



Holmer Green Junior School
We inspire, we enable, we achieve. Together.



Holmer Green Junior School

COMMUNICATION POLICY

November 2025

Written	Adopted by Governors	Review date	Responsibility
November 2025	JANUARY 2026	JANUARY 2027	COG/Head

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1. Introduction

At Holmer Green Junior School we believe that clear, open communication between school, parents, carers, governors and other professionals is vital. It is through effective and timely communication that understanding is developed, trust is built and, therefore, pupils can be better supported, allowing the school to continue improving.

Our communications will

- Be open and honest
- Be ethical and professional at all times
- Be timely
- Clear and effective

2. How we communicate with parents and carers

Email

We will use emails to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, staff training days)
- School surveys or consultations
- Class activities or teacher requests
- The issuing of yellow or amber cards, as per our school behavior policy

School website and calendar

To ensure that parents/carers have a thorough understand of the learning of pupils as well as how the school day works, the school website contains:

- A calendar which contains termly events. Where possible, this will be updated to ensure that parents/carers are given at least two-weeks notice of any activities.
- A welcome message from the Headteacher, Robin Cusdin, which identifies the ethos of HGJS
- A guide to the schools vision and values
- Key policies such as the anti-bullying policy, attendance policy and child protection policy
- Key forms such as the uniform order form
- Information regarding Pupil Premium funding and sports funding
- Information regarding Special Educational Needs and Disabilities as well as how the school ensure that they are inclusive to all
- Staff and governor information alongside up to date pictures
- Curriculum maps for each year group to ensure that parents/carers are aware of the learning that takes place in the classroom
- Previous newsletters (information below)
- Information about key contacts such as the Chair of Governors (David Eteen), the Headteacher (Robin Cusdin) and the SENDCO (Shona Timms)

Newsletter

Newsletters are sent out fortnightly and contain information regarding:

- Stars of the week
- Upcoming events
- Key dates
- Other key information such as clubs, JSA information and wellbeing support

Phone calls

Where necessary, school staff will contact parents/carers via phone. Staff will return phone calls from parents/carers within 2 school days.

Letters

Letters are sent via Arbor. These will include:

- Letters about upcoming trips and visits
- Consent forms
- Consequence letters

Text messages

In emergency situations, such as school closures, parents/carers will be contacted via text message.

Planners

Occasionally, teaching staff will share messages with parents/carers via the pupil planners. Any messages from parents/carers will be responded to.

Reports

Parents/carers 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
- Updated Support Plans for pupils who are on the SEND register each term

Meetings

- The school holds two parents' evening per year (one in the Autumn term and one in the Spring 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.
- If a child has an EHCP, parents will be invited to attend their child's Annual Review during the school day. This meeting will focus on progress towards EHCP outcomes and annual targets with parents/carers, school staff and any other professionals that work with the child
- The school may also contact parents to arrange meetings if there are queries about a child's achievement, progress or wellbeing.

3. How parents and carers can communicate with the school

Planners

Every child is given a planner at the start of the academic year. Parents should use this in the first instance to communicate with the class teacher about issues such as changes to collection plans.

Email

Parents are encouraged to email the school about non-urgent issues in the first instance, if these are issues that cannot be appropriately communicated through the school planner. We aim to acknowledge all emails within 2 school days. If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Phone calls

If there is an urgent issue, query or concern, parents should call the school office.

Urgent issues might include things like:

- Pupil attendance
- Family emergencies
- Safeguarding or welfare issues
- Notifying the school that their child has been diagnosed with a communicable disease, such as chicken pox, that could impact on the school's need to advise pregnant staff and visitors of possible contact

If a parent/carer requests to speak to a specific member of staff, your phone call will be returned within 2 school days.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address. We try to schedule all meetings within 10 school days of the request.

While teachers may be available at the beginning or end of the school day on the telephone, if parents need to speak to them urgently, we recommend they book appointments to discuss:

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

4. In school communication

A variety of means of communication are used to ensure that both teaching and non-teaching staff are kept fully informed about life within the school. This includes:

- A whiteboard that is updated weekly in the staff room that shows events for the week
- A termly calendar, detailing CPD and meetings such as parents' evenings
- Regular staff meetings for all groups with minutes held
- Emails are sent to staff to provide them with relevant information
- A staff handbook that provides organisational information for all staff.
- Access to all policies and procedural documents on the school SharePoint.
- Text alerts for urgent information.
- Timetables and rotas detailing play duties and release time

In school meetings, will be held for all staff. Details are below.

SLT:

SLT will meet weekly for an hour and fifteen minutes. This meeting will be held in the Headteacher's office. Safeguarding team – The safeguarding team will meet every fortnightly for 35 minutes (between 8am and 8.35am) in the Headteacher's office to discuss pupils of concern as well concerning trends across the school. If necessary, they will meet urgently as safeguarding is a priority for the school.

Teaching staff:

Teaching staff will meet weekly between 3.45pm and 5pm in the staff room. This will include a weekly CPD session, focused around key elements of the school development plan.

Support staff:

Support staff meet weekly with teaching staff between 3.45pm and 4pm in the staff room. Occasionally, this is extended to 5pm so that they receive the same training as teaching staff.

Office staff:

The office staff meet every Monday for approximately 30 minutes in the Headteacher's office.

Midday supervisors:

Midday supervisors meet alongside their line manager monthly for 30 minutes in the staff room.

Governor meetings:

Governors meet both as a full governing body (FGB) as well as in two separate committees. The FGB meets twice termly, and committees meet once per term. Additional meetings are also arranged between subject leaders and specific governors termly. The minutes of these meetings are then shared on Goverhub and discussed at FGB.

