact information is accurate and current.
- Ensuring that class sets of letters are given to tutors for distribution and retaining a copy at reception for reference.
- Ensuring the appropriate operation of the Teachers to Parents text system.
- Keeping the website up to date.

The Network Manager is responsible for

- Ensuring parent log-ins for the Reporting system are available.

Parents are responsible for

- Ensuring that the school is informed of known absences of their child(ren).
- Ensuring that their daughter always carries her pupil diary at school.
- Signing the pupil diary on a weekly basis.
- Checking with their daughter that communication via the pupil diary has been shown to the relevant staff.
- Working with their daughter to ensure that they receive all paper communications sent by the school via the pupil.
- Ensuring that all contact information for them held by the school is current.
- Leaving times of availability and telephone numbers for contact if they wish the school to respond by telephone.

The Governing Body is responsible for

- Reviewing this policy every three years.

This policy is due to be reviewed in November 2019.