



Communications Policy

2025/2027

Honeywell Junior School

All our policies are written to reflect, support and develop our ethos statement

*"A community that cares about excellence, wonder and learning for life"
We provide a safe and exciting space where:*

There is community

- There is a strong, friendly and respectful spirit within the immediate and extended communities, supporting learning and progress of and for all pupils*
- There is a sense of belonging*

There is care

- Everyone focusses on valuing and developing the whole child, nurturing a happy and kind atmosphere where asking for help and listening is what we expect of each other*
- We understand our actions and nurture respect for each other and the environment*

There is excellence

- There is a strong sense of ambition and high academic achievement along with excellent personal progress built around quality first teaching and research informed learning,*
- There is enrichment and high expectations beyond the curriculum*

There is wonder

- Every experience is more memorable than the last*
- Learning powers are nurtured and grow and grow*
- The implementation of the curriculum is rich, vibrant and creative*

There is learning for life

- There is an unstinting dedication to diversity and equality*
- There is motivation for the preservation of our environment and a thirst to become a conscientious contributor to making the world a better place*
- Pupils leave us with a thirst for knowledge and love of learning, autonomous and self-motivated, ready for their next stage and beyond*

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Introduction and Aims

We believe good communication is clear, professional, timely and appropriate. It should be useful and relevant to all parties. We believe that 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
-  Builds trust and confidence between home and school, which helps the school better support each child's educational and pastoral needs
-  Helps the school improve, through feedback and consultation with parent/carers

Communication Principles

-  Listen to understand
-  Be proactive in sharing information
-  Let the school team know first when it's something about school or will impact on a child at school
-  Use clear and concise messages
-  Take a planned approach
-  Accept feedback and build relationships with parents/carers

To promote clear and open communication we aim to:

-  Explain how the school communicates with parents/carers
-  Set clear standards and expectations for responding to communication from parents/carers
-  Help parents/carers reach the member of staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

Links With Other Policies

This policy operates in conjunction with the following school policies:

-  Child Protection and Safeguarding Policy
-  Concerns and Complaints Procedures
-  Confidentiality Policy
-  Data Protection Policy
-  Data and Cyber-security Breach Prevention and Management Plan
-  Freedom of Information Policy
-  Governors' Code of Conduct
-  Home-School Agreement
-  ICT And Internet Acceptable Use
-  Online Safety Policy
-  Staff Handbook/Key Information for Staff
-  Staff Code of Conduct

Legal Framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

-  Freedom of Information Act 2000
-  Education Act 2002
-  The Privacy and Electronic Communications Regulations 2003
-  UK General Data Protection Regulation (UK GDPR)
-  Data Protection Act 2018

Roles and Responsibilities

Head Teacher

The Head Teacher is responsible for:

-  Ensuring that communications with parents/carers are effective, timely and appropriate
-  Monitoring the implementation of this policy
-  Reviewing this policy every two (2) years

School Business Manager

The School Business Manager is responsible for:

-  Ensuring ParentPay is managed and complies with the Legal Framework
-  Ensuring parents /carers have secure access to ParentPay
-  Ensuring the effectiveness of the office team

Staff

All staff are responsible for:

-  Fulfilling wider professional responsibilities in the teacher standards, explicitly: communicating effectively with parents with regard to pupils' achievements and well-being
-  Responding to communication from parents/ carers in line with this policy, the Acceptable Use Policy, The Key Information for Staff [Juniors]
-  Working with other members of staff to make sure parents/ carers get timely information, if they cannot address a query or send the information themselves
-  Communicating with parents/carers and pupils via social networking sites, blogs or social media pages set up specifically for the purpose of teaching and learning
-  Responding to communication during their working hours which is generally 8:00am until 5:30pm. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Parents and Carers

Parents and carers 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
-  Using the correct channels of communication
-  Responding to communications from the school (such as requests for meetings) in a timely manner
-  Checking all communications from the school

How We Communicate with Parents and Carers

Contact Details

The school holds emergency contact details for all pupils on the School Information Management System and families are contacted on an annual basis to ensure that these are up to date. This information is gathered on entry to Year 3. Families are expected to inform the school without delay in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means of contacting families.

The sections below explain how we keep parents/carers up-to-date with their child's education and what is happening in school. Parents/carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Individual Communication

The majority of communication will be face to face at the beginning and end of the school day. As pupils progress through the Junior School, more of them arrive and leave independently and more parents and carers “drop and go”. So, where this is not possible, we will contact you to arrange an ‘in person’ meeting where one is needed. Occasionally staff may choose to email you if we haven’t been able to contact you by telephone.

Parent/Carer Conference Evenings

The Junior School holds parents/carers’ conference evenings. During these meetings, we will share information about your child’s achievement and progress, the curriculum or schemes of work, your child’s wellbeing, or any other area of strength or concern.

