



Home School Communication Policy

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.

Roles and responsibilities

When pupils start their time at Red Marsh, parents will be provided with log in information to 'Showbie', our home school communication system.

Each year, parents will be provided with their 'class code' to join their child's new class. This allows communication between home and school.

Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use 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 8.45am – 3.45pm. The priority for class teachers is to be in the classroom teaching during the day when children are present in the building.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times




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- Addressing their communication to the most appropriate person, often in the first instance, this is the class teacher.
- Checking all communications from the school in a timely manner – class based and office communication is sent via Showbie.
- Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.
- Parents should **not** expect staff to respond to their communication outside of core school hours or during school holidays.

PARENT CODE OF CONDUCT


Red Marsh School Code of Conduct for Parents and Carers.

We aim to foster a positive, supportive and respectful environment for all, and we ask for your partnership in helping us maintain a peaceful and safe school community.



Unacceptable Behaviour:
In order to keep our school environment safe, the following behaviours will not be tolerated:

- Sending abusive or threatening messages via email, Showbie, Arbor, voicemail, phone calls, or any other written form of communication.
- Using inappropriate or offensive language or displaying aggressive behaviour.
- Vandalising or damaging school property.
- Vaping, smoking, drinking alcohol or using drugs on the school grounds (alcohol is only allowed at authorised school events).
- Posting slanderous or offensive comments about the school or any members of our school community on social media platforms.
- Approaching another child to talk to them or discipline them for their actions towards your child.
- Any form of physical aggression towards an adult or child.



What Happens if the Code of Conduct is Broken?

If someone breaks the Code of Conduct, we will take action based on how serious the situation is.

Here's what may happen:

First Meeting: We'll speak with the parent or carer to talk about the problem.

Formal Letter: If the issue isn't sorted out, we'll send a formal letter and invite the parent or carer to another meeting with school staff.

Next Steps: If the behaviour still doesn't change, we'll send another letter. This may include referring the issue to the proper authorities. In serious cases, the person may not be allowed to enter the school grounds or make contact with the school.

It is important to note that serious incidents may lead to an immediate ban from the school.

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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.

Showbie

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

- Your child's day – what they have been learning, food and toileting (if appropriate)



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- Teacher requests (such as for swimming kits, nappies and wipes)
- Your child's education – mindmaps, personalised learning intention targets and annual review paperwork
- Letters home, including the half termly newsletter, special dates and correspondence received from other agencies such as holiday clubs.

Showbie is checked by class staff at the start and end of each day. Please note messages sent during the school day may not be seen until after school. For any urgent communication, please contact the school office via phone.

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

Parents should check the website before contacting the school.

Phone calls

- Staff will call parents/carers if their child has had an accident, injury or illness during the school day.
- If you need to contact a member of staff via phone please call school using our school number 01253868451. The office team will contact the most appropriate person to speak with you. Please note, we may need to return your phone call at a later time.

Emails

- Email correspondence will be sent from admin@redmarsh.lancs.sch.uk if required.
- If you need to contact school via email, please use the above email address and this will be forwarded to the most appropriate person to respond. Personal school email addresses will not be used to communicate with parents/carers.
- During pupil transitions into school, correspondence may be sent from transition@redmarsh.lancs.sch.uk

Letters

- Letters are sent digitally via Showbie in the 'School Office Communication and Letters' folder.
- Any letters or forms that require a signature may be sent as a paper copy. Please check your child's bag regularly.

Homework

- Homework is sent via Showbie. Please check your child's 'Curriculum Mindmap' and 'Personalised Learning Intention Targets' folder for your child's homework. This will be sent home during the second week of the term.



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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
- Personalised Learning Intention Targets five times each year.
- Evaluations of previous Learning Intention Targets five times each year.

Annual Review

Parents receive annual review advice once per year (twice for children under 5), including:

- Annual review educational advice
- Pupil advice (supported by school if needed)
- One page profile
- Care Plan
- Regulation Plan
- Reports from therapy services such as speech and language, physiotherapy if appropriate
- Specialist teacher advice such as visual impairment teacher advice if appropriate
- Moving and handling plan if required

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

Meetings

We hold two parents' evening(s) per year.

- A 'Meet and Greet' in the Autumn Term
- A meeting to discuss your child's progress in the Spring Term

You will be invited to an annual review meeting each year to review your child's EHC plan.

Additional meetings may be arranged as necessary such as TAF, CIN or CLAR meetings as necessary.

Social Media

- Our school have a Facebook page and X.
- Important updates may be shared via these routes in addition to Showbie. E.g. unavoidable school closures.
- Information and celebrations of learning are shared where consent has been obtained from parents via registration forms.

Accessibility



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

Parents with additional communication needs

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

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats

Please contact the school office to discuss these.

Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings

We can make additional arrangements if necessary. Please contact the school office to discuss these.

Policy	
Reviewed	Autumn 2025
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