



## Home – School Communication Policy

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## Introduction and aims

We believe that clear, open communication between The Rowans academy 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 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

## Roles and responsibilities

The headteacher is responsible for:

- Ensuring that communications with parents/carers are effective, timely and appropriate
- Regularly reviewing this policy
- All staff are responsible for:
- Responding to communication from parents/carers 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/carers get timely information (if they cannot address a query or send the information themselves)

Staff **are not required to** respond to communications outside of school hours, or their working hours (if they work part-time), or during school holidays.

Parents/carers 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
- Responding 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 and does not meet the expectations of the parent/pupil charter will be challenged by the headteacher and where necessary supported by The Board of Trustees

We will not tolerate any communication or conduct which is threatening or abusive to staff in any way and in exceptional circumstances a school site and communication ban may be imposed by the headteacher.

## **Rowans' Parent and Pupil Charter**

### **The partners are the Pupil, the Parent or Carer and The Rowans**

Each partner has a vital part to play by being supportive of each other and committed to the success of the partnership.

#### **As a Pupil I agree to:**

- Work to the best of my ability, and have high expectations of myself
- Apply our core values of Commitment, Kindness and Resilience to everyday life
- Behave in a way that does not disrupt the learning of others
- Show respect to other pupils, staff and the school environment
- Take a pride in my appearance and wear school uniform correctly at all times
- Be conscious of the need to create an environment which shows visitors a caring community and respect for school property;
- Care for everyone in school and the wider community by showing respect, tolerance and courtesy and kindness
- Have the responsibility to respond to the views of others courteously and treat each other with respect and tolerance.

#### **As a Parent/Carer I agree to:**

- Ensure my/our son/daughter attends school regularly, on time and in Rowans' uniform;
- Account for any absence by phone and inform the school of any problems or concerns which might affect my/our son/daughter's work or behaviour
- Support the school's decision with regards to the mobile phone policy, behaviour policy and search and confiscation policy
- Trust and support the staff to deal with incidents at school involving my/our son/daughter
- Support the school with alternatives to exclusion such as a change in school day hours or change of educational location
- Attend Academic Review Day and meetings about my/our son/daughter's progress
- Fully support the Rowans' core values of Commitment, Kindness and Resilience.
- Communicate respectfully with staff at all times

#### **The Rowans agrees to:**

- Care for your son/daughter's welfare and apply the behaviour policy fairly and consistently
- Practice and encourage our core values of Commitment, Kindness and Resilience
- Ensure a safe and caring environment
- Provide a balanced curriculum, enhanced where possible by a range of extra-curricular and enrichment activities
- Always aspire to achieve high standards of work, behaviour and core values
- Develop resilience in pupils
- Make every effort to ensure that your son/daughter makes good or better progress and achieves in line with their ability
- Keep you informed about school matters and your son/daughter's academic progress through reports, regular meetings and phone calls, and alert you to any difficulties;
- Be open and welcoming and prepared to deal with any parental query.

**All members of the school community have a right to expect that their school is a safe place in which to work and learn. Violence, threatening behaviour and abuse, including verbal abuse, against school staff or other members of the school community will not be tolerated.**

By signing below, we all agree to uphold this Charter;

Pupil signature		Date:
Parent signature		Date:
Rowans' signature		Date:

**How  
we**

### **Communicate with parents/carers and carers**

The sections below explain how we keep parents/carers up-to-date with their child's education and what is happening in school.

Parents/carers 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 and/or text message to keep parents/carers informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- End of week reports
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

#### **School calendar**

Our website <https://www.therowans-that.org.uk/> includes a full school calendar for the current and following academic year.

Where possible, we give parents/carers notice of any events or special occasions (including non-uniform days, special assemblies or visitors).

#### **Phone calls**

Staff are encouraged to have telephone communication with parents/carers regularly to discuss pupils' performance (both positive and negative)

#### **Letters**

We send the following letters home regularly:

Letters about trips and visits

Consent forms

Our termly newsletter

The end of week pupil information reports are emailed and/or posted to parents/carers Friday afternoon of every school week giving a summary of the pupil's performance.

#### **Reports**

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

A data report twice a year, at the end of term 2 and 4. This report details academic progress, attitude to learning grades and attendance information.

An end of year full report as above but in with full teacher comments for each subject area.

We also have a calendared academic review day in January where parents/carers and pupils have the opportunity to meet all teachers and review progress, achievement, attitude to learning and attendance.

This is also an opportunity to speak to a senior leader about their achievement and progress

## **Meetings**

In addition to the formal academic review day in February and June, we are keen to meet parents on a needs basis to discuss either academic or personal progress.

Parents/carers may ask for a meeting with a member of staff if they have concerns about a child's achievement, progress, or wellbeing by either phoning or emailing the school office. Every attempt will be made for these meetings to take place in a timely manner.

Parents/carers 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. There will be scheduled meetings for children who are looked after or who have an Educational, Health Care Plan. These meetings will be organised by the SENCO at a mutually convenient time for all parties.

## **School website and social media**

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

The Rowans AP Academy regularly uses social media to make announcements and celebrate the great work which is taking place. Parents/carers are encouraged to follow these accounts on Facebook and Twitter and keep abreast of the learning and achievement which is taking place.

Parents/carers should check the website before contacting the school.

Parents/carers should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

## **Phone calls**

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you in a timely manner.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you can speak to the appropriate member of staff.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

Family emergencies

Safeguarding or welfare issues

For more general enquiries, please also call the school office on 01634 338803

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

Any concerns you may have about your child's learning

Updates related to pastoral support, your child's home environment, or their wellbeing