Henry Chichele Primary School

Home School Communication Policy February 2026

Approved by:	Governing Board
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Introduction and Aims

We believe that clear, open communication between the school and our families has a positive impact on pupils' learning because it:

- Gives families the information they need to support their child's education
- Helps the school improve, through feedback and consultation with families
- 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 families
- Setting clear standards and expectations for responding to communication from families
- Helping families 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

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

Staff will aim to respond to communication during core school hours (08:00 – 17:00 or their working hours, if they work part-time).

In line with promoting staff wellbeing and helping 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

Parents are responsible for:

- Ensuring that communication with the school is always respectful
- 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
- Speak to staff and other members of the school community in a calm and respectful way
- Always use polite and appropriate language
- Allow staff time to respond to messages and queries
- Raise any concerns through the right channels so they can be dealt with quickly and fairly
- Respect the privacy of other children and families

We understand that concerns can sometimes feel frustrating. However, behaviour such as raised voices, offensive language, or aggression is not acceptable and may lead to further action.

Parents should not expect staff to respond to their communication outside of core school hours (08:00 – 17:00) or during school holidays. Staff will set up an automatic reply explaining that 'emails will be monitored periodically during school holidays and will be responded to as soon as possible on return to school on…'

How Henry Chichele Primary School (HCPS) communicates with parents

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 the following regularly to make sure they do not miss important communications or announcements that may affect their child.

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

School calendar

Our school website and weekly newsletter include school calendar dates for the term.

Newsletters - Henry Chichele Primary School

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 and newsletter.

Phone calls

School staff may call parents during the day for many reasons and most of the time it is not an emergency.
Reasons include:

- Your child feeling sick or getting a minor injury and needing to be picked up
- Behaviour or discipline concerns
- A change of clothing
- Missing lunchbox
- Administrative needs, including missing forms, permission slips, etc.
- The call could relate to an urgent situation such as safety concerns, weather-related dismissal or emergency contact verification

Emails

We send the following emails home regularly:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter
- Invites to celebration assemblies
- Information about events in school

General Data Protection Regulation (GDPR)

All schools follow important data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, to ensure that personal information about pupils and families is kept safe and used properly. This means that any data collected is used fairly, kept secure and only shared when necessary. Parents have the right to access their child's information, request corrections if something is wrong and understand how the school uses their data. Schools also have a duty to protect this information and, if needed, report any serious concerns to the Information Commissioner's Office (ICO).

Parent Council

The Parent Council acts as a link between the school and its parent community, promoting open communication, collaboration and mutual understanding. It provides a forum for parents to share feedback, raise concerns and highlight positive aspects of school life. Parent Council representatives attend one meeting per term with the headteacher and other council members to discuss key issues and work collaboratively on solutions.
After each meeting, notes of the meetings are communicated to parents, via the school website and a notification of this is shared on the weekly newsletter.

Parent Council - Henry Chichele Primary School

Please contact the office if you wish to represent your year group.

Homework books

From Reception to Year 6, homework is handed out weekly on a Thursday and due by the following Wednesday. All pupils have a homework book in which to complete their homework. Pupils are expected to complete their homework using a pencil (Reception and years 1, 2 and 3) or a blue pen (years 4, 5 and 6) and maintain high standards of presentation.

Homework and reading records are monitored weekly by a member of staff. Please refer to the Homework policy for further information.

Homework-Policy-September-2025.pdf

Reading Records

Reading record books are used to keep track of your child's reading both at school and at home. We encourage all pupils to read at least five times each week. Each time they do, please record it in their reading record book. This can be completed by a parent/carer or by the child if they are old enough to do so independently.

Regular reading at home makes a huge difference to your child's progress and confidence - thank you for your continued support!

Reports

Families will receive reports from the school about their child's learning, including:

- Autumn Term Progress Reports
- An end-of-year report covering their effort and achievement in each part of the curriculum, how well they are progressing and their attendance
- A report on KS2 SATs test results (Year 6 pupils)
- A report on the Phonics Screening Check and (EARLY YEARS FOUNDATION STAGE (EYFS) pupils)
- A report on the Multiplication Test Check (Year 4 pupils)

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

Progress Consultation Meetings

We hold two Progress Consultation Meetings per academic year (Autumn and Spring terms). During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, their child's wellbeing or any other area of concern. These appointments are 10-minutes long and are bookable via Arbor. The link to book an appointment is sent out 6 days before the meetings. It is possible to organise an additional meeting, if needed, to discuss your child/further.

