



Barlby Home - School Communication Agreement

Positive relationships between home and school are vital to good communication and for the wellbeing of pupils, parents, carers and staff. This document sets out how communication will be managed to make sure it is productive and supportive of the children at Barlby Primary School. Our aim is to ensure that all communications and discussions with families are positive, supportive and move matters forward in a mutually respectful manner.

In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child. To make sure that this is effective, these principles will be applied.

Our commitment as a school, we will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within three working days
- if there is an urgent matter, the school administration team will ask an appropriate member of staff to deal with the issue as soon as possible
- display polite, professional and respectful conduct at all times
- acknowledge receipt of an email – and confirm that a fuller response will be sent within two/three working days

Our expectations of Parents and Carers

Parents and Carers will:

- ensure that any communication with the school, whether by email or telephone or in person, is polite and respectful
- make use of information channels in place, such as the school website, emails and newsletters, for keeping up to date with routine information
- give an outline of what the issue is, to make sure the query is directed to the right person
- use the main reception telephone number as first point of contact for urgent matters (the Office Team will forward your request to the appropriate staff member)
- ensure email messages are brief and clear and not inflammatory
- refrain from sending multiple emails regarding the same query
- understand that a teacher or member of staff may be unable to respond on the same day/immediately due to prior commitments e.g. teaching, planned meetings
- understand that teachers or other school staff will not respond outside of school hours, i.e., evenings or weekends
- understand that teachers will only respond within the hours of 08:00-16:00 on working days
- use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive
- behave politely and respectfully on the school site and communicate concerns to staff members appropriately – do not approach pupils or parent and carers of pupils

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to the child and family. No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect. Staff members involved will provide a summary of the meeting, including the agreed actions.

Please note that unreasonable, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls and emails. Parents and carers have an implied licence to enter a school site, in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked and they will be issued with a 'Red Hand' letter.

Contact Information

Communication regarding your child's education and wellbeing:

- Contact class teachers using email between the hours of 8:00- 16:00.
- If the issue requires further information, contact their child's phase leader via email;
 - EYFS & Year 1 - Ms Harrison louise.harrison@barlby.rbkc.sch.uk
 - LKS2 - Mr Alleyne-Weir atsu.alleyne-weir@barlby.rbkc.sch.uk
 - UKS2 – Mr Enright paul.enright@barlby.rbkc.sch.uk
 - The Orchard – Mr Jenkins-James jordan.jenkins-james@barlby.rbkc.sch.uk

Communications regarding behaviour:

- Contact class teachers using email between the hours of 8:00- 16:00.
- If the issue requires further information, contact the phase leader via email;
 - EYFS & Year 1 - Ms Harrison
 - LKS2 - Mr Alleyne-Weir
 - UKS2 – Mr Enright
 - The Orchard – Mr Jenkins-James
- If the matter is unresolved, Phase Leaders will consult with the Deputy Headteacher or the Headteacher.

Communication regarding attendance:

- Telephone the school office on 0208 969 3988.
- Report absence via the School Gateway app.
- Email charlene.obrien@barlby.rbkc.sch.uk

Communication regarding safeguarding:

- Please email info@barlby.rbkc.sch.uk (this will be passed on to the DSL)

Communication regarding special educational needs or disabilities:

- Contact class teachers using email between the hours of 8:00- 16:00.
- If the issue requires further information, class teachers will consult with the SENCO
- If the matter is unresolved, contact the SENCO – senco@barlby.rbkc.sch.uk

Communication that requires the attention of the deputy head or headteacher:

- Contact Mr Mannix or Mr Enright via email between the hours of 8:00-18:00 or email info@barlby.rbkc.sch.uk

For general enquiries, please contact the school office on 0208 969 3988.

Communications and discussions which are positive, supportive and mutually respectful move matters forward to further improve the experiences for children at Barlby Primary School.