



MANAGEMENT AND GOVERNANCE DOCUMENTATION

Home-School Communication Policy

	Date	Chair of Governors	Headteacher
Adopted	February 2025		
Reviewed	February 2026		
Next review due	February 2027		





1. Introduction and aims

At Woodhouse Primary School we aim to provide a welcoming, safe and caring environment where everybody is encouraged and enabled to become successful, resilient and confident learners. We believe that clear, open communication between the school and parents and carers has a positive impact on pupils' learning because it:

- Gives parents and carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents and carers
- Builds good relationships 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 and carers
- Setting clear standards and expectations for responding to communication from parents and carers
- Helping parents and 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

The school's main communication system is Arbor.

2. Roles and responsibilities

2.1 Headteacher

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

2.2 IT and administration staff

These staff are responsible for:

- Issuing log in details for Arbor to new parents and carers
- Supporting parents to access and use Arbor
- Managing Arbor to ensure communication with parents and carers is as effective and efficient as possible

2.3 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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 (8.30am – 4.30pm), 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 may respond outside of these hours, but they are not expected to do so.

2.4 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
- Ensuring the number of communications is reasonable and proportionate
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school, including the weekly newsletter

Any communication that is considered disrespectful, abusive or threatening will be not be tolerated and will be treated in line with our Aggressive Incidents Policy.

Parents should not expect staff to respond to their communication outside of core school hours (8.30am – 4.30pm), or during school holidays.

3. How we communicate with parents and carers

The sections below explain how we keep parents up to date with 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
- Class activities or teacher requests
- Extra-curricular activities e.g. trips and clubs
- Payments due for trips, school lunches etc
- Free School Meals administration
- First Aid / Head bumps





- Behaviour Incidents
- Chase for information
- Illness / Medication (where agreed in advance)
- To request information, forms returning etc
- General school administration, including uniform, medication, health care plans etc

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, or requests for pupils to bring in special items or materials).

3.2 In-app messages

We will use Arbor to message parents:

- To inform them of emergency school closures (for instance, due to bad weather)
- To follow up absences (where parents have failed to inform us)
- Illness / Medication (where agreed in advance) – Medical needs states: *Parents/carers will always be informed on the same day the medicine has been administered, or as soon as reasonably possible.* This says where agreed in advance – so might need editing for consistency or to reflect current practice.
- Chase for information
- To request information, forms returning etc
- Payment Requests / Reminders
- General school administration, including uniform, medication, health care plans etc

Where parents do not have the app set up, they will receive an email informing them an in-app message has been sent. This can also read via the parent portal (Arbor website).

3.2.1 SMS

We may use SMS text messages as an alternative to in-app messages when required. Messages may be sent to parent's registered mobile phone number for the following:

- To follow up absences (where parents have failed to inform us)
- Chase for information
- General school administration, including uniform, medication, health care plans etc

3.3 Phone calls

Staff may phone parents to discuss the following (both positive and negative):

- Wellbeing of pupils and/or parents
- Pupil progress
- Behaviour





- Attendance
- Safeguarding concerns
- General school administration

3.4 Newsletters

A link to the school newsletter is sent home weekly via Arbor. Links to the separate letters for Reception, Year 1 and Year 2 are included on the main school newsletter. The newsletters contain the following types of information:

- An overview of what each year group has been learning that week
- Messages from staff
- Details of school and / or third-party events and activities
- School surveys or consultations
- Safeguarding information
- Attendance
- Changes to policies and procedures

Some of these are considered marketing under the GDPR regulations therefore consent will be obtained from parents to receive marketing messages. Those who do not consent will not receive the school newsletter but it is still accessible to all via the school website.

3.5 Home-school books

Pupils in Reception and Year 1 have a home-school book. Individuals in other year groups may also have a home-school book if decided by staff that this is appropriate and necessary. The home-school books are used to send messages between parents and staff, for example:

- Event at home that might impact a child's learning or attitude for example poor sleeping or been 'under the weather'
- Events at school that parents need to be informed about for example toileting accidents.
- Changes to end of school day arrangements
- Lost uniform

Home-school books should not be used for urgent requests, to change school dinner preferences or to inform us of medical conditions.