The school may also contact parents to arrange meetings between Progress Consultation Meetings if there are concerns about a child's achievement, progress or wellbeing.

We encourage KS2 pupils to attend progress meetings with their families so they can be actively involved in discussions about their learning and gain a better understanding of their strengths and next steps for improvement.

Members of the Inclusion team also offer 10-minute appointments during the Progress Consultation Meetings. Parents of pupils with Special Educational Needs (SEN), or who have other additional needs, can book a slot to meet with a specified member of the Inclusion team via Arbor, in the same way the appointments with teachers are organised.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to discuss the provision in place to support additional needs.

School website

Henry Chichele Primary School

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, if possible

How families can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query, including the school office number and email addresses of appropriate members of staff. If a class teacher is absent for more than five days, families can contact the appropriate phase leader (appendix 1).

Parents should refer to Appendix 2 to gain an understanding of who to contact about concerns.

Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. The email addresses for each member of staff can be accessed via the school website.

Staff - Henry Chichele Primary School

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office on 01933 352850.

The school office opening hours are:

8.30am-4.30pm Monday-Thursday

8.30am-3.45pm on Fridays

Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will contact them.

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 2 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
- Medical appointments
- Changes to collection arrangement

For more general enquiries, please call the school office.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1) or call the school to book an appointment.

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

While teachers are available at the end of the school day 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

Family Engagement

The table below highlights the current methods used to engage and communicate with families.

Home-School Communication Policy	Available on the website or a hard copy in the school office.
Drop-in workshops for families	Drop-in workshops for families: • How to support the teaching of phonics at home workshop • KS1 Mixed classes/ provision • The teaching of reading at HCPS • Assessment • Behaviour • Ofsted • Residential Information evenings (Year 4 and Year 6) • SATS Information evening Presentations are shared on the school website after each session and highlighted in the weekly newsletter for parent access and awareness.
Curriculum Newsletters (hard copy)	A termly communication outlining what pupils are learning, the class read aloud text/s and key dates for the term.
Early years Foundation Stage (EYFS)	• Welcome presentations for new Early Years Foundation Stage (EYFS) families • Home Visits to Early Years Foundation Stage (EYFS) pupils starting school • Multiple visits to school before starting • End of Year Celebration
SEND appointments during Progress Consultation evenings	ILP meetings are held twice yearly at the same time as Progress Consultation evenings and are booked using the same method.

Independent Learning Plan (ILP) meetings	X 3 yearly Held to review and plan a pupil with SEND's individual learning goals and support. It involves the staff and families
Additional meetings for families when necessary	Available by appointment via email
Staff emails shared with families	Conversations in person or phone call preferred over email, if possible
Suggestion Box	Located in the area outside the school office. Your thoughts, ideas and suggestions are incredibly important to us. To help us continue improving and creating the best possible environment for everyone. Whether you have a new idea, a concern, or simply something you'd like to share, we invite you to drop a note in the box. All feedback is welcome and valued.
Parent Council sessions	Termly, in school Class representatives communicate with the school community via class whats app groups. They feedback collected is discussed at the meetings. If you would like to represent your child/ren's class, please contact Mrs. Hope.
Parent Surveys	Sent electronically on an annual basis
Assemblies	Worker of the Week (WoW) 5R (School Values)awards Harvest
Book and a Biscuit sessions Adult Book Swap	Both termly
Show cases	Art Exhibitions (to start in 2026/2027)
Performances	Early Years Foundation Stage (EYFS) Nativity Christingle Carol Service Rock Steady Year 6 Performance Year 6 Leaver's assembly
Parent SEND Support Group	x 3 yearly Advertised on newsletter and school gate
Special Educational Needs and Disabilities (SEND)and Northamptonshire Information, Advice and Support Service (IASS) coffee mornings	X 2 yearly
Parent Coffee Club	x 3 yearly Advertised on newsletter, social media and school gate
Progress Consultation meetings	x 2 yearly
Transition	Transition to Year 3 Information sessions Transition to Year 1Information sessions Transition leaflets – providing key information about the next year group

