

## Contacting You

Our preferred method of contacting parents for group communications is via our email and text messaging system. Paper copies are sent to parents and carers not using this system or if a reply slip has to be returned.

We make individual contact with parents and carers by seeing them for brief conversations at the start or end of the school day, by telephone or sending an email/letter.

Email is used for short responses and printed letters for longer, more formal responses.

## Responding to you

All staff want to respond to parental queries at the earliest opportunity however, the majority of staff time, especially teachers' time, is taken up working with children and preparing for lessons. For non-urgent enquiries we will aim to respond to you within **three working days**. Urgent enquiries will receive quicker responses, but the school will determine the level of urgency at its discretion, to enable it to manage multiple demands. If you have not heard from us within three working days please let us know.

## Where can parents find more information?

[www.holthouse.sheffield.sch.uk](http://www.holthouse.sheffield.sch.uk)  
[www.carterknowle.sheffield.sch.uk](http://www.carterknowle.sheffield.sch.uk)

Headteacher: Mrs Haynes

PA to the Headteacher: Mrs Thompson

### **Holt House Infant School & Pre-School**

Bannerdale Road

Sheffield

S7 2EW

Phone: 0114 255 3717

[communications@holthouse.sheffield.sch.uk](mailto:communications@holthouse.sheffield.sch.uk)

### **Carterknowle Junior School**

Carter Knowle Road

Sheffield

S7 2DY

Phone: 0114 255 2347

[communications@carterknowle.sheffield.sch.uk](mailto:communications@carterknowle.sheffield.sch.uk)



Holt House and Carterknowle  
Schools Federation

*...nurturing a caring community in which every child learns well.*

# Home / School Communications



## Introduction

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. It is always preferable to have face to face conversations with parents and carers, however we recognise that it can often be difficult communicating with staff because they have a very full timetables and parents and carers have very busy lives.

### Our aims:

- To ensure high standards of home-school communications
- To have a clear system with reasonable timescales, that are easily understood.

Communication with parents and carers is important to us. Records are kept of parental queries and our responses to them. We monitor the effectiveness of our approach to communication to develop the process further. Feedback from parents and carers is welcome as it will help us to continue to improve our communication systems.

## Ways to Contact School:

### At the beginning or end of the day

Teachers are available for brief conversations at the beginning and end of the day in both schools. Office staff are available to answer queries and take messages.

### Home-School Diaries and Notes

Notes in home-school diaries are a good way to get messages to teachers promptly for older children. Children need to be responsible for showing the notes to the teacher. Letters can also be given to teachers by children .

### Telephone

Please use the main reception number to leave a message for the member of staff you need to speak to. Reception staff will relay messages as soon as possible.

### Email

Each school has an email address dedicated to communications from parents and carers.

These are:

[communications@holthouse.sheffield.sch.uk](mailto:communications@holthouse.sheffield.sch.uk)

[communications@carterknowle.sheffield.sch.uk](mailto:communications@carterknowle.sheffield.sch.uk)

These two inboxes are checked twice a day.

## Meetings

Meetings should always be pre-arranged with members of staff via one of the contact methods.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

There is a senior leader on duty in each school at the start of the day. Senior leaders are happy to greet you and have brief conversations. If you ask them for a private meeting they will direct you to the school office to make an appointment. If your enquiry is determined to be urgent then a telephone appointment will be arranged for you to speak to a senior leader that day. If the senior leader deems it to be an emergency situation, then it will be dealt with immediately.