



# St Luke's School Home-School Communication Policy

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**Date Governing Body Approved:**

**Review Period:** Every 3 years

**Staff Responsibility:** Heads of School

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## 1. Introduction and aims

We believe that clear, open communication between the school, federation and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the federation improve, through feedback and consultation with parents/carers
- Builds trust between home and the school/ federation, which helps the school better support each child's educational and pastoral needs
- Supports the sharing of the federation's vision, values and aims

Good communication builds trust in working relationships. Just as communication skills are important, listening skills area also needed for effective communication. We seek to keep open and maintain channels of communication with all our community.

The aim of this policy is to promote clear and open communication by:

- Explaining how St Luke's School and the wider federation communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of staff who is best placed to address their specific query or concern so they can get a response as quickly as possible



**St Luke's School**  
SPECIAL EDUCATIONAL NEEDS  
*Thrive in Life*



**The Blue Tangerine Federation**  
SPECIAL EDUCATIONAL NEEDS SCHOOLS  
*Promoting the Abilities in Disability*

## **Our Vision and Mission**

Our vision is a world where people with learning disabilities and mental health thrive.

Our mission is to promote the 'Abilities in Disability' within our immediate, local and wider communities in order that our vision is realised.

## **Our School's Values**

- We look after ourselves
- We look after each other
- We look after our environment
- We look after our learning

## Communication Channels

Communication with	What We Communicate	How We Communicate	
Parents and Carers, Collectively	Information about the school Events/visits Safety/ Safeguarding information Curriculum and assessment matters	<ul style="list-style-type: none"> <li>Website</li> <li>Newsletter</li> <li>Email</li> <li>Class Dojo</li> <li>Face to Face</li> </ul>	<ul style="list-style-type: none"> <li>Coffee morning</li> <li>Weekly assemblies</li> </ul>
Parents and Carers, Individually	Systems and procedures Behaviour difficulties Pupil progress information	<ul style="list-style-type: none"> <li>Email</li> <li>Class Dojo</li> <li>Face to Face</li> <li>Reading records</li> </ul>	<ul style="list-style-type: none"> <li>Phone calls</li> <li>Parents' Evenings</li> </ul>
Pupils	Information about learning Behaviours and Rewards Celebration events Reading and home learning	<ul style="list-style-type: none"> <li>Face to Face</li> <li>Assemblies</li> <li>Written and verbal communication in class</li> </ul>	
Prospective Parents	Information about the school Events/visits Safety/ Safeguarding information Transition materials	<ul style="list-style-type: none"> <li>Website</li> <li>Phone call</li> <li>Email</li> <li>Transition meetings</li> </ul>	
Teachers and Staff	Continued Professional Training Progress and standards Professional dialogue Operational procedures and systems	<ul style="list-style-type: none"> <li>Website</li> <li>Server folders</li> <li>Email</li> <li>Phone calls</li> <li>Meetings</li> <li>Face to Face</li> <li>Formal documentation</li> </ul>	
Local Community	Information about the school Fundraising objectives Events and activities Promotional materials	Website Leaflets/posters Attendance at events Horsebox Café at events to promote pupils' experience of work	
Local Authority and DfE	Finance Standards Safeguarding Statutory aspects of school Attendance	Reports and returns Face to Face Phone calls Emails Ofsted	

## 2. People to contact with regard to your communication needs

Mr MacBeth	Designated Safeguarding Lead	Safeguarding, Attendance	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>
Mrs Town	Receptionist	Arbor, pupils' absences, enquiries	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> 01582 626727
Teacher	Teacher	Daily learning, curriculum and pupils' wellbeing, health matters	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> Class Dojo
Ms Williams	EHCP Coordinator	EHCP Annual reviews	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>
Miss Douch	Head of Lower Sch	Curriculum matters,	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>

Mrs Leonard Miss Tallantire	Head of Middle Sch Head of Upper Sch	concerns, your child's progress in learning	
Mrs Andrew	SENCO/ Head of Inclusion	Interventions, additional support, examination support	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>
Mr Crowell	LOtC Coordinator	Trips, Risk Assessments	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>
Mr Guiney	Deputy head of School	Curriculum, assessment, staff training, Bullying and Behaviour	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>
Mr Caple	Head of School	Complaints, issues, curriculum information, absence during term time	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>
Mr Hoult-Allen	Executive Headteacher	Concerns, information, funding, fundraising, standards, complaints	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a>

