



TWO RIVERS
HIGH SCHOOL



Home School Communication Policy

Wightwick Hall School

Introduction

Wightwick Hall School (WHS) recognises the importance of building and maintaining effective communication with all our stakeholders in general and parents/carers in particular. The policy has been developed through parent questionnaire and discussion with parents/carers at Annual Review meetings, Parents' Evenings and Parent Support Group meetings. Our aim is to ensure that communication between the school, parents/carers and pupils is efficient and effective and enhances WHS' reputation as a 'welcoming school'.

Principles

- Ensure all stakeholders – staff, pupils, parents/carers and local governors are well informed.
- Be delivered in a way that is most effective and appropriate in the context of the message and the audience – school will accommodate all parties with specific requirements including translators and interpreters.
- Use jargon free, plain English that is understood by the widest possible audience.
- Be honest, open, ethical and professional.
- Recognise that the way a message is delivered is often as important as the message itself.
- Produce a response within a reasonable time.

Linked Policies

Teaching and Learning Policy
Home/school Agreement
Complaints Policy
Education Visits Policy
Safeguarding Policy
Data Protection Policy
Privacy Notice

Roles and Responsibilities

The Senior Leadership Team (SLT) are responsible for:

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

Classroom Staff are responsible for:

- Responding to communications as soon as possible and for acknowledging it, should it not be possible to deal with the matter in the short term.
- Regular checking the student planner for any communication from home.
- Using the home-school diary as a means of communicating with home.
- Ensuring that ICT Support receives a copy of information that should be published on the website.
- Recording details of communications with parents, noting any requests that have been made.

The Office Staff are responsible for:

- Ensuring that all letters, Headteacher's Newsletters and other publications produced by the school are given to classroom staff for distribution or posting home where necessary.
- Ensuring that parental contact information is accurate and current.
- Ensuring that any communication for publication on the website is passed to ICT Support.
- Ensuring that communication through email is used wherever possible.

The ICT Support Staff are responsible for:

- Ensuring that ICT Support keep the website information up to date.
- Informing parents and staff of IT developments which enhance communication.

Parents are responsible for:

- Ensuring that the school is informed of known absences of their child(ren).
- Checking with their child(ren) that communication via the student planner has been shown to the relevant staff.
- Ensuring that all contact information for them held by the school is up to date.
- Leaving times of availability and telephone numbers for contact if they want the school to respond by telephone.
- Responding to electronic messages, such as emails.

The Local Governing Board is responsible for:

- Evaluating the effectiveness of the Home School Communication Policy.

Meetings

Formal Meetings – Annual Reviews and Parents' Evenings are organised throughout the school year. Parents will be given appropriate notice of any meetings and an opportunity to choose a time slot which is most convenient for them. If attendance at meetings is not possible at the allotted times, the school will in exceptional circumstances make alternative arrangements. It must be noted that many meetings arranged in school are governed by the availability of outside professionals.

Informal Meetings – Parents can contact staff at the beginning or end of the school day, but if the meeting is involved and requires more than a brief discussion, parents are encouraged to arrange a meeting at a convenient time to both parties.

Home-School Communication

At WHS student planners are an effective means of communication particularly for those with more significant communication/cognitive difficulties. It must be stressed that information of a sensitive nature must not be communicated through the student planners.

Letters

Letters sent home to parents/carers of pupils in a Department of the school will be placed on the school website. If a letter of importance has been sent home, a text message will be sent. Letters sent to parents will be monitored by the SLT and copies of all letters will be saved.

Texting/App Messaging

Teachers2Parents is used as a messaging system which is particularly useful in conveying important information quickly and efficiently. The app is free to download and use, but a text message can be sent regardless of whether the app is downloaded or not.

Website

The school website is a vital source of important information – important dates, school policies, letters and school newsletters can all be found on the school website which is updated regularly. The school website also carries important data about the school and links to other important websites.

Recording communications with parents/carers

It is important that records of communication with parents/carers are kept and requests made are noted. We record this communication using a secure school drive, Arbor school email or MyConcern.

Pupils in receipt of home/school transport

It is important that parents/carers develop a good relationship with the staff employed to transport pupils between home and school. Bus Escorts will deliver letters to parents but letters containing sensitive information will be sent from the School Office. It is not appropriate for Bus Escorts to comment on incidents that have occurred in school.