



DIOCESE OF SOUTHWELL
& NOTTINGHAM
MULTI ACADEMY TRUST

Hucknall National C of E Primary School

Home-School Communication Policy

Date policy last reviewed: _____

Signed by:

Sarah Barratt

29/01/25

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

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Statement of intent

Hucknall National C of E Primary School is committed to fostering a positive relationship with the pupils' parents. Crucial to this is building and maintaining effective ongoing communication between the school and the parents about the pupil's academic performance and personal wellbeing.

Nurturing a positive communicative relationship with parents can help to establish a relationship of trust and confidence for both the school and the parents. It can also help the pupil's attendance, attainment, and wellbeing, and better understand the individual needs, abilities, and interests of the pupils.

Having effective communication in place helps to ensure that parents are more involved in their child's life at school. Effective communication can also ensure that parents are involved in decision-making about their child's needs in the school, such as IHPs or any other actions that impact on the child's educational experiences which require parental involvement.

From the school's point of view, communication with parents should be streamlined, appropriate and focused on the positives of the pupil's educational experiences. This policy outlines how the school puts appropriate systems in place to ensure that communication always remains professional, and that communication doesn't become excessive, unjustified or otherwise unengaging for the parents.

1. Legal framework

This policy has due regard to relevant guidance, including, but not limited to, the following:

- DfE (2024) Toolkit for schools: communicating with families to support attendance
- DfE (2024) Working together to improve school attendance: guidance for maintained schools, academies, independent schools, and local authorities

The policy is implemented in conjunction with the following school policies:

- Home-school Agreement Policy
- Remote Education Policy
- Children Missing Education Policy
- Behaviour Policy
- Child Protection and Safeguarding Policy
- Communications Policy
- Pupil and Parent Voice Policy
- Parental Communications Audit
- Parent and Carer code of conduct
- Complaints Procedures Policy
- Marketing and communications policy

2. Roles and responsibilities

The governing board will be responsible for:

- Ensuring that channels of communication between the school and parents are clear, effective, and understood by all.
- Reviewing any pre-existing channels of communication and identifying any improvements that could be made.

The school will be responsible for:

- Ensuring that channels of communication between the school and parents are clear, effective, and understood by all.
- Ensuring that parents understand how they can best and most appropriately contact the school.
- Leading, developing and implementing any new strategies of communication between the school and parents.
- Responding to queries, comments, and concerns from parents in a positive and proactive fashion.
- Initiating first contact with parents by introducing themselves to the parents of pupils at the start of each academic year.
- Ensuring that parental contact details are up to date.
- Working closely with parents to best support their children in their educational experiences.

Parents will be responsible for:

- Reading the key communications circulated by the school and responding or acting on these when required, e.g. by attending parent-teacher meetings.
- Regularly checking the school website for detailed information about the school calendar, term dates, exam details, monitoring and assessments, school achievements and other useful information.
- Raising any issues or concerns they may have with the appropriate point of contact, e.g. contacting the class teacher with education-related issues.

3. Value of communication

There are a myriad of benefits to the school developing and maintaining positive and consistent channels of communication between themselves and parents. The school will use effective communication to inform parents about its overall aims, ambitions and ethos, whilst using more targeted approaches to inform parents of more specific details pertaining to their children on a more individual basis.

The school, parents and pupils will benefit from there being a two-way communicative approach between the school and parents. That approach is one which will be built on consistency, transparency, respectfulness and valuing each other's contributions.

Parents want to know how their child is progressing at school, in both their academic performance and personal wellbeing, whilst teachers want to understand the needs and backgrounds of the pupils in their classroom. The school will employ an effective system of two-way communication to allow for these details to flourish.

Positive parental support will greatly impact on the pupils themselves. Supportive rapport between the school and parents will increase pupils' confidence and engagement in their learning. This in turn will help to increase how involved parents are in their child's education.

Teachers in turn will value a strong home-school communication thanks to the opportunities for personalisation in a pupil's learning. The school will use strong home-school communication so that the teacher can be made aware of any needs, interests or areas of concern for the pupil on an individual basis.

4. How the school communicates with parents

The school will utilise a variety of physical and digital mediums to communicate with parents.

Channels can include, but aren't limited to, the following:

- The school website
- The school newsletter
- The school's social media channels, including Class Dojo
- Apps, including Class Dojo
- Phone calls
- Text messages
- Letters
- Face to face meetings

The school will avoid technical or complicated educational jargon when communicating with parents – instead emphasising accessibility for parents of all backgrounds. A warm, friendly, welcoming tone across all channels will be utilised to aid in fostering that trustworthy relationship. The school will always respond promptly to emails, letters, and phone calls from parents.

5. Appropriate forms of contact

The school will ensure that contact details are clearly signposted for the benefit of parents; however, the school will also ensure that appropriate means of contact are always prioritised. To clarify means of contact, the school will highlight the most appropriate channels through which parents can contact the school.

The school will have an email address and telephone number for general enquiries publicly available on the school website. Enquiries meant for specific staff members can then be referred to the appropriate member of staff.

The school will also communicate through social media accounts but will ensure that any initial contact through social media channels are redirected to the more formal and proper channels, e.g. email. This is to ascertain a clear and documented record of the conversation between the parent and the school. The school will also feature a dedicated avenue of contact for complaints or concerns from parents in accordance with the Complaints Procedures Policy.