This is the schedule:

Autumn Term - there are 2	—	Year Group, individual target setting
Spring Term	—	Autumn Results
Summer Term	—	Spring Results, End of Year Written Report

School Website

Key information about the school is posted on our website. Many parental queries can be dealt with by checking the school website. A number of documents are available to download including:

-  Termly year group learning information
-  Curriculum information
-  School times and term dates
-  Important events and announcements
-  Important policies and procedures
-  Information about before and after-school provision
-  The school newsletter which are also shared with parents/carers every fortnight via ParentPay

We also have regular community communications via the school website which is a central hub for school-wide announcements and resources and fortnightly Newsletters which includes celebrations of pupils’ achievement, enrichment, updates on school activities, general reminders and major announcements.

Online System - ParentPay

As well as a cashless online payments system, we are able to use ParentPay to email and text parents/carers to keep them informed about the following:

-  Upcoming school events or late notice changes to those events
-  Scheduled school closures (for example, for staff training days)
-  School surveys or consultations
-  Class activities or teacher requests
-  Short-notice changes to the school day
-  Emergency school closures (for instance, due to bad weather)

Phone Calls

The school office will phone home if:

-  A child is absent without explanation
-  A child is very unwell or hurt and the first aider has deemed it necessary to contact the family
-  A key piece of learning equipment is needed i.e., a swimsuit for a lesson or musical instrument for a performance

Written Reports

Parents/carers will receive written reports from the school about their child’s learning, including:

-  An end-of-year report covering their achievement in each part of the curriculum and how well they are progressing
-  An attendance report
-  A report on KS2 SATs tests
-  Termly progress reports against targets

Seesaw Family App

Seesaw is free and works on any device and is a confidential platform for empowering pupils to demonstrate and share learning. Students can show their work and thought processes in real time by submitting a video of themselves working through a mathematics problem, snapping a picture of a paragraph they wrote, recording themselves reading a speech, or uploading a file from a device. We use it to:

-  Record work that otherwise would have been lost
-  Capture the exciting and fun moments and include those parents and carers who were unable to make it to a particular event
-  Capture those “lightbulb moments”
-  Engage parents and carers in their child’s learning journey as they can see their progress throughout the year
-  Celebrate and share different types of learning experiences, giving pupils other ways to show their understanding aside from handwritten work
-  Share learning goals and self-assessment

How Parents and Carers can Communicate with the School

Meetings

The school holds termly Parent/Carer Conference Evenings (see above).

Teachers are available at the beginning or end of the school day, for quick discussions and exchanges of information. Meetings should be booked for longer discussions. Parents and carers can 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
-  Secondary transfer

Please telephone, or contact the class teacher via, the school office to arrange an ‘in person’ meeting. We will always try to schedule meetings within five working days of the request, subject to allowance for staff who work part time. Arranging a mutually convenient appointment allows the school time to organise cover to make staff available to speak to the families and to gather any necessary information prior to the meeting.

Parents and carers of pupils with special educational needs or disabilities (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs. Meetings should always be pre-arranged with members of staff and we advise parents / carers not to arrive at the school with the expectation that they can be seen without an appointment as this is unlikely to be possible. If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, the office staff will do their best to find a senior member of staff to see you.

No staff member will give out their own contact details. They will also not share personal emails or phone numbers of other staff or other parents and carers.

We aim to be able to facilitate requests for urgent meetings, unfortunately this is not always possible due to teachers’ commitments. When an urgent meeting is not possible, we will endeavour to respond within two working days to arrange a time to meet.

Email

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. Your first point of contact for a non-urgent matter is usually the class teacher, ideally face to face at drop-off or pick-up but otherwise via email to the school office. Emails can be used to share logistical information with teachers or to start a dialogue about an academic or pastoral issue. Emails should be kept brief and long discussions should happen face to face or by phone.

Please refer to Appendix 1 below for information about specific members of staff you should contact in certain circumstances, for example to report an absence or to raise a safeguarding concern.

Teachers spend most of their working day in the classroom teaching and are discouraged from checking emails during this time. Requests, enquiries or concerns which require immediate or quick action should not be sent via email: telephone the school office with this information. For example, emailing your child's teacher to inform them you will be collecting them for an appointment or to change pick-up arrangements is not appropriate due to the possibility that the message will not be read in time. Staff are not expected to check and respond to emails outside of their working hours. However, staff are encouraged to work flexibly and respond in a way that suits their own work life balance. Staff do not expect families to read, respond or action emails outside hours that suit families.

We aim to respond to emails within three working days. However, allowance will be made for staff who work part time.

Phone Calls

It is not possible to contact teaching staff during the day by phone. Non-class-based staff e.g. SENDCo, Deputy Headteacher can be contacted by phone via the school office. If the member of staff is not available, leave a message with the office and they will respond as soon as practicable.

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

Urgent issues might include things like:

-  Family emergencies
-  Safeguarding or welfare issues

Inclusion

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

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

Complaints

If you need to file a formal complaint, please follow the procedure set out in our Concerns and Complaints Procedures which can be found on the school website.

