**Home Communications Policy**

**Introduction**

*Positive communication is an essential element of the aims and vision of Hereford Learning Hub. This enables families to feel valued and listened to. The majority of this communication takes place through the frequent verbal interactions between families and staff, with by email/face to face or by phone.*

*This policy focuses on sharing the tools and expectations of communication. So families and professionals are aware of our communication tools and expectations.*

*Other polices speak about communication, these will go into further detail depending on the reason:*

* *Child Protection policy*
* *Health and Safety policy*
* *Assessment policy*
* *Learner attendance policy*
* *Grievance policy*

**Aim**

*To ensure that Hereford Learning Hub is a thriving and successful provision, we must communicate effectively with each other, with our learners, with their families and with other members of the wider community. We need to ensure that communication between all members of the provision community are open, honest, respectful, ethical and professional.*

***Contact details***

*The provision holds emergency contact details for all learners on the Provision Information Management System and families are contracted on annual basis to ensure that these are up to date. We ask for minimum of three contacts in case of emergency. Families are expected to informthe provision immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the provision will use the most practicable means to contact families.*

***Communication with families***

*Hereafter the ‘families will be used to refer to all those individuals who have a role in the upbringing and care of the child Families are welcome to visit the provision to discuss their child’s progress, ask questions, and gain support or to have the opportunity to talk about their learner/home issues with their learners class*

*lead first, then Area lead or specific teams within the provision. Our provision office can advise who best for your communication to be directed to and should be used as a, switch board, for questions and information gathering by parents. During the provision day it can be hard for class leads to leave their class to answer calls/questions. Families are to be mindful of the impact on Teaching & Learning of calls during the day. Although even, outside these hours class leads have additional duties and prep to complete. It may not be possible to organise an immediate meeting, but aim to do so within five provision day. Arranging a mutually convenient appointment allows the provision time to organise cover to make staff available to speak to families and to gather any necessary information prior to the meeting.*

*This process will make the meeting much more conducive.*

*The following list, whilst not exhaustive, covers the main ways in which we will communicate with families:*

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* *SEESAW*
* *Home/Provision Communication*
* *Families will agree a linked method to communicate daily. Many of our learners have difficulty communicating and we know that families value knowing what their child is learning, eating and doing in the day. The content of this communication will depend on the particular needs of the family. This is agreed each September.*
* *Families are to be mindful of the impact of this communication and to keep communication requests to what is needed to know. Many classes have multiple learners and we would not want this communication to overly impact Teaching and Learning.*
* *The daily communication can be via a home/provision book, email or phone call.*
* *Emails and Electronic Information*
* *The provision allow us to email parents easily. Home/provision emails*

*often come from Class leads professional email accounts. While whole provision or ‘administrative’ communication is communicated through provisioncomms. This is environmentally friendly and reduces photocopying of letters. We urge families to sign up to Provisioncomms. Information can be*

*gained from the provision office.*

* *Families are permitted to use email as a means of providing quick, effective way of communicating information about their child or to arrange a meeting/phone call from a class lead.*
* *Families are reminded that class leads have little, to no time during the teaching day to check emails and therefore requests which require immediate or quick action should not be sent via email.*
* *I isimportant that families telephone the provision office with information of immediate value. If appropriate any emails/calls may be forwarded to member of SLT.Where it is not possible to use email , written correspondence is passed to families through face to face interactions, post or via phone.*

***Telephone calls***

***Inbound***

* *All telephone calls will be answered by staff in the main office. Where possible we avoid interrupting teaching. Often office staff will take a message and pass onto class leads at lunch or via email.*
* *Calls of an emergency nature will be passed onto the relevant person needed ASA*
* *Messages taken will be forwarded to the relevant person. If the call requires a response from a member of staff, we aim to do this within 3 working days*

***Outbound***

* *Telephone calls will be made where immediate contact with a family member is required i.e. for injuries, illness and accidents. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second names contact and soforth. If no contact can be made, staff will leave a message and ensure repeat attempts are made.*
* *It is important that families ensure a responsible person can be contactable during the provision day.*

***Evidence for Learning***

*HLH uses an online program called SEESAW. This is owned by Teacher Cloud*

*and is used securely in provision to capture videos/photos and information of each learners attainment and progress. Parents are able to have access to their learners online portfolio, via an app of website address.*

*Parents that wish to have access to the portfolio can do so by emailing Alex Tomkins (Deputy Head)*

* *Education, Health and Care Plan (EHCP) Meetings*

*Each learner has an EHCP each academic year. These can be face-to-face in provision, via TEAMS*

*or on the phone. Often other professionals attend. During this meeting the EHCP document is*

*reviewed and there is time to talk about the general progress and achievements for the learner*

*over the year.*

*An important part of these meeting is reviewing the outcomes that are tracked and worked on in*

*class*

*-Provision Website*

*The provision website http://www.greenside.herts.sch.uk/ provides an opportunity to share*

*information about the provision and is an opportunity to promote the provision to a wider audience.*

*Complaints*

*All formal letters of complaint will be dealt with in accordance with the provision’s separate*

*Complaints Policy.*

*All formal letters to families must be approved by SLT before they are sent*