School Phone number: 01582 626727

School Admin email: [admin@stlukes.herts.sch.uk](mailto:admin@stlukes.herts.sch.uk)

School Website: [www.stlukes.herts.sch.uk](http://www.stlukes.herts.sch.uk)

Point of Call	Who	Role	Way to contact
1 <sup>st</sup> point of call	Mrs Town	Receptionist	Phone/Email admin
1 <sup>st</sup> point of call	Mr MacBeth	Safeguarding Lead	Phone/ Email admin/ Microsoft Teams Video call
2 <sup>nd</sup> point of call	Class team	Teacher	Class Dojo / Phone/Email admin/ Microsoft Teams Video call
3 <sup>rd</sup> point of call	Miss Douch Mrs Leonard Miss Tallantire	Head of Department	Phone/ Email admin/ Microsoft Teams Video call
4 <sup>th</sup> point of call	Mr Guiney Mr Caple Mr Hoult-Allen	Senior leaders	Phone/ Email admin/ Microsoft Teams Video call

### 3. Misinformation and Clarity

We hope that misinformation does not occur because of our comprehensive communication channels, established through feedback from families and staff. However, if you hear something

that doesn't sound right or you would like confirmation, please do contact the school at your earliest opportunity to ensure the correct information is provided. It is our collective responsibility that parents and pupils have the correct information.

## What You Can Expect

### 3.1. All Staff

All staff are responsible for:

- Ensuring all correspondence is respectful at all times
- Responding and sharing information through school systems e.g. school email addresses, school phones, through Dojo
  - Class Dojo twice per week
  - Reading books and reading records reviewed twice weekly
  - Responses to letters/ emails/ Dojo messages/ telephone calls from parents/carers
  - Information at termly parents' evenings about your child's attainment and progress
  - Setting homework where appropriate
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
  - EHCP Annual review paperwork

Staff will not be expected to respond to communications outside of school hours (08:30 – 15:30), or their working hours (if they work part-time), or during school holidays.

Our ICT policy can be found on the Policies page of the Federation

### 3.2. Parents are responsible for:

- Ensuring that communication with the schools is respectful at all times
- Addressing communications to the appropriate member of staff in the first instance
- Responding to communications from the schools (such as requests for meetings) in a timely manner
- Checking all communications from the schools

## 4. How we communicate with parents and carers

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

#### 4.1. Arbor

Arbor is our school information management system. We use this to work with parents for updating:

- Payments for school dinners
- Payments for trips and activities (voluntary donations)
- Sending Free School Meals vouchers during school holidays
- Parents and Carers permissions that allow the school to undertake things like; trips permissions, sharing information, use of photographs, swimming permissions etc.

If you have forgotten your password for Arbor, please contact [admin@stlukes.herts.sch.uk](mailto:admin@stlukes.herts.sch.uk) for the attention of the Administrator.

#### 4.2. County Transport

Transport provider contact details:

- Lucketts of Watford Ltd 01923 223456, 01923 228328
- Reachers Cars 01923 711211 / 0208 4201716
- Kings Cars 01923 262266 / 01442 241000
- Contract Taxis 07365 432159
- The Musk 01707 335599
- Rainbow Travel 01923 555000

If you have a problem with Transport, please contact the taxi company in the first instance to resolve this.

For ongoing issues, then HCC's email is [ptu.contracts@hertfordshire.gov.uk](mailto:ptu.contracts@hertfordshire.gov.uk) (0300 1234050).

#### 4.3. Email

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

- Newsletter links [Weekly Newsletters - The Blue Tangerine Federation \(stlukes.herts.sch.uk\)](#)



- Letters about trips and visits
- Upcoming school events
- Scheduled school closures (for example, for staff training days, industrial action)
- School surveys or consultations

#### 4.4. Text messages

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Emergency health-related needs of your child in addition to telephoning you

#### 4.5. School calendar [St Luke's Calendar - The Blue Tangerine Federation \(stlukes.herts.sch.uk\)](http://stlukes.herts.sch.uk)

Our federation website includes a full school calendar for the year, adding dates of activities throughout the year and providing details of set school annual events, such as Parents' Evenings.

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).

Any such event will be included in the school calendar.

#### 4.6. Phone calls

- Emergency health-related needs of your child
- Checking on wellbeing of pupils absent from school
- Arranging meetings
- Behaviour-related concerns
- Class teachers may phone parents to catch up about your child's progress at times through the year

#### 4.7 Microsoft Teams Video Call

We can use Microsoft Teams Video calls, sending you a link to a timed meeting to use on your phone or computer at home.