5. Roles and responsibilities

Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely, professional and child-focused
- Communicating with individual staff and other professionals in an appropriate manner that is focused and empathetic
- Attending staff meetings, SLT, safeguarding and midday supervisor meetings
- Ensuring that minutes are held for all meetings and actions are undertaken in a swift manner
- Be an approachable presence within the school so that pupils, staff, parents and governors are able to communicate with him at all times
- Ensuring that the staff handbook is up to date and distributed to all staff. This will include a range of key information
- Holding staff to account if their communication does not match this policy

- Updating and distributing the code of conduct
- Monitoring the implementation of this policy
- Regularly reviewing this policy

School staff

All staff are responsible for:

- Checking rotas and ensuring this is noted in their diaries
- Checking the whiteboard within the staff room at the start of the school day
- Checking email communications at least once each working day
- Attending all meetings in a timely manner
- Responding to communication from parents and other professionals in line with this policy and the school's ICT and internet acceptable use policy
- Working with office staff to ensure parents and other professionals receive timely information
- Reading the minutes of every meeting that is relevant to them
- Responding to emails within 2 school days
- Returning phone calls within 2 school days
- Meeting with parents where a request has been made, within 10 days of the original request
- Ensuring that communications with parents are effective, timely, professional and child-focused
- Communicating with other staff in a professional and appropriate manner that matches the code of conduct
- Communicating with children in a manner which is set out in the code of conduct and school safeguarding policy

Staff are encouraged not to look at work emails during evenings or weekends. They will also ensure that they do not send work related text messages during these times.

Parents

Parents are responsible for:

- Checking all communications from the school
- 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

Any communication that is considered disrespectful, abusive or threatening will be referred to the Headteacher.

Parents should not expect staff to respond to their communication outside of core school hours or during school holidays. Class based staff, such as teachers, may be more limited in terms of times when they can respond due to their duties in class.

6. Monitoring and review

This policy is reviewed in line with the Governing body policy schedule.

7. Holmer Green Junior School communication action plan

PRIORITY	ACTION	PEOPLE	TIMESCALE	SUCCESS CRITERIA	MONITORING METHOD: WHO? HOW?
For emails to be responded to within 2 school days	<p>All staff to be informed of this priority</p> <p>Office staff to receive training about who emails should be forwarded to</p> <p>Headteacher and assistant headteachers to be CC'd into all emails to ensure that they are being responded to</p> <p>School staff to be reminded if emails have not been responded to</p> <p>Headteacher to monitor</p>	<p>All staff</p> <p>Office staff and School Business</p> <p>Manager Headteacher, assistant headteachers and office staff</p> <p>School staff with Headteacher reminding Headteacher</p>	<p>Autumn 1</p> <p>Autumn 1</p> <p>Throughout the year</p> <p>Throughout the year</p> <p>Termly</p>	<p>Parent survey to show that at least 80% of parents/carers feel that communication is timely and effective.</p> <p>Headteacher's termly monitoring to show that parents are receiving emails within two days. The Headteacher to then remind staff about this communication policy if this is not happening and then take it further as part of the appraisal process.</p>	<p>Parent survey to be created and compiled by governors</p> <p>Headteacher monitoring emails</p> <p>Appraisal process as necessary</p>
For parents to feel like communication with the SENDCO is timely and effective	<p>For a SEND team to be established and reviewed.</p> <p>For the updated Inclusion policy to have specified job roles for the SENDCO, INCO and SEN admin assistant.</p> <p>For a SEND email address to be created.</p> <p>For the SEND admin assistant to monitor the emails on a Wednesday, Thursday and Friday.</p> <p>Where meetings are requested, the</p>	<p>Headteacher</p> <p>SENDCO</p> <p>School Business Manager SEND admin assistant</p> <p>SEND admin</p>	<p>Autumn</p> <p>Autumn</p> <p>Autumn</p> <p>Ongoing</p> <p>Ongoing</p>	<p>SEND policy to be placed on the school website and easily accessible.</p> <p>At least 80% of parents surveyed to agree that communication is timely and effective</p> <p>Where concerns are raised about communication, parents feel they are</p>	<p>SEND governor to monitor</p> <p>SEND governor survey</p> <p>Communication with parents</p>

	SEND admin assistant will contact parents/carers with possible dates within 2 school days. Meetings with the SENDCO will be held within 10 school days where possible. SEND governor to monitor parents.	assistant SENDCO Governor	Ongoing Summer	rectified. Headteacher monitoring to show that at least 80% of parents asked in an informal manner feel that communication is effective	Headteacher and parent communication
For school events to be placed on the 'school events calendar' at least two weeks before they take place. For large whole-school events, dates should be on the calendar at least a month before.	A school events calendar to be created and all staff to be able to access this calendar. Inform staff that this is a priority. Key dates to be compiled at the start of each term. School Business Manager to monitor.	School Business Manager Headteacher School staff and School Business Manager School Business Manager	Autumn Autumn Termly Ongoing	Monitoring to show that 100% of events are placed on the events calendar at least two weeks before they take place. Parent survey to show that at least 80% of parents feel that communication is timely.	School Business Manager Governor survey
For information to be streamlined with whole school events featuring in the newsletter rather than in separate communications.	Inform staff that this is a priority. School Business Manager to compile the newsletter with relevant information received from teaching staff. Headteacher to monitor that separate communications about whole school events are not taking place.	Headteacher School Business Manager and teaching staff Headteacher	Autumn Fortnightly Termly	Headteacher monitoring to show that no additional letters have been sent. Parent survey to show that at least 80% of parents feel that communication is timely.	Headteacher monitoring Governor survey

