

**Driffield Church of England
(VC) Infant School**



'Learn to let your light shine'

Matthew 5: 14-16

**Home-School Communication
Policy**

February 2025

Contents:

Statement of intent

1. Legal framework
2. Roles and responsibilities
3. Value of communication
4. How the school communicates with the parents and carers
5. Appropriate forms of contact
6. Excessive contact
7. Parents and carers responding to the school
8. When parents and carers should and shouldn't contact the school
9. Communication plan
10. Monitoring and review

Statement of intent and ethos

Driffield CE Infant School welcomes all God's children and their families and is a place where children of all faiths and none flourish and are inspired by the Christian character and values of our school and learn to love God, one another and themselves (Mark 12:30-31) in order that they can 'Live life in all its fullness' (John 10:10)

It is this ethos underpinned by the words from Matthew 5: 14-16 'Learn to let your light shine' that underpins our expectations for effective communication across our school community.

Driffield CE Infant School is committed to fostering a positive relationship with the parents and carers of pupils in our school. Crucial to this is building and maintaining effective ongoing communication between the school and the parents and carers about the pupil's academic performance and personal wellbeing.

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

Having effective communication in place helps to ensure that parents and carers are more involved in their child's life at school.

From the school's point of view, communication with parents and carers 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 does not become excessive or unjustified.

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 (2022) 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:

- Children Missing Education Policy
- Behaviour Policy
- Child Protection and Safeguarding Policy
- Complaints Procedure

2. Roles and responsibilities

The governing board will be responsible for:

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

The headteacher will be responsible for:

- Ensuring that channels of communication between the school and parents and carers are clear, effective, and understood by all.
- Ensuring that parents and carers 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 and carers.

Teachers will be responsible for:

- Responding to queries, comments, and concerns from parents and carers in a positive and proactive fashion.
- Initiating first contact with parents and carers by introducing themselves to the parents and carers of pupils at the start of each academic year.
- Ensuring that parental contact details are up to date.
- Working closely with parents and carers to best support their children in their educational experiences.

Parents and carers 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, curriculum, 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 and carers. The school will use effective communication to inform parents and carers about its overall aims, ambitions and ethos, whilst using more targeted approaches to inform parents and carers of more specific details pertaining to their children on a more individual basis.

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

Parents and carers 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 and carers will increase pupils' confidence and engagement in their learning. This in turn will help to increase how involved parents and carers 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 and carers

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

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

- The school website
- The school newsletter
- The school's social media channels
- Apps, including School Jotter and Tapestry
- Phone calls
- Text messages
- Letters
- Face to face meetings
- Home-school books (if agreed with class teacher and SENCo)

The school will avoid technical or complicated educational jargon when communicating with parents and carers – instead emphasising accessibility for parents and carers of all backgrounds. A warm, friendly, welcoming tone across all channels will be utilised to aid in fostering that trustworthy relationship. The school will respond promptly to emails, letters, and phone calls from parents and carers, during school opening hours and in term time. Communications from parents that are received outside these times will be dealt with when the school reopens. In the event of an emergency, such as where a safeguarding concern

requires immediate attention, the school will respond as soon as possible or signpost parents and carers to the appropriate safeguarding body.

5. Appropriate forms of contact

The school will ensure that contact details are clearly signposted for the benefit of parents and carers; 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 and carers can contact the school.

The school will have an email address and telephone number for all enquiries publicly available on the school website. Parents and carers should not contact school staff directly with any matters related to school (either by email, telephone or other methods such as through social media). Enquiries meant for specific staff members (e.g. class teachers, the Headteacher, the Special Educational Needs Co-ordinator, Safeguarding Lead, Chair of Governors) should all be sent to the main school email address; these will then be forwarded by the school office to the appropriate member of staff. The main school email address will also act as the dedicated avenue of contact for complaints or concerns from parents and carers in accordance with the Complaints Procedure.

