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Reach For The Stars

Home-School Communication Policy

Our Motto

Reach For The Stars

Our Vision Statement

Our vision is to develop an inclusive school, which promotes and achieves excellence, and continues to nurture the values, confidence and skills of pupils, staff and the community, in order to meet the emerging opportunities of the 21st century.

Our vision and values support **Articles 2, 12, 15, 19, 24, 27, 28, 29, 31** of the United Nations Convention on the Rights of a Child.

- **Articles 2/12:** We respect the right to be listened to and listen to others.
- **Articles 19/24:** We respect the right to feel safe at school and help others feel safe.
- **Article 28:** We respect the right to learn and let others enjoy their learning.
- **Articles 15/31:** We respect the right to join in and be part of a team.
- **Article 29:** We respect the right to develop our potential and to do it with a growth mindset.
- **Article 27:** We respect the right to look after our own and others property

Our Values

★ **S**triving **T**eamwork **A**ll Included **R**esponsibility **S**uccess ★

★ Striving

Our aim is that we are a school that:

- **uses our Growth Mind-set (learning from mistakes and always willing to have a go)**
- **never gives up and always find ways of improving**
- **enjoys challenges and aims high**

★ Teamwork

Our aim is that we are a school that:

- **encourages and supports each other to be the best we can be**
- **learns from each other**
- **listens to and respects each other's ideas**

★ All Included

Our aim is that we are a school that:

- **has high expectations of everyone**
- **encourages everyone to take an active part in learning and life of our school**
- **nurtures and celebrates what makes each and every one of us unique**
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★ Responsibility

Our aim is that we are a school that:

- **takes ownership of the choices we make**
- **takes ownership/charge of our own learning**
- **looks after each other and our school**

★ Success

Our aim is that we are a school that:

- **provides an education that encompasses academic, creative, social, emotional, physical and cultural development.**
- **celebrates our efforts and achievements**

Equal Opportunities and the Single Equality Scheme

We believe that all those who work in Osmani - children and adults - have the right to be treated fairly and with respect by everyone connected with the school.

We aim for Osmani to be a safe, supportive place, where all children and adults feel valued as individuals, whatever their ability, age, disability, gender identity, marriage or civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation.

The school aims to foster the social and personal skills of co-operation, sharing and mutual respect.

This policy supports the school in addressing Article/s 14: of the UN Convention on the Rights of the Child.

1. At Osmani, we value:

1. Difference and respect each other
2. Health and Wellbeing
3. High aspirations and enjoyment of learning
4. Honest feedback to one another
5. Supporting and empowering each other

2. SCHOOL VISION STATEMENT

Our purpose is to develop an inclusive school, which promotes and achieves excellence, and continues to nurture the values, confidence and skills of pupils, staff and the community, in order to meet the emerging opportunities of the 21st century.

3. Therefore we aim to:

Foster the enjoyment of learning by

- having the highest expectations of achievement
- providing a broad, balanced and enriched curriculum
- teaching and learning in varied and creative ways
- encouraging talking, questioning, curious and open minds
- being open to change and innovation in order to improve

Promote the health and wellbeing of all by

- valuing everyone equally and believing that everyone is important
- giving everyone the opportunities to develop their potential
- supporting and promoting a safe and healthy lifestyle
- having the highest expectations of behaviour
- developing high quality relationships between all members of the school community

Promote a collaborative community by

- valuing our differences and learning from each other
- listening to each other and working co-operatively in groups and teams
- working with our parents and carers, other schools, organisations, businesses, local, national and international communities
- letting each other know how well we are doing and how to do even better

Prepare for our future wellbeing by

- caring for the school environment and the wider environment
- thinking about the future and our roles and responsibilities as citizens
- being ready for opportunities and challenges
- aiming to become life-long learner

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4. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on

students' 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 student'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 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.

5. Roles and responsibilities

5.1 Headteacher

The Headteacher is responsible for:

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

5.2 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)

5.3 Parents

Parents 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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Demonstrating an understanding that staff may not always respond promptly to communication outside of their individual working hours

6. How we communicate with parents and carers

Parents should monitor all of the following avenues of communication regularly to make sure they do not miss important communications or announcements that may affect their child.

Staff should follow safeguarding policy in only communicating with parents via school email addresses and only using school devices for texts and phone calls.