#### 4.8 Letters

Any letters/ printed correspondence about your child's education or letters requiring your consent are also sent via email or, at least information to advise you that letters will be coming home for your attention. Below is an example letters that the schools may send home:

- Letters about trips and visits
- Consent forms

#### 4.9 Class Dojo

Parents are invited to join Class Dojo for their child's class. The schools in our federation use Class Dojo as an alternative to a home/school communication book for parents and class staff to maintain contact.

- Class staff will post photos, videos and other updates and attachments on the 'Class Story' for parents to view.
- Class staff and parents may contact each other directly through 'Messages'.
- Class Dojo is also used to record reward points that students earn throughout the academic year and share this with parents.
- You can send messages at any time through Class Dojo, though these will not be addressed outside of staff working hours

If you have forgotten your Class Dojo password, this can be reset by the class teacher, so please contact [admin@stlukes.herts.sch.uk](mailto:admin@stlukes.herts.sch.uk) requesting a password reset for Dojo and they will ask the teacher to do this for you.

#### 4.10. Online programmes used by the school

We use a range of ICT programmes to support your child's learning in school and at home:

Reading	Reading Eggs	
Maths	White Rose	
	IXL	

#### 4.11 EHCP

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

- EHCP Annual Review meeting paperwork updates

- An end-of-year report covering their academic and developmental achievement, how well they are progressing, and their attendance

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

#### 4.12 Parents' Evenings

We hold parents' evenings termly. These dates are published by the beginning of the academic year.

At parents' evenings, the class teacher will be informing you of your child's curriculum Tiers programme of learning, his/her achievements and progress, identifying this in connection with our expectations of their progress in line with children nationally at similar starting points. They will also let you know about other aspects of their schooling that might include your child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. The School Office will contact you to find a mutually convenient time.

#### 4.13 School website [St Luke's School - The Blue Tangerine Federation \(stlukes.herts.sch.uk\)](http://stlukes.herts.sch.uk)

Key information about the school is posted on our website, including:

- Behaviour and Attendance [Parents - The Blue Tangerine Federation \(stlukes.herts.sch.uk\)](http://stlukes.herts.sch.uk)
- Signposting and advice [SEND & EHCPs - The Blue Tangerine Federation](http://stlukes.herts.sch.uk)
- Safeguarding information [Safeguarding - The Blue Tangerine Federation](http://stlukes.herts.sch.uk)
- School times and term dates [Term Dates - The Blue Tangerine Federation \(stlukes.herts.sch.uk\)](http://stlukes.herts.sch.uk)
- Curriculum information, what we teach and our assessment system ['Tiers' Curriculum - The Blue Tangerine Federation \(stlukes.herts.sch.uk\)](http://stlukes.herts.sch.uk)
- Important policies and procedures [Policies - The Blue Tangerine Federation](http://stlukes.herts.sch.uk)

## 5 How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

## 5.1 Email

Parents and carers should email the school, or the appropriate member of staff, about non-urgent issues in the first instance [admin@stlukes.herts.sch.uk](mailto:admin@stlukes.herts.sch.uk) We aim to acknowledge all emails within a working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

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

## 5.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the relevant school office and the relevant member of staff will contact you when they are able.

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 within 2 days of your request.

If your issue is urgent, please call the school office; 01582 626727

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please also call the school office.

## 5.3 Meetings

If you would like to schedule a meeting with a member of staff, please email [admin@stlukes.herts.sch.uk](mailto:admin@stlukes.herts.sch.uk) or call the school to book an appointment. We may also seek to book a meeting with you to discuss particular aspects of your child's school provision, behaviour or attendance.

We try to schedule all meetings within 5 working days of the request. Teachers tend to have meetings, training or activities before and after the pupils' day. However, sometimes they can be released from these to attend meetings with parents and carers.

## **6 Inclusion**

It is important to us that everyone in our community can communicate easily with the school.

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

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these. St Luke's has step-free access to the building and meeting rooms.

## **7 Monitoring and review**

The Head of School monitors the implementation of this policy and will review the policy every 3 years.

