



DAWPOOL

Dawpool C.E. (Aided) Primary School

Home-School Communication Procedures



Vision Statement

'The Dawpool community are united in their ambition to create a school which embodies the person, love and work of Jesus Christ: a school which enables Christian values to flourish and where all children may experience the abundant life that Jesus offers.'

*'The Fruit of the Spirit is Love, Joy, Peace, Patience,
Kindness, Generosity, Faithfulness, Gentleness
and Self-Control' (Galatians 5: 22-23).*

Dawpool C.E (Aided) Primary School
School Lane
Thurstaston
Wirral
CH61 0HH

0151 648 3412
schooloffice@dawpool.wirral.sch.uk
www.dawpool-ce.eschools.co.uk
@DawpoolCofE



This document sets out the procedures for how school and home can successfully communicate. These procedures have been informed by recommendations in the Education Endowment Foundation (EEF) report '*Working with Parents to Support Children's Learning*' ([see here](#)).

School Contact Details

Dawpool Church of England Primary School

Address 6 School Lane
 Thurstaston
 Wirral
 CH61 0HH

Email: schooloffice@dawpool.wirral.sch.uk

Phone: 0151 648 3412

Option 1: Pupil Absence Line

Option 2: School Kitchen, Mrs Whitham-Kohler

Option 3: School Business Manager, Mrs Kenney

Option 4: School Office, Mrs Parr

School Website: <https://www.dawpool.wirral.sch.uk/website>



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Parents and Carers Communicating and Engaging with School

School staff are on duty at the start and end of each day to speak with parents and carers.

School office staff are available from 8:30am – 4:30pm each day to facilitate communication with parents and staff: conveying messages, answering questions, arranging appointments with members of staff, etc. Parents and carers can visit the school office in person, telephone **0151 648 3412** (option 4) or by email, schooloffice@dawpool.wirral.sch.uk. All communication is treated in the strictest of confidence.

In Person

Parents and carers can call into the school office between 8:30am – 4:30pm. We can usually respond to enquiries straight away or organise for the enquiry to be dealt with as soon as possible.

By Phone

Parents and carers can telephone the school office (0151 648 3412) between 8:30am – 4:30pm. We can usually respond to enquiries straight away or organise for the enquiry to be dealt with as soon as possible. If you leave a message on the school answering machine, we will attend to your enquiry as soon as possible.

By Email

Parents and carers can email the school (schooloffice@dawpool.wirral.sch.uk) between 8:30am – 4:30pm. Due to the high volume of emails received in school each day, it may not always be possible to respond quickly. All emails sent to the school are directed to the most appropriate member of staff who will action the email as their work schedule allows. If your email requires an acknowledgement, we will aim to do so within 48-hours of receipt and give a time scale for further response, where required.

Please note that the 'school office' email address is the only Dawpool email address monitored on a regular basis. Emails will not be responded to before 8:30am and after 4:30pm, unless it relates to a matter of safeguarding which requires urgent attention.

By Letter

Parents and carers can write directly to school for the attention of a member of staff. Please deliver the letter to the school office who will forward it to the staff member on your behalf. The letter will be actioned by the staff member as their work schedule



allows. If your letter requires an acknowledgement, we will aim to do so within 48-hours of receipt and give a time scale for further response, where required.

Who to contact

Initially, please contact the **school office** who will hopefully be able to respond to your enquiry straight away. The school office can help with all general enquiries: admin, events, attendance, school dinners, clubs, payments, wrap-around care, etc. Alternatively, the school office may direct your enquiry to another member of staff, for example:

- **Class teachers:** For enquiries relating specifically to children (learning, progress, behaviour, wellbeing, equipment, timetables etc.)
- **SENCo:** For enquiries relating to Special Educational Needs (SEN) and Inclusion.
- **Designated Safeguarding Lead (DSL):** For enquiries relating to pupil welfare and safeguarding.
- **Deputy / Head Teacher:** For enquiries that have not been previously resolved by speaking with other staff members.

