Schools for Every Child

Shared Moral rooting- The driving force that gives ethical and moral validity to the organisation. A higher purpose that can be relied upon to drive the organisation. A rooting is long lasting and outlives the wishes of one individual or another.

- UNICEF rights of child

Shared Values- Actions and things we do day to day; we live our values to get to our vision:

- Altruistic- Doing good things whenever, however and to whoever you can
- Pioneering- striving to discover new things and exceed expectations
- Ethical- Making conscious decisions to be kind and fair

Shared Vision- an aspiration for the future. This holds the different parts of the organisation together. The shared vision is something each part works towards, in its own way. Specific enough that it stands you apart from others in the same field.

Home-School Communication Policy

Wyburns Primary School is a Rights Respecting School. Our policies are underpinned by the UNCRC.

UNICEF Article 28(right to an education)

- *Every child has a right to an education. Children's human dignity. Wealthy countries must help poorer countries achieve this. Article 29(goals of education)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.*

Date Policy Created	September 2026
Reviewed:	

Please also see our Wyburns Primary School – Parent Communication Guide [Wyburns Primary School - Communication]

1. Introduction and aims

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 and expectations 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

2.1 Head of School

The head of school 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 Staff

All staff are responsible for:

- Responding to communication from parents in line with this 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 8:00am-4:30pm or their working hours (if they work part-time).

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Ensuring that the school is updated of any change in contact details and changes to address
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will not be tolerated.

Parents should **not** expect staff to respond to their communication outside of core school hours, 8:00am-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 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.

All letters are stored on the letters home section on our school website. There is also a section on the school website for our newsletters.

3.1 Email

We use email to keep parents informed about the following things:

- Letters to parents regarding school events, communications and updates
- Letters about trips and visits
- Consent forms
- Our weekly newsletter

3.2 Text messages

We will text parents about:

- Injuries- if a child has bumped their head
- Payments
- Short-notice changes to the school day. For example, if an outside of school club was cancelled.
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website includes a full school calendar for the term ahead. These dates can also be found on the diary dates list which can be found in the Term Dates section of the school website.

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).

Any such event will be included in the school calendar.

3.4 Phone calls

School staff may call parents when they need to share information in a more timely manner.

3.5 Letters

We send the following letters home:

- Letters about attendance
- Letters about legal matters

3.6 Home-school communications app (Tapestry)

We use 'Tapestry' for our communications for our Reception pupils and those in KS1 in Elm.

This is an online platform that can be accessed from any device including a mobile phone.

Parent logins to the platforms are given by the class teacher at the start of each school year. Please contact the school office if you have any issues.

Teachers will:

- Update the class feed regularly with class learning
- Direct message short, non-urgent communications. For example, to share a behaviour incident that has been resolved.
- Send whole class messages/reminders

Each child has their own reading record. School staff will record when they have read with an adult in school. Parents are encouraged to read each night with their child and to update the reading record to reflect this.

3.7 Reports

Parents receive an end-of-year report covering their child's achievement in each part of the curriculum, how well they are progressing, and their attendance.

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

3.8 Meetings

We hold two parent partnership meetings 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.

The school may also contact parents to arrange meetings between parents' consultations 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, have termly Additional Support and Intervention meetings (ASI) which replaces parent consultations.

3.9 School website

Key information about the school is posted on our website, including:

- School times and term dates

- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

3.10 School Money

School Money is our school payment and booking system. We are a cashless school. School money is an online platform that can be accessed from any device including a mobile phone.

Parents can use this to book/pay for:

- School dinners
- Breakfast Club
- After School Club (WASP)
- School trips
- School payments

Parents should book dinners and clubs with at least a week's notice.

4. How parents and carers can communicate with the school

4.1 Home-school communications app (Tapestry) for parents of Reception and Elm Class (KS1)

Parents can contact these relevant class teachers directly using Tapestry.

Parents should not expect staff to respond to their communication outside of core school hours, 8:00am-4:30pm or during school holidays.

Parents can:

- Comment positively on class stories
- Message the teacher directly about learning, class activities, homework, wellbeing behaviour or to book a meeting
- Message the teacher directly about pick up arrangements (prior to 8:30am on the same day)
- Share home achievements with the whole class or directly with the class teacher

If the issue is urgent, parents should call the school office.

Staff have Tapestry set to ‘quiet hours’ which means that the messages will not pop up on devices after working hours. Staff have read receipts on and may not respond to all messages, if not required.

Staff check their Tapestry messages before school starts daily.

4.2 Email

Parents of Reception class children should always use Tapestry in the first instance if contacting a class teacher about a non-urgent issue. Parents of pupils in Y1 - 6 and those in Elm who are KS2, should email the school office about non-urgent issues. To ensure this process is made more efficient, please use the subject bar to name the member of staff whom you wish to communicate with and the general reason for the email.

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Parents can email the school regarding:

- Attendance and absence requests
- Medical information/updates
- Queries with login information for school apps
- Payments
- Update information
- Scheduling meetings with members of staff (Please contact the class teacher directly, if possible via the Partnership Book, or via the communication app)

4.3 Partnership Books

For any routine messages or queries, all pupils have a Partnership Book that can be utilised. Please use these to pass messages directly to class teachers. This allows them to respond promptly.

4.4 Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office admin@wyburns.org and the relevant member of staff will contact them within 5 working days. If parents need to speak to the class teacher they should make contact via Tapestry.

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 5 days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

4.5 Meetings

If parents would like to schedule a meeting with the class teacher they should make contact via Tapestry or within the Partnership Books in the first instance. If parents would like to schedule a meeting with another member of staff, they should email the school office.

We try to schedule all meetings within 5 working days of the request.

We have an open door policy at Wyburns Primary School, teachers are available at the end of the school day for quick communications. We recommend parents book appointments with their class teachers to discuss:

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

5. Accessibility

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

We aim to make communications accessible to all.

We have taken the following steps to achieve this:

- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

We currently make whole-school announcements and communications (such as email and newsletters) available in English.

We can make additional arrangements if necessary. Please contact the school office to discuss reasonable adjustments you may require.

6. Complaints

If you would like to make a formal complaint, please follow the procedure set out in our complaints policy. This can be found on our school and Trust websites.

Appendix 1: School – Parent Communication Guide

Dear Parents and Carers, We understand that keeping track of school information can sometimes feel confusing. To help, we have put together this guide outlining the main ways we share information with families, so you always know where to look.

1. Google Classroom • Purpose: For children's learning and homework. • Details: Homework tasks, resources, and class activities are set here. • Access: Each child has their own login. Parents can view tasks and deadlines but should direct specific questions to class teachers.

2. School Website • Purpose: General information for parents and carers. • Details: Policies, term dates, school calendar, newsletters, and contact details. • Access: https://www.wyburns.org/

3. Letters • Purpose: Specific information about events, trips, clubs, and activities. • Details: Letters are sent via email. • Always read letters carefully—they contain the most accurate and up-to-date information about individual events.

4. Newsletter • Purpose: To support communication from the school to parents. • Details: Monthly newsletter summarises key dates, reminders, and school news.

5. Email / Phone Calls • Purpose: Urgent messages or clarifications. • Details: Occasionally used by class teachers or the school office for reminders or important notices.