



Crown Lane Primary School

Home-school communication policy

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1. Introduction and aims

Our aim at Crown Lane Primary School is to create an excellent and inclusive school community, where children are proud of their achievements and excel in their learning. 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 to 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 for responding to communication from parents/carers
- Helping parents/carers to 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 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- 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 ICT and internet 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 not** respond to communications outside of normal school hours 8.40am and 3.40pm or their working hours (if they work part-time), or during school holidays.



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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
- Respond to communications from the school (such as requests for meetings) in a timely manner (2 working days)
- Checking all communications from the school including looking in book bags, checking text messages from school and visiting the school website

All members of the school community have a right to expect that their school is a safe place in which to work and learn. Any communication that is considered disrespectful, abusive, or threatening will not be tolerated.

Lambeth Council will take action against any person who abuses it staff.

3. 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 Text messages

We will text parents about:

- Upcoming school events
- Class activities or trips
- Reminders for key dates e.g. parents evenings, sharing assemblies
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.2 School calendar

Our school website (www.crownlane.lambeth.sch.uk) includes a full school calendar for the year, as well as a letter with key dates for the 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).



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3.3 Phone calls

Teachers may phone home to share positive achievements about a pupil. Similarly, if a teacher has a concern about a pupil, they may phone home to discuss the issue so that home and school can work together to support the child. It is the responsibility of parents to ensure that their contact details are kept up-to-date with the school.

3.4 Letters

We send the following letters home regularly:

- A class newsletter at the beginning of each term, sharing the learning for the term ahead
- Letters about trips and visits
- Consent forms
- Our whole-school termly newsletter

3.5 Reading Journals

All children from Year 1 upwards take a Reading Journal home each week. This can be used for children and parents to write about the book e.g. if the child enjoyed it, any new vocabulary, if it was challenging enough etc. Teachers and or support staff will check these weekly.

3.6 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
- A report on KS2 SATs tests at the end of Year 6

3.7 Meetings

We hold one parents' evening per term. 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.

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.



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3.8 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
- Important contact information
- Information about before and after-school provision

Parents should check the school website for information before contacting the school.

4. How parents and carers can communicate with the school

Please use the list in Appendix 1 to identify the most appropriate person to contact about a query or issue, this includes the school office number and email address.

4.1 Email

Parents should always email the school about **non-urgent** issues in the first instance. The contact email address is on the school website: reception@crownlane.lambeth.sch.uk

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 a further 2 working days.

If a query or concern is urgent, and you need a response sooner than this, then please call the school.

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 2 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 2 days of your request.

If your issue is **urgent**, please 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 only after checking the school website for information.



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4.3 Meetings

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

We try to schedule all meetings within 5 working days of the request. Typically, a meeting can take place before then however this depends on staff availability.

While teachers are available at the end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

The 'Headteacher Surgery' takes place every second Monday in the month between 1.30pm and 3pm and is designed to enhance communication between you and the school.

These meetings are an opportunity for you to meet and discuss any matters relating to your child's learning or welfare and for *appropriate* questions that you may have about the school to be answered.

There will be three half hour slots available on the day and these can only be booked online on a first come, first served basis.

To arrange a meeting with me please email headteacher@crownlane.lambeth.sch.uk .

Please note that this email address is only for arranging appointments.

Any queries relating specifically to Special Educational Needs should be sent directed to our SENDCo, Mrs John-Cyrus.

5. Inclusion

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

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.



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6. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every year. The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff code of conduct
- Complaints policy and procedures



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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 reception@crownlane.lambeth.sch.uk or 020 8670 4713.
- Office hours are from 8.30am - 4.30pm
- 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 on to the relevant member of staff

Remember: check our school website first, much of the information you need is posted there.

We try to respond to all emails within 2 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	In the first instance, your child's class teacher, followed by Assistant Head for your child's phase
Payments	School office
School trips	School office/Your child's class teacher
Uniform/lost and found	School office/Your child's class teacher
Attendance and absence requests	If you need to report your child's absence, call: 020 8670 4713 If you want to request approval for term-time absence, contact Gavin Farrell, the headteacher, via the School office
Bullying and behaviour	Your child's class teacher, followed by Assistant Head for your child's phase



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I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	School office
Special educational needs	Diane John-Cyrus, the Deputy Head/SENDCo, via the School Office
Before and after-school clubs	School office
Hiring the school premises	School office
The PTA	School office or pta@crownlane.lambeth.sch.uk
The Parent Forum	School office/Mrs Hardy parentforum@crownlane.lambeth.sch.uk
Complaints	Visit the school website for our Complaints policy and procedures
The governing board	Ms Karen Wheatland in the School office reception@crownlane.lambeth.sch.uk
Catering/meals	School office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy, which can be found on the school website:

<https://www.crownlane.lambeth.sch.uk/page/?title=Policies&pid=11>