	Staff one-page profiles – introducing the teaching team for the next year group
Whole School Book Fayre	Annually in March, provided by Scholastic Books, with profits spent on new books for the school
School Newsletter	Weekly (emailed to families), this includes: Weekly Announcements and updates Latest from year groups Curriculum information Online safety Henry's Friends news Diary dates and upcoming events Community news Included monthly: Information from North Northants Council Healthy Schools
Online Safety Newsletter	Uploaded to the school website (monthly) and shared in the newsletter Online Safety Newsletters - Henry Chichele Primary School
School website	Henry Chichele Primary School
Senior management and Inclusion team on gate each morning and evening	
Open door policy	
Caught you cards	Presented by SLT to pupils caught doing something above and beyond
Positive communication books for specific pupils	Used to support pupils who may struggle to communicate verbally, such as those with additional learning or communication needs. They allow teachers and families to share positive updates about the pupil's day, focusing on achievements, effort and good behaviour.
School Iniatives	Neat and Knowledge Challenge A school-wide initiative designed to encourage pupils to take pride in both their learning and their presentation. We have recruited our very own Neat & Knowledge Police (not the actual police!) to monitor and reward excellent examples across the school.

Accessibility

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 whole-school announcements and communications (such as email alerts and newsletters) are made available in digital or hard copies
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website

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

- School announcements and communications in accessible formats

- Sign language/interpreters for meetings

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 English

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

- School announcements and communications translated into additional languages

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

Feedback

We love hearing from parents - your feedback helps us celebrate what's going well and improve where we can. If you have something positive to share or a concern, please speak to your child's class teacher, contact the school office, or use the suggestion box in the front office. We aim to respond quickly and ask that all feedback is shared politely and respectfully. Thank you for helping us make our school a positive place for everyone.

Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy annually

The policy will be approved by the governing board.

Links with other policies

The policy should be read alongside our policies on:

- ICT and Internet Acceptable Use
- Complaints
- Homework Policy
- Safeguarding and Child Protection Policy
- GDPR Policy

Policies can be accessed via our school website

Policies - Henry Chichele Primary School

Appendix 1: School Contact List

Who should I contact?