6. Excessive contact

The school will ensure that it avoids overloading parents with excessive communications. This can be derived from sending similar updates from too many platforms, e.g. social media, text messaging, emails, newsletters.

The school will avoid using excessive contact to minimise the risk of overwhelming or demotivating parents' interest in their children's education.

The school will prioritise efficient means of communication throughout all channels used to ensure that communication channels are simplified and fit parents' preferences and to solidify a positive two-way communication.

Excessive contact from parents and carers will be dealt with under the Parent and Carers Code of Conduct. Excessive conduct would include lengthy messages, unnecessary use of social media, use of social media instead of formal channels, repeated messaging about the same incident, repeated messaging out of school hours.

7. Parents responding to the school

As natural role models for their children, parents will be required to model good behaviour when communicating and interacting with the school. Parents will be made aware of the school's preferred methods of contact and that those methods will be used by the parents when needed.

Parents are also made aware of the appropriate procedures the school will take if parents display unacceptable behaviour towards school staff in their communication.

When communicating with the school, parents will be expected to do the following:

- Act in accordance with the school's code of conduct
- Support the school's ethos through their behaviour and actions
- Treat all members of staff, other pupils and other parents with respect
- Work together with staff members for the benefit of their children

8. When parents should and shouldn't contact the school

Parents will contact the school if they have a concern about their child, e.g. if their child has not completed homework. The school will have procedures in place for when parents want to raise concerns with specific members of staff.

Parents will refrain from contacting the school if they intend on displaying inappropriate behaviour towards the school. Parents should contact the school office to respectfully share any concerns.

Parents will take the work/life balance of school staff into account by avoiding contact with the school or individual staff members outside of normal school hours. This will be with the exception of emergency situations, e.g. where a safeguarding concern requires immediate attention.

9. Child and Family Support Worker

We are very fortunate to have a Child and Family Support Worker at our school. This role includes access via a mobile phone.

Communications via this mobile phone should always be professional, respectful, used within appropriate hours to respect staff wellbeing and be reasonable in requests.

The mobile phone is not monitored and will be available between 8am and 4pm on working days and term time only.

If your matter is urgent, please refer to Nottinghamshire safeguarding services.

Any excessive or inappropriate use of this support will be dealt with under the Parent and Carer Code of Conduct.

10. Communication plan

The school will implement the below communication plan template to streamline the school's lines of communication and ensure that staff members understand their duties regarding sending and receiving communications.

This template will be used in accordance with school policies and documents, including those pertaining to complaints and freedom of information requests.

The template will be amended to reflect the school's specific requirements, mitigate excessive contact, and identify the staff members who carry out the relevant communications.

Communication plan

Method of communication	Details	Intended recipient/audience	Who is accountable for this?
School newsletter	<ul style="list-style-type: none"> Sent regularly Available on Class Dojo 	<ul style="list-style-type: none"> Staff members, pupils and parents 	<ul style="list-style-type: none"> The headteacher, communications officer
Posts on the school website	<ul style="list-style-type: none"> Updated regularly Available on the website, may be signposted on Class Dojo 	<ul style="list-style-type: none"> Staff, pupils, parents, general public 	<ul style="list-style-type: none"> All staff
Social media posts on school accounts	<ul style="list-style-type: none"> Including school Facebook account and Class Dojo Regular updates 	<ul style="list-style-type: none"> Parents 	<ul style="list-style-type: none"> All Staff
The school notice board	<ul style="list-style-type: none"> General updates and public notices. Located at entrance to KS2 playground. 	<ul style="list-style-type: none"> Parents 	<ul style="list-style-type: none"> Headteacher, child and family support worker, site manager
Advertisements and marketing materials	<ul style="list-style-type: none"> Annual marketing materials to promote the school 	<ul style="list-style-type: none"> Parents and prospective parents, general public 	<ul style="list-style-type: none"> Headteacher
Letters and emails sent to parents	<ul style="list-style-type: none"> Whole school communications, class notifications of school trips or sporting activities, visits from external agencies or educational providers. 	<ul style="list-style-type: none"> Parents 	<ul style="list-style-type: none"> Headteacher, Head of School, school office
Pupil diaries and planners	<ul style="list-style-type: none"> Updates from parents, record of reading, individual communication with 	<ul style="list-style-type: none"> Staff, parents, carers 	<ul style="list-style-type: none"> All staff

Contacting the school

Query	Who to contact	Contact information and availability

Absences	<ul style="list-style-type: none"> • The school office 	<ul style="list-style-type: none"> • The office can be reached on phone number • The office is open between the hours of 08:00am and 4:00pm
Complaints	<ul style="list-style-type: none"> • The school office 	<ul style="list-style-type: none"> • Information available on the school website or via the school office
Freedom of information and subject access requests	<ul style="list-style-type: none"> • The school office 	<ul style="list-style-type: none"> • Information available on the school website or via the school office
Safeguarding concerns	<ul style="list-style-type: none"> • Any Designated Safeguarding Lead (identified on the school website and in main reception) or contact the school office 	Information available on the school website or via the school office
General queries	<ul style="list-style-type: none"> • The school office 	<ul style="list-style-type: none"> • Information via the school office, on Class Dojo or via the school website.

11. Monitoring and review

This policy will be reviewed annually by the governing board, and any changes will be communicated to all members of staff.

The next scheduled review date for this policy is January 2026.