

# Potters Gate and St. Andrew's CE Primary School, St. Andrew's Infant School and Care Club

Review Period:	Annually
Next Review Due:	September 2026
LC Lead	Safeguarding lead
Staff Lead	Headteacher

## Policy for Home School Communication

**"I have come that you may have life - life in all its fullness," John 10:10**

***Developing in our children the ability to find joy in life, the natural world, finding moral and spiritual strength for their own lives.***

***We celebrate our differences, welcoming families of different faiths, social and ethnic backgrounds to our school family and share the abundance of what we have with all.***

### Contents

1. Introduction and aims.....	1
2. Roles and responsibilities.....	2
3. How we communicate with parents and carers .....	2
4. How parents and carers can communicate with the school .....	4
5. Accessibility.....	5
6. Monitoring and review .....	6
7. Links with other policies .....	6
Appendix 1: school contact list .....	7

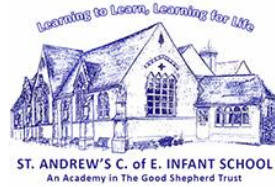
### **1. Introduction and aims**

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.

## **2. Roles and responsibilities**

### **2.1 Executive Headteacher/Deputy Headteacher**

The Executive headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

### **2.2 Staff**

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's IT and 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 (8am to 5.30pm).

### **2.3 Parents**

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
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. 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 between 8am and 6pm, and not during school holidays.

## **83. How we communicate with parents and carers**

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

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

### **3.1 Email**

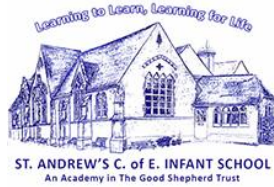
We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations



Potters Gate CE Primary School

➤ Class activities or teacher requests



ST. ANDREW'S C. of E. INFANT SCHOOL  
An Academy in The Good Shepherd Trust



### 3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Reminders

### 3.3 School calendar

Our school website includes a full school calendar for the term and Year group pages contain events for each year group for the current half term.

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.

### 3.4 Phone calls

Phone calls to parents are made for a number of reasons:

Inform

Parents of any concerns or behaviour that warrant parents being informed( in line with our behaviour and relationship policy)

Positive achievements at school that staff want to celebrate with home

### 3.5 Letters by email

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our termly newsletter at Potters Gate and Weekly newsletter at St. Andrew's

### 3.6 Homework books/school planners

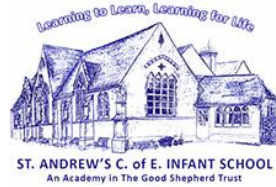
All home reading and reading within school is expected to be logged on Boomreader.

Year 6 pupil's have a homework diary, in which they make notes of homework or activities for their week.

### 3.7 Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports
- A report on Key Stage (KS) 1 and KS2 SATs tests
- Report on Year 1 Phonic Screening
- EYFS outcomes in Reception



We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.8 Meetings

We hold three parents' evening(s) per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, their child's wellbeing, or any other area of concern.

There is a chance to see your child's work and in Year 4, 5 and 6 your child is invited to attend the meeting with you and the classteacher.

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.

### 3.9 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information and year group pages
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

#### **Parents should check the website before contacting the school.**

The Year Group Pages share all up to date information about your child's week. This will also include examples and photos of celebrated work from the week.

## **4. 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.

### 4.1 Email

Parents should always email the school, through: [school@potters-gate.surrey.sch.uk](mailto:school@potters-gate.surrey.sch.uk) or [info@standrews-infant.surrey.sch.uk](mailto:info@standrews-infant.surrey.sch.uk), about non-urgent issues in the first instance. This will be forwarded to the class teacher to respond to.

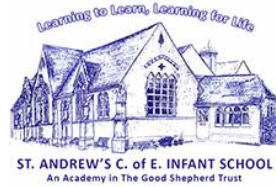
We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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

### 4.2 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 2 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 2 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

For more general enquiries, please call the school office.

#### **4.3 Meetings**

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 10 working days of the request.

While teachers are 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

### **5. Accessibility**

It is important to us that everyone in our community can communicate easily with the school.

#### **5.1 Parents with additional communication needs**

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

#### **5.2 Parents with English as an additional language (EAL)**

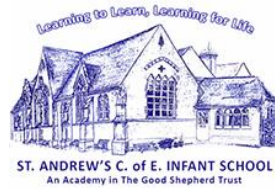
We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

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



## **6. Monitoring and review**

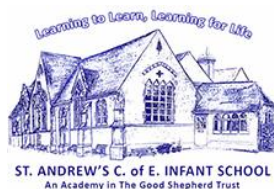
The headteacher monitors the implementation of this policy and will review the policy every 3 years.

The policy will be approved by the governing board.

## **7. Links with other policies**

The policy should be read alongside our policies on:

- acceptable use policy
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Social media policy



## Appendix 1: school contact list

### Who should I contact?

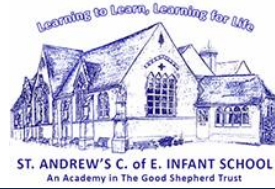
If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

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

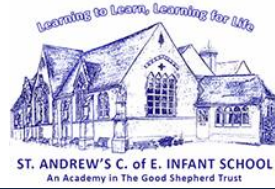
We try to respond to all emails within 2 working days.