3.6 Seesaw

This two-way communication system is used in Reception and Year 1 to share learning, targets, activities and experiences with parents. All parents are given log-in details when their child joins school.

Seesaw is used to send messages between parents and staff, for example:





- Updates on observations
- Reminders about school events and activities

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 data summaries, including information about attainment and progress in the core areas, attendance, punctuality, behaviour and attitude to learning
- EYFS scores (Reception) Phonics check results (Y1), Multiplication Tables Check results (Y4) and KS2 SATs tests (Y6)

3.8 Meetings

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress:

We hold two parents' evenings per year. 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. Parents can also discuss their child's end of year report with the class teacher if needed. There is also an open afternoon at the end of the year where parents can talk to teachers about their child's progress.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, behaviour, attendance 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 plan and review support.

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
- Important policies and procedures
- Information about before and after-school provision

Parents should check the website before contacting the school.





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.

If you need to report your child's absence, please do so by before 9am by calling 01484 714750 (option 1) or by submitting the notification directly on Arbor.

4.1 Email

Parents should always email the school admin address in the first instance:

admin@woodhouse.calderdale.sch.uk

We aim to acknowledge all emails within two working days, and to respond if necessary (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 phone the school office.

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 three 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 five days of your request. If the issue is urgent, parents should call the school office on 01484 714750.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Changes to end of day arrangements (if notifying school after lunch)

For more general enquiries, please call the school office on 01484 714750.

4.3 Meetings

Most queries can be resolved through email or phone calls, but if parents would like to schedule a meeting with a member of staff, they should email the school office: admin@woodhouse.calderdale.sch.uk or call the school to book an appointment. At the beginning and end of the school day, teachers are busy supervising pupils and do not have time to speak to parents. We try to schedule all meetings at a mutually convenient time.

Parents should not approach or contact staff outside school to discuss school matters.





5. Distribution of materials

From time to time, the school sends home information from third-party providers. These will only be sent with permission from the Senior Leadership Team and only where there is a benefit to the education, health or wellbeing of our pupils and/or families.

6. Accessibility

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

6.1 Parents with additional communication needs

We aim to make communications accessible to all. Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Interpreters (including sign language) for meetings or phone calls

Please contact the school office to discuss these.

7. Monitoring and review

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

The policy will be approved by the governing board.

8. Links with other policies

The policy should be read alongside our policies on:

- Complaints
- Aggressive Incidents Policy
- Acceptable Use Policy
- woodhouse.calderdale.sch.uk/information#policies





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 or call the school office on admin@woodhouse.calderdale.sch.uk or 01484 714750
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request to the relevant member of staff
- **Remember:** check our website first, much of the information you need is posted here.

We try to respond to all emails within 3 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
My child's wellbeing/pastoral support	Your child's class teacher
Payments	admin@woodhouse.calderdale.sch.uk
School trips	admin@woodhouse.calderdale.sch.uk
Uniform/lost and found	admin@woodhouse.calderdale.sch.uk
Attendance and absence requests	If you need to report your child's absence, call 01484 714750 (option 1), submit the notification directly on Arbor or email by 9am If you want to request approval for term-time absence, contact admin@woodhouse.calderdale.sch.uk
Bullying and behaviour	Your child's class teacher
Safeguarding concerns	safeguarding@woodhouse.calderdale.sch.uk
School events/the school calendar	admin@woodhouse.calderdale.sch.uk
Special educational needs (SEN)	The SENCO: senco@woodhouse.calderdale.sch.uk
Before and after-school activities	admin@woodhouse.calderdale.sch.uk
Hiring the school premises	bursar@woodhouse.calderdale.sch.uk
Governing board	Clerk to the Governors: clerk@woodhouse.calderdale.sch.uk
Catering/meals	admin@woodhouse.calderdale.sch.uk