6.1 Email

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

- General information sharing
- Upcoming school events
- Short-notice changes to the school day or normal routine
- Sharing reports and/or updates on matters in school specifically relating to their child
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

Some of the above information may also be included in a weekly 'Keeping in touch' Newsletter which is emailed to parents.

This list is not exhaustive.

6.2 Text messages

We will text parents about:

- Short-notice changes to the school day or normal routine
- Emergency school closures (for instance, due to bad weather)

6.3 School calendar

Our website includes a full school calendar for the current academic year and the following academic year. 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 students to bring in special items or materials).

6.4 Phone calls

Phone conversations with parents are part of the culture in school and occur on a daily basis. Phone calls can be initiated by both school and parents.

We will phone parents to inform about:

- Short-notice changes to the school day or normal routine

- General information sharing
- Sharing reports and/or updates on matters in school specifically relating to their child
- to discuss the behaviour of their child

6.5 Letters

We send the following letters electronically using Google form:

- Letters about trips and visits (in these letters parents will get the opportunity to express an interest if they wish to be a volunteer on the day)
- Consent forms
- Consultations

This list is not exhaustive.

6.6 Home-School communication books

At Osmani, we only use Home School journals where the pupil has complex SEND needs, a 1:1 TA and the child is preverbal or unable to communicate.

6.7 Target sheets and Reports

All children will be provided with a target sheet at the end of each term. This will inform parents how their child is doing and what their targets are in order to make further progress.

A detailed report covering their achievement in each part of the curriculum, how well they are progressing both socially and academically and their attendance and engagement will be provided at the end of the year.

6.8 Parent consultations and review meetings

Parent evenings will take place face to face at the end of each term. During these meetings, parents can talk with staff about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of success or concern. The target sheets are also discussed.

Every child who has an EHCP will receive an Annual Review. Meetings which are held once per year when the provision and outcomes can be evaluated and updated.

Annual review meetings are scheduled by following the SEN code of practice to provide the statutory period of time for professionals and parents to submit reports and views.

6.9 School website

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

This list is not exhaustive.

Parents should check the website before contacting the school.

7. How parents and carers can communicate with the school

7.1 Email

Parents should always email the school about non-urgent issues in the first instance (**See Appendix 1**).

If a query or concern is urgent, and you need a response sooner than this, please call the school

7.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you as promptly as possible. (**See Appendix 1**).

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff as swiftly as possible. If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

7.3 Meetings

If you have a concern about your child, you can first speak to the class teacher who is available after school at hometime. If you are not satisfied with the outcome, you can then speak to the Head of Phase. If for any reason you are still not satisfied with the outcome - you can then book an appointment with the Deputy head or the Headteacher (**See Appendix 2**).

If you would like to schedule a meeting with a member of staff, please email the school office on parents@osmani.towerhamlets.sch.uk

Alternatively, you can call the school to book an appointment.

8. Inclusion

It is important to us that everyone in our community can communicate easily with the school. As such, we work with each family in establishing a preferred method of communication, be it email, text, phone calls or arranging face to-face communication.

9. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the governing board.

10. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Complaints
- Parent code of conduct
- Staff code of conduct
- Home-school agreement
- Staff well being

APPENDIX 1

Protocol for parents' communication with Osmani School

Issues relating to everyday matters: (homework, missing items, PE, homework, friendships, eating, first aid, etc)

- **Any urgent messages**, e.g appointments, feeling unwell, etc for the teacher can be left with **Thof, Home School Liaison Officer, at the gate in the mornings. Children must be in school on time. Gates open at 8.35 and close at 8.50am. Whistle goes at 8.48 when lines go up to class.**
- **Non urgent issues;** parents can discuss issues with the Classteacher at pick up time, 3.15pm.

Issues that parents feel have not been resolved after speaking with class teacher

- The Head of Phase can be contacted by parents if parents feel the issue has not been resolved.

Response times to parents' emails

- Emergencies and safeguarding issues- within **24 hours on working days.**
- Where issues have not been resolved by the classteacher. If this involves an investigation, the HOP will respond within **48 hours on working days.**
- Curriculum query. HOP will respond within **5 working days**
- Anything in the public domain, HSLO will acknowledge and direct parents to the relevant website page..
- If parents feel issues have still not been resolved with the Head of Phase, then parents can request a meeting with the Deputyhead.

APPENDIX 2