Staff Availability

For enquires that require a parent or carer to speak with a member of staff, the school office will arrange this for you. Staff will always try to speak with parents and carers as soon as their work schedule allows, but this may be difficult to organise quickly due to teaching and other commitments. The office staff will keep you informed of timescales regarding meetings and appointments.

School Communicating and Engaging with Parents and Carers

Daily

School will communicate with parents and carers on a day-to-day basis using a range of methods:

- Face-to-face at the start and end of each day, or by appointment.
- Email
- Telephone
- Text Message
- Letter (in paper format or by email)
- Tapestry
- SchoolMoney

Staff will use the method of communication that is considered by the school to be the most effective to the context and audience.

'For I know the plans I have for you,' declares the Lord. 'Plans to prosper you and not to harm you, plans to give you hope and a future.' (Jeremiah 29:11)



The E-Schools App is an effective way of accessing communications sent by the school. Please contact the school office for help using this service.

Parents and carers must inform school of changes to contact details as soon as possible.

Weekly

- The 'Dawpool News', published every Friday is emailed to parents. It contains an overview of forthcoming events and activities, current school initiatives, curriculum work, school visits, extra-curricular activities, fundraising events, church news, community information, pupil celebrations and weekly reflections. Previous copies are archived on the school [website](#).
- The Tapestry online learning journal (introduced across the whole school during 2024-25).
- Homework activities and reading books / records are sent home at least once a week, or more frequently if required.

Half Termly

- A wide range of community events organised by our Parent Association, the Friends of Dawpool School (FoDS), e.g. fundraising sales, fairs, discos, themed days and activities.
- Charitable events.
- Parental representation on the Governing body.

Termly

- Attendance letters (Autumn, Spring & Summer)
- Parents' evenings (Autumn & Spring)
- Formal academic reports (Summer)
- Seasonal Services & performances: Christmas, Easter, End of Year.
- Curriculum information evenings / workshops, e.g. phonics, maths, online safety, wellbeing (termly as required).

Annually

- Learning links meetings (Autumn)
- School Prospectus / Class Information (Autumn)
- Tours for prospective F1 & F2 parents (Autumn)
- Class assemblies
- Parents' questionnaires: Suggestions for development will inform the school improvement plan.
- Welcome meetings / activities for new F1 and F2 families (Summer)
- Sports Days (Summer)

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School Website

Parents and carers should familiarise themselves with the school website which is kept up to date with important information. The information is organised beneath several tabs, including:

- **Vision, Values & Aims** (An overview of school ethos and strategic direction)
- **Our Team** (An overview of staffing and governance)
- **Our Church** (Information about St Chad's & St Bartholomew's churches, including community links)
- **Our Worship** (Policy and procedures for collective worship)
- **Curriculum** (Information about Dawpool's curriculum for all subjects and year groups, including extra-curricular and enrichment activities)
- **Class Pages** (An overview of the children's learning on a week-to-week basis)
- **Dawpool News** (Current and archived newsletters)
- **Information** (Including school meals, uniform, wrap-around-care)
- **Our Multi Academy Trust** (Information about CDAT)
- **Results and Performance** (Inspection Reports, Statutory Assessment Data and Financial Benchmarking)
- **Admission to Dawpool** (Information for prospective parents and admissions arrangements for F1 and F2)
- **Safeguarding** (Policies, procedures and advice for safeguarding pupils)
- **Pastoral Support** (Policies, procedures and advice for supporting the wellbeing of pupils and families).
- **Calendar** (A calendar of forthcoming school events).
- **Contact** (Contact details for the school).

E-Schools App

The E-Schools App is available for mobile devices and provides parents and carers with quick access to school emails, text messages, letters, calendar of events, homework tasks and attendance. Parents and carers should contact the school office for help accessing the E-Schools App.

Class Pages

Each class has a webpage which provides parents and carers with an overview of the children's learning on a week-to-week basis. The class webpage includes:

- How to contact the class teacher
- Links to important curriculum resources and online platforms
- Recommended reading lists
- Statutory phonic / spelling lists
- A timetable for each week



- Homework expectations

Procedure Review

This procedure will be reviewed annually, or sooner if required.

The procedure was last reviewed in January 2025,.