- The office is open from 8am to 4.30pm each day. Teachers will not respond to an email during teaching hours of 8.30am to 3.30pm. If you require contact between those hours email directly to the office.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher through the school office: <a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>
My child's wellbeing/pastoral support	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a> <a href="mailto:acanton@potters-gate.surrey.sch.uk">acanton@potters-gate.surrey.sch.uk</a>
Payments	<a href="mailto:celder@potters-gate.surrey.sch.uk">celder@potters-gate.surrey.sch.uk</a>
School trips	<a href="mailto:Celder@potters-gate.surrey.sch.uk">Celder@potters-gate.surrey.sch.uk</a>
Uniform/lost and found	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>
Attendance and absence requests	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>
Bullying and behaviour	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>
Special educational needs (SEN)	Alexis Carpenter- <a href="mailto:acarpenter@potters-gate.surrey.sch.uk">acarpenter@potters-gate.surrey.sch.uk</a> Catherine Newhall – <a href="mailto:cnewhall@potters-gate.surrey.sch.uk">cnewhall@potters-gate.surrey.sch.uk</a> Annie Canton – <a href="mailto:acanton@potters-gate.surrey.sch.uk">acanton@potters-gate.surrey.sch.uk</a> Hollie Brightman (HSLW) – <a href="mailto:hbrightman@potters-gate.surrey.sch.uk">hbrightman@potters-gate.surrey.sch.uk</a>
Before and after-school clubs	<a href="mailto:careclubbookings@potters-gate.surrey.sch.uk">careclubbookings@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>
Hiring the school premises	<a href="mailto:celder@potters-gate.surrey.sch.uk">celder@potters-gate.surrey.sch.uk</a>
PTA	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a> Class Reps through class Whats App group
Local Committee	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a>
Catering/meals	<a href="mailto:school@potters-gate.surrey.sch.uk">school@potters-gate.surrey.sch.uk</a> <a href="mailto:info@standrews-infant.surrey.sch.uk">info@standrews-infant.surrey.sch.uk</a> <b>Website Links:</b> <a href="https://www.standrews-infant.surrey.sch.uk/parents/school-lunches">https://www.standrews-infant.surrey.sch.uk/parents/school-lunches</a> <a href="https://www.potters-gate.surrey.sch.uk/parents/school-meals">https://www.potters-gate.surrey.sch.uk/parents/school-meals</a>



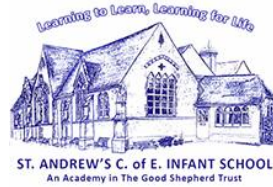
I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy guidance for school level and ultimately through Trust Level:

<https://www.potters-gate.surrey.sch.uk/school-info/policies>

<https://www.standrews-infant.surrey.sch.uk/school-info/policies>



## Appendix 2

### Staying Connected at Potters Gate Primary School

There are many ways that we all communicate within the school opportunity and this can often become overwhelming at times trying to keep up. The following guide will hopefully signpost you where to find information and what we use the various applications for.



The Arbor Management Information System is the school's online platform for managing student information, communication (via email), booking Parents Evenings and day-to-day administration. The school also uses Arbor to record attendance. Parents can access Arbor through the Arbor Parent Portal or mobile app where you can check contact details, offer consent and view attendance.



ScolPay is the school's secure online payment system. Through ScolPay, you can pay for and give consent for trips, book and pay for Care Club, book lunches, and pay for books and other activities. ScolPay helps reduce paperwork, keeps your transactions safe and ensures you stay up to date with school activities and balances.



Boom Reader is an easy-to-use online reading record that helps teachers and parents track children's reading progress. Instead of paper reading records, parents can log their child's reading at home through the Boom Reader app or website. It helps celebrate reading achievements, keeps everything organised in one place, and encourages children to develop a regular reading habit.



Class List is a secure online platform used by the PFA that helps parents connect, communicate and builds a supportive school community. It allows you to receive PFA announcements, organise events and message parents safely.



The Class WhatsApp group is an informal and OPTIONAL group created by parents to share reminders, updates and helpful information about class events and school activities. Please keep messages friendly, brief and relevant to everyone. Avoid discussing individual children, staff or sensitive issues. Remember, these groups are informal parent spaces - any school-related concerns should be directed to the school. WhatsApp groups are NOT monitored by school staff.



The school website is a great place to look for all school and curriculum related information. All of the latest Policies can be found here, as well as information on staff, Care Club, Admissions, Local Committee, newsletters, parent information and general school information. There is also a section called 'Year Groups' - a one-stop shop for information on your child's year group.



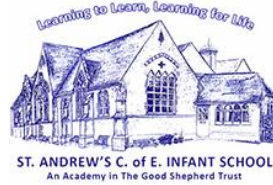
The weekly newsletter is a great way to keep on top of Diary Dates and to hear about what's been going on in and school and what's coming up.



NumBots is an interactive maths program designed for young children to build strong number sense and fluency through fun, game-based activities.



Times Tables Rock Stars is an online learning platform and game designed to help children practice and improve their multiplication facts.



## Staying Connected at St Andrew's Infant School

There are many ways that we all communicate within the school opportunity and this can often become overwhelming at times trying to keep up. The following guide will hopefully signpost you where to find information and what we use the various applications for.



The Arbor Management Information System is the school's online platform for managing student information, communication (via email), booking Parents Evenings and day-to-day administration. The school also uses Arbor to record attendance. Parents can access Arbor through the Arbor Parent Portal or mobile app where you can check contact details, offer consent and view attendance.



ScoPay is the school's secure online payment system. Through ScoPay, you can pay for and give consent for trips, book and pay for Care Club, book lunches, and pay for books and other activities. ScoPay helps reduce paperwork, keeps your transactions safe and ensures you stay up to date with school activities and balances.



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The weekly newsletter is a great way to keep on top of Diary Dates and to hear about what's been going on in and school and what's coming up. The 'Really Useful' page, also explains when PE days are as these change each term.



Numbots is an interactive maths program designed for young children to build strong number sense and fluency through fun, game-based activities.