



Helmshore Primary School

Home-School Communication Policy

Our Mission Statement:

*"To go further than we thought
To run faster than we hoped
To reach higher than we dreamed
To be the best we are able to be."*



Approved by:	The Chair of Governors	Date: 9 th September 2025
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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

Roles and responsibilities

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

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 8.00am and 6.00pm 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 are not expected to respond out of these hours.

A copy of our model ICT and internet acceptable use policy are available on the school website.

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; 8.00am-6.00pm or during school holidays. Teachers and teaching assistants are not able to respond to emails during lesson time. If your message is urgent please contact the office staff who are able to process your enquiry. Please note we cannot guarantee that messages arriving late in the afternoon are passed on in time to the teachers or Acorns Supervisor in time for end of school pick up. This is due to the high number of calls/emails and messages we receive. Please let school know by 10.00am if your collection arrangements for that day are any different.

Parent Code of Conduct

How we communicate with parents and carers

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email

We use email to keep parents informed about the following things:

- Upcoming school events and visits
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Half-termly curriculum overview
- Newsletters
- Attendance
- Half-termly after school clubs

Studybugs

We use Studybugs to process messages and share alerts regarding attendance and punctuality.

Text messages/Groupcall Messenger & Xpressions

Transitioning to Schoolcomms (ParentPay APP) for Summer term 2025

We will text parents about:

- Payments (e.g. school lunch payments, trips, music lessons)
- Short-notice changes to the school day
- Extra-curricular activities (sharing link to consent & information via Microsoft forms)
- Emergency school closures (for instance, due to bad weather)
- Absence
- Cancellation of after school clubs

School Calendar

Our School website, X account and newsletters include a full school calendar for the academic year.

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.

Phone calls

If your child has an accident in school or is feeling unwell we will contact parents and give them an opportunity to call into school to see their child, speak to their child on the phone or collect their child to take them home.

We will contact parents by phone if there are any incidents during the day that we feel parents should be aware of such as:

- Poor behaviour
- Conflict with friends
- Attainment and progress
- Attendance and punctuality

Letters

We send the following letters home regularly:

- Attendance and punctuality letters
- Printed Microsoft forms on the request of parents
- Printed Sway newsletter on the request of parents

- Pupil Council leaflets
- Curriculum information on the request of parents
- End of year reports
- SEND Information and consent forms

Homework

We communicate with parents and deliver homework activities using the following:

- Reading diaries in Key Stage 1
- The Purple Mash learning platform blogs in Key Stage 2

Reports

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

- A comprehensive end-of-year report covering a child's achievement in every area of the curriculum, how well they are progressing, their attitude to learning and their punctuality and attendance.
- A report on EYFS, (Key Stage) KS1 and KS2 SATs test results

Meetings

We have a Parent Consultation Day in the Autumn Term, two Parents' Evenings in the Spring term and a Family Evening event in the Summer 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

On some occasions it may be possible that parents can see their child's teacher briefly before or after school if they have any immediate concern or wish to share information with the child's teacher.

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
- Admissions information
- Extra-curricular activities

Parents should check the website before contacting the school.

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.

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 three working days.

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

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 three 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
- Health issues

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the class email or the school office (see Appendix 1), or call the school to book an appointment if urgent.

We try to schedule all meetings within three working days of the request.

While teachers are sometimes 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

If parents want to speak with the Headteacher they should email the school office (see Appendix 1) or call the school to book an appointment. It would also be helpful if you could inform the member of staff arranging the meeting what the meeting is in connection with.

Inclusion

- It is important to us that everyone in our community can communicate easily with the school.
- We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English but are happy to accommodate any other language if required.

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 alternative arrangements if necessary. Please contact the school office to discuss these.

Monitoring and review

- The Headteacher monitors the implementation of this policy and will review the policy every year.
- The policy will be approved by the governing board.

Links with other policies

- The policy should be read alongside our policies on:
- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing

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 the most appropriate address
- Include your child's full name in the subject line

We aim to acknowledge all emails within two working days

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher: RP@helmshore.lancs.sch.uk Mrs Perry RT@helmshore.lancs.sch.uk Miss Thomas 1C@helmshore.lancs.sch.uk Miss Cooper 1H@helmshore.lancs.sch.uk Mrs Hopkins 2C@helmshore.lancs.sch.uk Mrs Cross 2L@helmshore.lancs.sch.uk Mr Lord 3D@helmshore.lancs.sch.uk Mr Driver 3F@helmshore.lancs.sch.uk Mrs Frain 4M@helmshore.lancs.sch.uk Mr Monaghan 4S@helmshore.lancs.sch.uk Miss Sagar/Mrs Buckley 5A@helmshore.lancs.sch.uk Mrs Ashworth 5J@helmshore.lancs.sch.uk Mrs James 6H@helmshore.lancs.sch.uk Mrs Haworth 6K@helmshore.lancs.sch.uk Mrs Kelly
My child's wellbeing/pastoral support	Your child's class teacher (see above)
Payments	School office: office@helmshore.lancs.sch.uk
School trips	School office: office@helmshore.lancs.sch.uk
Uniform/lost and found	School office: office@helmshore.lancs.sch.uk Your child's class teacher (see above)
Bullying and behaviour	Your child's class teacher (see above) School office: office@helmshore.lancs.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Attendance and absence requests	If you need to report your child's absence please use the Studybugs APP or if you are unable to do so, call the school office on 01706 213756 leaving a message on the answer machine or email: office@helmshore.lancs.sch.uk If you want to request approval for term-time absence, contact the school office and a member of staff will issue the appropriate form.
Meetings with Headteacher	School office: office@helmshore.lancs.sch.uk
Meeting with class teacher	Your child's class teacher (see above) School office: office@helmshore.lancs.sch.uk
School events/the school calendar	School office: office@helmshore.lancs.sch.uk
Special educational needs (SEN)	School office: office@helmshore.lancs.sch.uk
After-school clubs	School office: office@helmshore.lancs.sch.uk
Hiring the school premises	School office: office@helmshore.lancs.sch.uk
PTFA	School office: office@helmshore.lancs.sch.uk
Governing board	School office: office@helmshore.lancs.sch.uk
Catering/meals	School office: office@helmshore.lancs.sch.uk
Acorns Before and After School Club	Administrator: Acorns@helmshore.lancs.sch.uk Acorns Supervisor: Acorns.supervisor@helmshore.lancs.sch.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

<https://www.helmshoreprimaryschool.co.uk/our-school/complaints-procedure/>