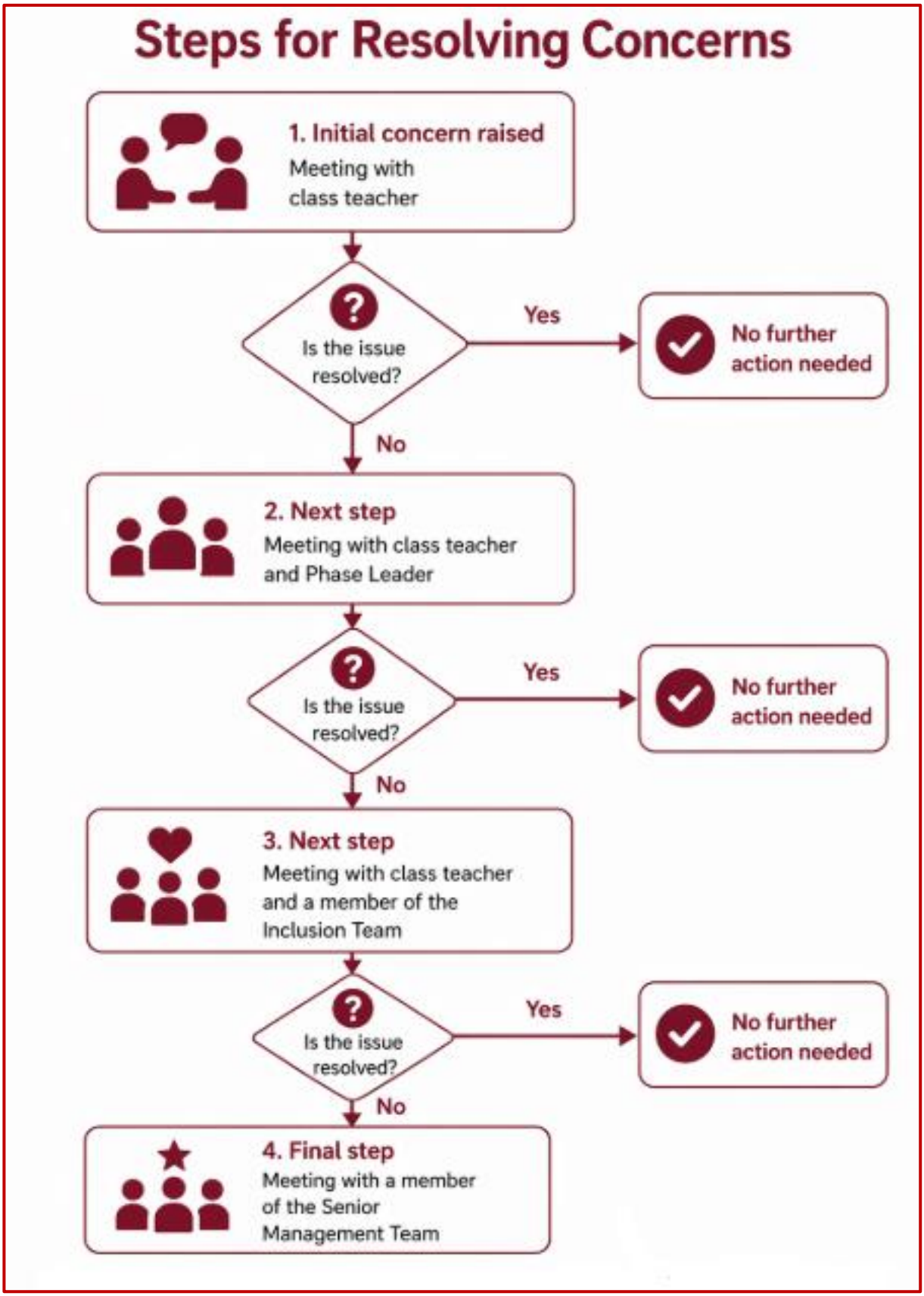
If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 3 working days.

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Class teacher If a class teacher is absent for more than five days, families can contact the appropriate phase leader (see below)
My child's wellbeing/pastoral support	Mrs. Pakenham Miss Gronkowski
Payments	School office
School trips	School office
Uniform/lost and found	Class teacher School office
Attendance and absence requests	If you need to report your child's absence, call: 01933 352850 If you want to apply for term-time absence, contact office@henrychichele.northants.sch.uk, requesting the appropriate form
Bullying and Behaviour	Class teacher Phase leaders Headteacher (A Phase Leader is a teacher who is responsible for leading and supporting a specific group of year levels, such as Early Years, Key Stage 1, Lower Key Stage 2 (Years 3 & 4) or Upper Key Stage 2 (Years 5 & 6). EYFS Lead – Mrs. Rogers Key Stage1 Lead – Mrs. Litchfield Lower Key Stage 2 lead – Mrs. Lathall Upper Key Stage 2 lead – Mrs. Grove Staff emails can be accessed using the link below Staff - Henry Chichele Primary School
School events/the school calendar	School office Calendar - Henry Chichele Primary School Term Dates - Henry Chichele Primary School
Special educational needs (SEN)	Mrs. Pakenham

	SEND - Henry Chichele Primary School
Safeguarding	Mrs. Sue Hope (Designated Safeguarding lead) Mrs. O'Brien Jones, Mrs. Pakenham, Miss Gronkowski, Mrs. Mclaughlin (Deputy Designated Safeguarding leads) Safeguarding - Henry Chichele Primary School
Before and after-school clubs	School office Before & After School Clubs - Henry Chichele Primary School
Hiring the school premises	School office
PTA (Henry's Friends)	School office Henry's Friends - Henry Chichele Primary School
Governing board	Mr. Greg Essex-Lopresti
Catering/meals	Love food Love Food Ltd | Schools Catering | Inspiring Healthier Eating
Complaints	If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This can be found on the school website, or a hard copy is available from the school office. Complaints-Policy-and-Procedure-September-2025.pdf

Appendix 2: Resolving Concerns

Who should I contact?