



# Ashgate Croft School

## Home School Communication Policy

## Introduction

This policy has been written after consultation with Parents/Carers, Parent school champion and staff.

Ashgate Croft School aims for our Parents/Carers and families:

- To feel valued and involved as partners in their child's education
- To feel well supported in their access to other service providers
- To be well informed

All written content from school will be free from jargon.

### 1.1 General information from school

- School website - updated on a regular basis.
- Parents/Carers will be kept well informed about the school and their children's progress: Headteacher's newsletters, annual reviews, annual reports, updates on Seesaw etc.
- Parents/Carers will receive information on class lists, including staff and pupils, by the end of the academic year.
- Parents/Carers will be informed well in advance of whole school closure days relating to staff training.
- Annual reviews will be held two and a half days a week, but we will endeavour to be flexible for those Parents/Carers unable to make this time.
- Parent/Carer forums will be organised at least three times a year on topics/issues raised by Parents/Carers.
- School will consult annually with Parents/Carers via a questionnaire.
- Any concerns or complaints received from Parents/Carers will aim to be resolved efficiently and sensitively following the school's complaints procedure. More information on this procedure can be obtained on the school's website.
- School uses a service called ParentMail to communicate with Parents/Carers. It can be accessed via a free mobile app on both Android and iOS. Parents/Carers will be able to access messages from school regarding upcoming events, activities and other things such as topping up dinner money, paying for trips, completing forms, and giving consent/permission. Support and assistance can be provided by the school office or on ParentMail's website:  
<https://www.parentmail.co.uk/help/parenthelp/>

- Parents/Carers are also able to access information via the school's website at <https://thelearnerstrust.org/ashgate-croft/>
- Arrangements are in place for communication for separated parents to receive relevant information from school.

## 1.2 Communication by telephone

- There will be a member of our admin staff available to take your calls between 8.15am – 3.45pm. Calls out of these hours will be answered by an answer machine.
- Calls to class staff can be made between 8.45–9am and after 3:15pm.
- Admin staff record calls where relevant and pass information to school staff as needed.
- Class staff will record content of all calls, both to and from home, including time and date.
- Class staff will acknowledge any conversations with Parent/Carers, including phone calls on Seesaw.
- If an immediate response to your call is not possible the appropriate member of staff will call you back the same day.
- The school office is also contactable via emails to [ACSinfo@learnerstrust.org](mailto:ACSinfo@learnerstrust.org) – we aim to respond to all emails from parent/carers within 48 hours.

## 1.3 Class staff responsibilities

- The following information will be available on Seesaw at the beginning of each academic year: Class timetable, homework challenge and curriculum coverage sheet which gives a brief outline of work to be covered for the term (this information will also be sent out at beginning of subsequent terms). A copy of the home/school communication policy and dinner menu is available on the school's website.
- Class staff to send Parents/Carers updated information via Seesaw (curriculum coverage sheets and homework challenge) by the last Wednesday of each term.
- Department parent/carer coffee mornings/afternoons are arranged each term and where possible class staff will be available to meet parents/carers.
- Check Seesaw messages on arrival at school.
- Acknowledge that messages on Seesaw have been read even if no response is required e.g. home may have informed you of a medical appointment.

- Respond that day to any queries from home. Staff will respond within their working hours. If staff are unsure and need to find out more information, they will let parents/carers know this is what they are doing.
- Be specific when writing messages on Seesaw e.g. Fred swam without arm bands rather than Fred has been swimming.
- Regular correspondence via Seesaw is specific to each pathway. Class staff will;
  - ⊖ Pre Formal/Informal: Send a photo home every day and send a diary message at least 3 times a week.
  - ⊖ Semi-formal: Release a photo everyday from the journal and send an announcement or an individual message at least 3 times a week.
  - ⊖ Post 16: Release two photos a week from the journal and send an announcement or an individual message at least 3 times a week.
  - All pathways: Where any behaviour incidences or medical concerns have arisen, this will also be communicated daily via seesaw or telephone conversation as deemed appropriate by the class teacher.
  - ⊖ Where parents/carers collect pupils from school there will be a verbal handover (parents/carers can request a message on Seesaw 3 times a week if they wish).
- Inform admin staff about information sent home so that they can respond to queries etc. if Parents/Carers ring school.
- Parents/Carers will be informed if their child requires an Individual Behaviour Plan (IBP) and will be consulted during the process. They will receive a copy of the IBP and be asked to sign this.
- Any information regarding medical issues, for example falls/bumped head will be written in messages on Seesaw and where appropriate documentation sent home.
- If a child has an epileptic seizure Parent/Carers will be informed via message on Seesaw. A record sheet detailing information about the seizure will be photographed and attached to the corresponding date on entry on Seesaw as well. Where required class staff will contact Parent/Carers via telephone. The school Medical Officer may be the member of staff contacting Parent/Carers.
- If a child has an epileptic seizure the documentation and Seesaw message will be completed by permanent staff, not supply staff.

#### 1.4 Parent/Carer responsibilities

- Inform school (by phone, ParentMail or pupil absence Seesaw page) of child's absence. Be specific of child's absence.

- Supply school with current telephone number especially if a mobile phone number changes.
- Check your child's bag each night for letters/information from school and respond as required either by phone or via messages on Seesaw.
- Read Seesaw messages every night and respond to any queries.
- Use Seesaw messages to share any information you feel may help the staff work with your child.
- Write something about your child's weekend/evening/morning in the messages on Seesaw.
- Keep up to date by accessing the school website and reading alerts from texts and ParentMail

#### Parent Governors (School Champions)

- School Champion details can be found on the LEARNERS' Trust's website:  
<https://thelearnerstrust.org/ashgate-croft/information/school-champions/>
- The Clerk to School Champions can be contacted by email:  
ACSJCatton@learnerstrust.org

Policy written by Assistant Head (Lower)

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