



# Communication at HGPS



At HGPS, we are firmly committed to the view that a close working relationship with parents and carers will benefit your child's education. Schools and parents or carers are the two main educators that children have in their lives. Both have crucial roles to play in a child's engagement and achievement in school, and the impact is greater when we work in partnership. Therefore, our ethos is one that values the importance of a child's environment, family situation and key relationships.

The aim of this agreement is to make clear the roles and responsibilities of both the school and parents / carers to promote a positive and supportive partnership and actively encourage the children's learning, progress and development. Good communication between home and school contributes to the quality of this partnership.

Providing parents and carers with enough information about their child's time in school is essential - especially where pupils cannot communicate such information themselves. Equally having the information that will help us understand external factors that may impact on a child and their wellness is fundamental in our support for the whole child.

## School will

### WHOLE SCHOOL INFORMATION

- Publish a calendar of school events at the start of each term on the school website
- Aim to avoid any changes to events once they are published
- Clearly notify parents / carers of any unavoidable changes to the Calendar of Events in advance of the event.
- Post latest news on the school website and 'Weekly What's On' distributed each Friday via email.
- Aim to minimise emails sent by collating non time sensitive information and emailing with 'Weekly What's On'
- Facilitate access to the internet for parents/carers on request from the school office.
- Give regular updates on specific information relating to each year group, including letters and home learning via Seesaw or Shobie.

### EDUCATIONAL INFORMATION

- Provide overview of pupil progress as part of Home/School consultation meetings in the Autumn and Spring term with a written report in the Summer term.
- Your child's class teacher is usually available at the start or end of most school days for a welcome hello and goodbye. For a more formal discussion regarding specific issues or concerns, please message via SeeSaw (Years Reception-4) school office email (Year 5/6) to request a 'call-back' from your class teacher. We request you use the following template

**Child's name:**

**Reason for request: Learning/Wellbeing/Behaviour/Sharing of information**

Please do not detail the concern within the message, this can be discussed during your 'call-back' and actions agreed if required. Staff will aim to get back to you within 48 hours of their working days.

## Families will

- Check the Calendar of Events on the school website, and periodically throughout the year, so they are aware of upcoming events.
- Check class SeeSaw/Shobie on a regular basis, to remain up to date on school events relating to their child's learning.
- Attend meetings arranged at a mutually convenient time by phone or in person with teachers and other staff as appropriate.
- Communicate with the class teacher effectively to support their child's learning and progress.
- Notify the school of any issues or concerns which may affect their child's wellbeing or learning as soon as possible via the agreed channels. Public forums including social media will not resolve the issues.
- Respond promptly to requests from the school for information regarding their child.



# Communication at HGPS

## HGPS Home-School Partnership Values

- Everyone has a voice that is valued
- Everyone is valued equally and respectful of difference
- Everyone builds, maintains and when needed, restores relationships of mutual respect
- Everyone understands problem solving is a shared responsibility
- Everyone invests time and positive energy into solutions

## Opportunities to Engage

### Specialist Engagement

- Therapeutic interventions
- Team Around a Family Meetings
- Multi-Family Groups

### Targeted Engagement

- Restorative Meetings (to support behaviour)
- 1:1 meetings
- Parent/carer forums
- Parent/carer outreach
- Parent/carer workshops on topics e.g. positive relationships, separation anxiety, managing behavioural difficulties, sleep difficulties
- Completing requests for additional support together

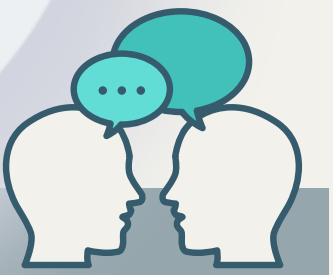
### Universal Engagement

- Online engagement, e.g. Seesaw or Shobie
- Phase information sessions, e.g. Come to Learn sessions, Year 6 transition
- Phase Assemblies
- Pupil reports drop-in sessions
- Social opportunities, e.g. school races afternoon, Christmas carols, coffee mornings
- Parent/carer workshops e.g. Friendship





# Communication Channels



On occasions when you may have concerns about your child's education or something that has happened in school it is important that any concerns are raised in an appropriate manner in line with our values outlined above.

## General Enquiries

- Reporting absence
- Pay360 and payments
- Medical
- Appointment
- Trips and visits
- Admissions
- Lost property



## School Office

Mrs Coulter  
Mrs Butcher

Telephone: 01480 375040

Email:

[office@hemingfordgrey.cambs.sch.uk](mailto:office@hemingfordgrey.cambs.sch.uk)

## Your child and their development

- Class related queries e.g. timetabling
- Informing teachers of family updates
- Seesaw and Shobie queries



## Class Teachers

Foundation Stage, Year 1 and 2, Year 3  
and 4 via SeeSaw

Year 5 and 6 via

[office@hemingfordgrey.cambs.sch.uk](mailto:office@hemingfordgrey.cambs.sch.uk)



## Inclusion Lead

- Special Educational Needs
- Signposting to family support
- Mental Health and Wellbeing

Mrs Parker

Wed-Fri

Telephone: 01480 375040

[mparker@hemingfordgrey.cambs.sch.uk](mailto:mparker@hemingfordgrey.cambs.sch.uk)

## Deputy Headteacher

Family Partnership in Education

Miss Jones  
Mon-Thurs

Mental Health and Wellbeing

Telephone: 01480 375040

[djones@hemingfordgrey.cambs.sch.uk](mailto:djones@hemingfordgrey.cambs.sch.uk)

## Headteacher

Mrs Marriot  
Mon-Fri

Telephone: 01480 375040

[head@hemingfordgrey.cambs.sch.uk](mailto:head@hemingfordgrey.cambs.sch.uk)



# Complaints



If you feel that attempts to resolve an issue informally have failed then you have the opportunity to make a formal complaint in writing addressed to the headteacher, making it clear that you are raising a formal complaint.

The procedure and suggested proforma can be found in our complaints policy.