Home-School Communication Policy

Bonner Primary School

Confidence, respect and a love of learning

Our vision and aims support Articles 3, 28, 29, 30 and 31 of the United Nations Convention on the Rights of a Child.
Article 3: The best interests of a child must be a top priority in all things that affect children.
Article 28: Every child has the right to an education.
Article 29: Education must develop every child's personality, talents and abilities to the full. It must encourage the child's respect for human rights, as well as respect for their parents, their own and other cultures, and the environment.
Article 30: Every child has the right to learn and use the language, customs and religion of their family.
Article 31: Every child has the right to relax, play and take part in a wide range of cultural and artistic activities.

Approved by:	Full Governing Body	**Date:** 15th March 2021
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1. Introduction and aims

At Bonner Primary School 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 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 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

This section details the responsibilities of different groups within the school community.

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 Online Safety Policy and Acceptable Use Policies which can be found on our school website www.bonner.towerhamlets.sch.uk
- 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 school hours, or their working hours, or during school holidays.

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
- Checking all communications from the school
- Making sure that the school has their up-to-date contact telephone numbers and email addresses

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with the school's Parent Code of Conduct, which can be found on our school website www.bonner.towerhamlets.sch.uk

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 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

We use EduSpot and Teachers2Parents to provide this service.

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Reminders about upcoming school events and activities

We use EduSpot and Teachers2Parents to provide this service.

3.3 School calendar

Our school website (www.bonner.towerhamlets.sch.uk) includes a full school calendar for the term. Key dates are also included in the Bonner Bulletin.

Where possible, we try to give parents a minimum of 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).

Any such event will be included in the school calendar.

3.4 Phone calls

The school may call parents about:

- Their child's attendance
- If their child is ill or has an accident at school
- If there is an emergency
- To arrange a meeting with a parent
- To follow up on an enquiry that a parent may have made

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our monthly newsletter, the Bonner Bulletin.

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 KS1 and KS2 SATs tests and EYFS profile outcomes
- A report on the results of public examinations

We also arrange meetings where parents can speak to their child's teacher(s) about their achievements and progress (see the section below).

3.7 Meetings

We hold two parents' conferences per academic 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.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. Teachers will log any such meetings on CPOMs.

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.

When a parent meets with a senior member of staff (Headteacher, Associate Headteacher, Assistant Headteacher) the senior member of staff will email or write to the parent(s) outlining any agreed actions from the meeting.

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 website before contacting the school www.bonner.towerhamlets.sch.uk

Parents can also download a mobile app version of our website and the school can send notifications to parents through the app.

4. How parents and carers can communicate with the school

4.1 Email

Parents should always email the school about non-urgent issues in the first instance. Parents can email on admin@bonner.towerhamlets.sch.uk and put the subject and name of the relevant staff member on the subject line.

We aim to acknowledge all emails within one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within three working days.

If a query or concern is urgent, and you need a response sooner than this, 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 three 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 three days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include issues such as:

- Family emergencies
- Safeguarding or welfare issues
- Late arriving to collect child

You can call the school office for more general enquiries as well but you might find it easier send an email.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email admin@bonner.towerhamlets.sch.uk or call the school to book an appointment.

We try to schedule all meetings within five working days of the request.

While teachers are available at the beginning or 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

4.4 Who should I contact?

If you have questions or would like to speak to a member of staff:

Email or call the school office on admin@bonner.towerhamlets,sch.uk 020 8980 1004 Option 1 for Bethnal Green and Option 2 for Mile End

Put the subject and the name of the relevant member of staff in the subject line (for emails)

We will forward your request on to the relevant member of staff

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

5. Accessing information

5.1 In accordance with an individual's right of access under the GDPR, personal information (such as educational records), confirmation of data processing, and other supplementary information will be shared with individuals who request access.

5.2 The procedure below will be followed in terms of Subject Access Requests (SARs):

- The requests will be made in writing to the Governing Body, and will be responded to within one month of receipt.
- The period of compliance may be extended by a further two months where the requests are complex or numerous. If this is the case, individuals will be informed within one month of receipt of the request, with an explanation of why an extension is required.
- A pupil, or the parent of a pupil, will have the right to access the information that the school holds about the child in question.
- Individuals have the right to access their personal data free of charge.
- Where requests are manifestly unfounded or excessive, a reasonable charge for the administrative costs of providing the information will be applied, or the request will be refused.
- If any request is refused, the individual will be informed of their right to complain to the supervisory authority and to a judicial remedy without delay within one month.

5.3 Under the GDPR, remote access to a secure self-service system will be given to provide individuals with direct access to their personal information.

5.4 In line with the Freedom of Information Act 2000, private data and public records can potentially be accessed through lodging an FOI request.

5.5 The procedure below will be followed in terms of FOI requests:

- The requests will be made in writing to the school, stating the name and address of the requester, as well as a description of the information requested.
- Successful FOI requests will be responded to within 20 working days from receipt of the request, unless the request does not comply with the procedure set out in the school's Freedom of Information Policy.
- The school holds the right to charge the requester a fee, if complying with the request would cost the school an excess of £450.
- Certain information will not be shared, such as that explained in Part 2 of the Freedom of Information Act 2000.

6. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the Governing Body.

7. Links with other policies

The policy should be read alongside our policies on:

- Online Policy and internet acceptable use
- Parent Code of Conduct

- Staff Code of conduct
- Complaints Policy
- GDPR Policy