The school will also communicate with parents through social media accounts and apps (such as Facebook, School Jotter and Tapestry) but these will not be used as a two-way communication or discussion platform. These methods of communication will be used to promote school events, share reminders and celebrate achievements.

6. Excessive contact

The school will ensure that it avoids overloading parents and carers 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 and carers' interest in their children's education.

7. Parents and carers responding to the school

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

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

When communicating with the school, parents and carers 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 and carers with respect
- Work together with staff members for the benefit of their children

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

Parents and carers will contact the school if they have a concern about their child, e.g. if a pupil is being bullied or bullying is suspected of taken place, or the parent or carer needs to share information with the

school. The school will have procedures in place for when parents and carers want to raise concerns with specific members of staff.

Parents and carers will refrain from contacting the school if they intend on displaying inappropriate behaviour towards the school.

Communication plan

The school will implement the below communication plan to ensure that staff members and parents and carers understand their duties regarding sending and receiving communications.

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

Communication plan			
Method of communication	Details	Intended recipient/audience	Who is accountable for this?
School newsletter	<ul style="list-style-type: none"> Sent fortnightly during term time Emailed to parents and carers and digitally via the school website (paper copies available on request) Displayed on external school noticeboards 	<ul style="list-style-type: none"> Staff members, parents and carers and governors 	<ul style="list-style-type: none"> The headteacher, school office, caretaker
Posts on the school website	<ul style="list-style-type: none"> Updates as required, in line with DfE requirements 	<ul style="list-style-type: none"> Parents and carers, governors and general public 	<ul style="list-style-type: none"> Headteacher, school office
Social media posts on school accounts	<ul style="list-style-type: none"> Updates as required, to promote events and celebrate achievements 	<ul style="list-style-type: none"> Parents and carers, governors, staff members and general public 	<ul style="list-style-type: none"> Headteacher, school office
School Jotter App	<ul style="list-style-type: none"> Class updates - weekly during term time Updates/ reminders as required 	<ul style="list-style-type: none"> Parents and carers, governors 	<ul style="list-style-type: none"> Class teachers to update Parents and carers to download app and read updates and notices
The school notice board	<ul style="list-style-type: none"> External noticeboards located by two main entrances to school site Updates as required 	<ul style="list-style-type: none"> Parents and carers, visitors to school site 	<ul style="list-style-type: none"> School office, caretaker
Advertisements and marketing materials	<ul style="list-style-type: none"> School prospectus – updated annually Local newspapers As required to promote events 	<ul style="list-style-type: none"> Parents and carers, prospective parents and general public 	<ul style="list-style-type: none"> Headteacher, school office
Letters and emails sent to parents and carers	<ul style="list-style-type: none"> As required, to promote clubs, events, arrange meetings etc. 	<ul style="list-style-type: none"> Parents and carers 	<ul style="list-style-type: none"> Headteacher, school office, class teachers, SENCo, etc.

Contacting the school		
Query	Who to contact	Contact information and availability
Absences	<ul style="list-style-type: none"> The school office Virtual office link (via school website) 	01377 253094 Drifffield.infants@eastriding.gov.uk Drifffieldinfantschool.co.uk
Complaints	<ul style="list-style-type: none"> Headteacher, via school office/ main school email 	Drifffield.infants@eastriding.gov.uk
Freedom of information and subject access requests	<ul style="list-style-type: none"> School Business Manager (data controller) via the school office/ main school email 	Drifffield.infants@eastriding.gov.uk
Safeguarding concerns	<ul style="list-style-type: none"> Designated Safeguarding Lead, Headteacher Via telephone, in person or email to school office 	01377 253094 Drifffield.infants@eastriding.gov.uk
General queries	<ul style="list-style-type: none"> The school office, in person, by telephone or by email School website 	01377 253094 Drifffield.infants@eastriding.gov.uk Drifffieldinfantschool.co.uk

9. 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 **February 2026**