Inappropriate Communication

Any communication that is considered disrespectful, abusive or threatening to staff or any member of the school community will be considered unacceptable and will not be tolerated.

Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents and carers or pupils. We ask that all parents/carers and visitors 'think before you post.' The Department for Education and the school's Governing Body considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or by following the Concerns and Complaints Procedures where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory Posts

In the event that any pupil or parent/carer of a child/children is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. We will also expect that any parent/carer or pupil removes such comments immediately.

Cyber Bullying

We take very seriously the use of cyber bullying by one child or a parent or carer to publicly humiliate another by inappropriate social network content sharing. We will take and deal with this as a serious incident of bullying. The school will also consider its legal options to deal with any such misuse on social networking and other sites.

Online activity which we consider inappropriate:

-  Identifying or posting images/videos of children other than your own without permission
-  Abusive or personal comments about staff, governors, children or other parents and carers
-  Bringing the school into disrepute
-  Posting defamatory or libellous comments
-  Emails circulated or sent directly with abusive or personal comments about staff or children
-  Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
-  Threatening behaviour, such as verbally intimidating staff, or using bad language
-  Breaching school security procedures

Persistent Correspondents

As stated in this policy, communications should at all times be respectful and constructive, placing the best interests of pupils at their core. In the extremely rare circumstances that communication breaks down between a parent/carer and the school, or an individual's behaviour is causing a significant level of disruption, regardless of whether or not they have raised a complaint, the school reserves the right to implement a tailored communication strategy. This would apply in, for example, a situation where communications are unduly or unreasonably frequent, repetitive, persistent or demanding in nature such that they place undue pressure on staff or impact the school's ability to deliver equitable and effective provision to its pupils. An example of a tailored communication strategy might be:

-  restricting the individual to a single point of contact via an email address
-  limiting the number of times they can make contact, such as a fixed number of contacts per term

Different procedures apply for access to information under The Education (Pupil Information) (England) Regulations 2005, freedom of information (FOI) and data protection (DP). Please refer to relevant school policies or Government guidance.

Aggressive Behaviour

Aggressive behaviour will not be tolerated and may result in a parent/carer being banned from the school premises. These actions will involve: The Headteacher, other senior leadership members, representative(s) of the school's governing body and, if appropriate, the police.

Whilst unlikely to have to rely on this section of the policy, the school is mindful of the need to protect pupils and staff from situations that are not conducive to the provision of a quality first education and a safe, secure and respectful teaching and learning environment.

Appendix 1: 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 **office@honeywell.wandsworth.sch.uk** or telephone the school office on **0207 223 5185**
-  Put the subject and the name of the relevant member of staff in the subject line (for emails)
-  We will forward your request to the relevant member of staff

Remember: check our website first, much of the information you need is posted there. We aim to respond to all emails within 3 days. Allowance will be made for staff who work part time.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Urgent communication	Phone the school office at 0207 223 5185
Safeguarding	juniordsl@honeywell.wandsworth.sch.uk – for the attention of Junior Designated

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Safeguarding Lead Safeguarding information is on the school website: https://www.honeywellschools.org/safeguarding
Class activities/lessons/homework	office@honeywell.wandsworth.sch.uk – for the attention of class teacher or Seesaw or face to face before or after school (to make a time to meet or call)
Payments	office@honeywell.wandsworth.sch.uk – for the attention of Eamon Carron
School trips	office@honeywell.wandsworth.sch.uk – for the attention of Eamon Carron
Clothing/lost and found	office@honeywell.wandsworth.sch.uk – for the attention of class teacher or Seesaw or face to face before or after school
Attendance and absence requests	If you need to report your child's absence, email the school office at office@honeywell.wandsworth.sch.uk If you want to request approval for term-time absence, download the appropriate form from the school website at https://www.honeywellschools.org/forms/
Bullying and behaviour	office@honeywell.wandsworth.sch.uk – for the attention of the class teacher If there is a continuing concern - office@honeywell.wandsworth.sch.uk – for the attention of the Phase 3 Leader (Years 3 and 4) or the Phase 4 Leader (Years 5 and 6)
School events/the school calendar	website first at https://www.honeywelljuniorschool.co.uk and then office@honeywell.wandsworth.sch.uk – for the attention of Jennie Appleby
Special Educational Needs	junior.inclusion@honeywell.wandsworth.sch.uk – for the attention of Junior SENDCo
The Balham "Schools Out" before and after-school club	https://www.balhamcommunitycentre.com/schools-out-club-honeywell Email Manager at honeywell@balhamcommunitycentre.com
Clubs provide by the school	office@honeywell.wandsworth.sch.uk – for the attention of Eamon Carron
Hiring the school premises	office@honeywell.wandsworth.sch.uk – for the attention of School Business Manager
The PTFA	chair@honeywellptfa.org.uk
Federation Governing Body	office@honeywell.wandsworth.sch.uk - for the attention of Chair of Governors
Catering/meals	office@honeywell.wandsworth.sch.uk - for the attention of Laura Glover