



## Home-School Communication Policy.

This policy is for Barleyhurst Park School and Barleyhurst Park Nursery.

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### Statement of Intent

Barleyhurst Park Primary School is committed to fostering a positive relationship with the pupils' parents. Crucial to this is building and maintaining effective ongoing communication between 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 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 children'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 Toolkit for schools: communicating with families to support attendance;
- DfE 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;
- Remote Education Policy;
- Attendance Policy;
- Children Missing Education Policy;
- Behaviour Policy;
- Child Protection and Safeguarding Policy;
- Complaints Policy.



## 2. Roles and Responsibilities.

The Governing Board is 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 Headteacher is responsible for:

- Ensuring that channels of communication between school and parents are clear, effective, and understood by all.
- Ensuring parents understand how they can best and most appropriately contact the school.
- Leading, developing and implementing any new strategies of communication between school and parents.

Teachers are responsible for:

- Responding to queries, comments, and concerns from parents in a positive and proactive fashion.
- Initiating first contact with parents introducing themselves to the parents of pupils at the start of the 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 are responsible for:

- Reading the key communications circulated by the school and responding or acting on these when required, e.g. by attending parent's evening meetings.
- Regularly checking the school website for detailed information about the school calendar, term dates 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 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 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 the 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 Schol Communicates with Parents

The school will utilise a variety of physical and digital mediums to communicate with parents. Channels can include, but are not limited to, the following:

- The school website;
- Class newsletters;
- ParentPay messages, updates and letters;
- 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, but this could take up to 5 days depending on the content of the communication.

## 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 has an office email address and telephone number for general enquiries, publicly available on the school website. Enquiries meant for specific staff members will be forwarded to the appropriate member of staff.

## 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. 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.

## 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:

- 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;
- Give staff enough time to complete their investigations or gather information.



## **8. When Parents Should and Shouldn't Contact the School**

Parents will contact the school if they have a concern about their children, e.g. if a pupil is having difficulties with another pupil. 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 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. Parental Requests for Documents/Reports**

At times, professionals request parents to ask the school to complete documentation/reports. To ensure that documents are completed accurately and fully, parents should give the school at least 5 days to complete these forms. All documents that require support from the school in order to complete them, should be passed to the school office where we will ensure the correct person receives them. If the document/report needs to be passed back to the parent, the school office will then contact the parent when it is ready to be collected. Where possible, the school will submit the form ourselves, for example - in-year transfers will be sent directly to admissions or passport applications, if appropriate, will be completed online.

## **10. Monitoring and Review**

This policy will be reviewed every two years by the Governing Board, and any changes will be communicated to all members of staff.