If you would like to make a complaint, please telephone the office for details or find more information on our website:

<https://www.bluetangerine.herts.sch.uk/page/?title=Compliments+%26amp%3B+Complaints&pid=81>

## **8 Links with other policies**

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Behaviour Policy
- Complaints

## 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 or call the relevant school office on
  - [admin@stlukes.herts.sch.uk](mailto:admin@stlukes.herts.sch.uk)
  - [St Luke's Website Parents Page](#)
  - Telephone: 01582 626727
- We will forward your request on to the relevant member of staff

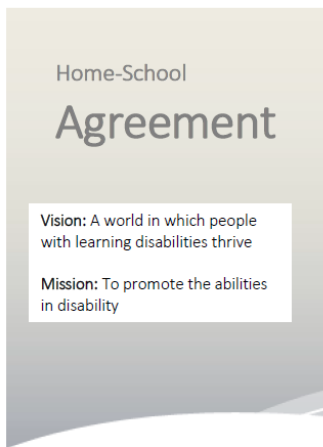
If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

I HAVE A QUESTION ABOUT...		<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a> 01582 626727
My child's learning/class activities/lessons/homework	Your child's class teacher	Class Dojo
My child will be absent from school through illness	Mrs Town (Receptionist)	admin@stlukes.herts.sch.uk
My child's wellbeing/pastoral support	Your child's class teacher or, Designated Safeguarding Lead (DSL)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> / Dojo dsl@bluetangerine.herts.sch.uk
Payments	School Bursar (Mrs Lampey-Williams) admin@stlukes.herts.sch.uk	
School trips	Mr Crosswell (LOtC Coordinator)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a>
Uniform/lost and found	Mrs Town (Receptionist)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a>
Absence during termtime requests	Mr Caple (Head of School)	<a href="#">St Luke's Website Parents Page</a>
Bullying and behavior	Your child's class teacher or, The DSL	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> / Dojo/ <a href="mailto:dsl@bluetangerine.herts.sch.uk">dsl@bluetangerine.herts.sch.uk</a>
School events/the school calendar	Mrs Town (Receptionist)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a> 01582 626727

I HAVE A QUESTION ABOUT...		<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a> 01582 626727
Before and after-school clubs	Mr Crosswell (LOtC Coordinator)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a> 01582 626727
Hiring the school premises	Mrs Sides (Head of Operations)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> 01582 626727
The Parent Teacher Association (Friends of St Luke's – FoSL)	Mrs Town, (Receptionist)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a> 01582 626727
The governing board	Mr Dignum (Chair of Governors) admin@stlukes.herts.sch.uk	
Catering/meals	Mrs Town (Receptionist)	<a href="mailto:admin@stlukes.herts.sch.uk">admin@stlukes.herts.sch.uk</a> <a href="#">St Luke's Website Parents Page</a> 01582 626727

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy; [St Luke's Website Parents Page](#)



**The Blue Tangerine Federation**  
SPECIALIST AND SPECIAL EDUCATIONAL NEEDS SCHOOLS  
*Promoting the Abilities in Disability*



**Our School's Values**

- We look after ourselves
- We Look after each other
- We look after our environment
- We look after our learning

*Stephanie Ball*



**St Luke's School**  
Crouch Hall Lane, Redbourn  
St Albans, Herts. AL3 7ET

[stlukes.herts.sch.uk](http://stlukes.herts.sch.uk)



**St Luke's School**  
SPECIAL EDUCATIONAL NEEDS  
*Thrive in Life*

# Home-School Agreement

St Luke's School believes that pupils perform better when home and school work together in partnership



**The school will:**

- Do everything possible to keep your child safe at school
- Promote the school's values and expectations
- Be inclusive
- Make learning interesting and challenging
- Help pupils improve their independence
- Have regular dialogue in which we inform each other of learning and progress towards achieving challenging targets
- Fully acknowledge parents' primary responsibility for their children
- Be respectful, polite and work with parents and carers in the best interests of their child

**Parents & Carers will:**

- Communicate regularly through Dojo
- Support the school's values
- Read with your child at least 3 times a week
- Closely monitor your child's use of internet, phones and social media
- Ensure your child wears the correct uniform
- Ensure regular and punctual attendance
- Attend requested meetings
- Provide up to date and accurate information on your child (Arbor)
- Work together with the school to put in place rewards and consequences
- Be respectful, polite and work with the school in the best interests of your child

**Pupils:**

- We look after ourselves
- We look after each other
- We look after our learning
- We look after our environment

**Agreement**

Child's Name:

Your Name:

Date: