



Home and School Agreement

Fenstanton and Hilton Primary School

Reviewed by: The Full Governing Body

Date of Review: December 2025

Date of Next Review: December 2028

Agreement Aims

At Fenstanton and Hilton Primary School, we believe that our success is underpinned to positive, meaningful relationships. The relationships that exist between staff, pupils, parents, families and our wider community can support our school's performance and the impact we have on our pupils. This can be done most effectively when all staff, parents and children understand their responsibilities and work together towards the same goals. This agreement seeks to set out these responsibilities, and how different parties can meet them. This agreement also aims to foster good relationships between the school and the community it serves.

As part of this Home School Agreement, the school will:

- Provide your child with a high standard of education, guided by the National Curriculum and the school's own rigorous, balanced curriculum.
- Ensure that our learning environments are stimulating and challenging.
- Celebrate your child's academic and personal achievements.
- Make provision to enable your child to achieve their full potential.
- Care for your child's safety and wellbeing following all safeguarding protocols.
- Teach children to develop a positive attitude to one another, regardless of differences.
- Regularly meet with you to communicate the progress of your child, celebrating their strengths and explaining how we can support them with areas for development.
- Provide information to you about our school, including relevant policies, meetings, workshops, activities, newsletters and open days.
- Promote personal development through use of the school's Vision and Values, and through the promotion of British Values.

Where a parent/carer has a concern, the school will:

- Take time to understand the nature of the concern and who is affected.
- Adhere to the policies of the school.
- Respond within a reasonable time, and with courtesy and respect.
- Be available for consultation within reasonable time limits.
- Attempt to resolve problems using reasonable means, through positive relationships.
- Provide a response in line with the school's complaints procedure, where appropriate.
- Keep complainants informed of progress towards a resolution of the issues raised.

All Parents/Carers will:

- Make sure children arrive at school by 8:50am, prepared to start their lessons.
- Ensure children are wearing named school uniform, or other suitable clothing, and that their PE kit is available to them on the necessary days/times.
- Do their very best to provide a safe, secure and happy environment at home.
- Let the school know of any concerns or worries that may be affecting a child's learning, behaviour or ability to do homework.
- Support the school by encouraging children to develop a positive attitude towards our diverse community.
- Attend meetings with a child's teacher and other staff in order to support their child/ren.

- Support the school to ensure that the behaviour management policies of the school are maintained.
- Encourage their child/ren to adopt a positive attitude towards school.
- Read information sent home. E.G. policies, letters, newsletters.
- Support the school by making sure that homework tasks are completed and returned on time.

The School can expect parents/carers/members of the public to:

- Treat all school staff with courtesy and respect.
- Respect the needs and wellbeing of pupils and staff within the school.
- Avoid any use, or threatened use, of violence to people or property.
- Avoid the use of aggression or verbal abuse.
- Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to queries, requests, concerns and complaints.
- In the case of a complaint, follow the school's complaints procedure.

Pupils will:

- Respect one another's culture, race, feelings, beliefs and values.
- Accept responsibility for the things they do and say.
- Be responsible for their schoolwork and homework.
- Give their best effort in their learning.
- Follow the school's values - *Community, Determination, Integrity*.
- Be kind and speak politely to everyone in school.
- Take good care of the building, its equipment and grounds.
- Follow instructions from adults regarding positive behaviour and staying safe.
- Tell a member of staff if they have worries or are unhappy.
- Respect the right of others to work and learn in an environment that is physically and emotionally safe.

Pupils can expect to be:

- Treated kindly and with respect.
- Listened to.
- Supported.
- Encouraged.
- Respected
- Valued as part of the school and wider community.

Communication between School and Home

Introduction

The school always welcomes contact with parents/carers because this fosters mutual understanding and support, which can have a positive effect on children's performance and their attitudes to learning.

The school wants to ensure that parents/carers always have an appropriate and helpful response to their communications. However, unlike some businesses and other occupations, the professional duties of staff can make it difficult for them to speak or meet with parents/carers during the school day.

Due to teaching commitments, staff will typically be unavailable between 8.45am and 3.30pm each day. There are also other times outside these hours when they attend meetings. The important business of working with and responding to parents/carers must be managed within this context.

Teachers welcome brief messages from parents/carers when parents are dropping off or collecting children from school. However, the teachers' primary concern in the mornings is welcoming the children into school. At the start of the day, the school endeavours to ensure a member of its Senior Leadership Team is visible and available. At the end of the school day, teachers should be visible to parents/carers as they dismiss children from school.

The school undertakes to treat communications with parents/carers with courtesy. It expects to receive the same in return. Both parties will work towards identifying and resolving problems quickly and efficiently. Where difficulties cannot be resolved, the Headteacher or Deputy Headteacher may be involved. An Education Officer or other agencies will be invited to support where situations are particularly complex, in an effort to move forward. The school reserves the right to take appropriate action if aggressive behaviour from any party occurs on school premises.

Principles for responding to parents/carers

In order to achieve the most effective balance for children, we strive to follow these principles:

- Welcoming contact from parents/carers;
- Responding as quickly and fully as possible to parents/carers;
- Involving parents/carers in our work with children;
- Sharing information as fully as possible with parents/carers.

Some correspondence made to an individual parent/carer on an important matter will be by letter, sent by post or handed directly to the parent/carer to ensure confidentiality and security. On other occasions it may be appropriate for the school to contact parents/carers by email. Should parents wish to get in touch via email, they should, as a first option, use the following address: office@fenstanton.cambs.sch.uk.

Guidelines on responding to parents/carers

It may be helpful for parents/carers to know how they can expect their telephone calls, letters, emails and requests for meetings with the school to be dealt with. The following guidelines show how we aim to respond to parents/carers.

Telephone Calls

Messages: All telephone calls are received through the main office. A message will be taken and sent to the relevant person as soon as possible. Staff will normally take details of the caller's name, telephone number and purpose for calling. The person concerned will try to respond as soon as possible and by the end of the next school day. The school's telephone number is 01480 375055.

Urgent calls: The call will be put through to the most appropriate or available senior member of staff, or a message will be taken for them to call back as soon as possible.

Messages for pupils: Messages for children will be taken by a member of staff and passed on as soon as possible.

Busy times: The office is busy between 8.50am and 9.15am in the morning, and between 3.00pm and 3.45pm in the afternoon. At these times and at other times, calls may be recorded on an answer machine. This is checked regularly and if a message is left, it will be passed on.

Telephone calls made at arranged times: If teachers have arranged with parents/carers to make or receive calls at particular times of the school day, those teachers will make arrangements to ensure that they are available.

Letters and emails

The school will always try to acknowledge letters and emails received from parents/carers within five working days during term time.

The school email address is: office@fenstanton.cambs.sch.uk

The postal address is: School Lane, Fenstanton, Cambridge, PE28 9JR

If more time is required to provide a fuller response or to arrange a meeting, staff will try to include in the acknowledgement any further details of when these will happen.

Complaints

Upon receiving complaints, the Headteacher or Chair of Governors will meet with the complainant as soon as possible to attempt to establish a suitable resolution. If this is not possible, and the complaint is made formal, the school will follow its Complaints Policy. This policy is available to view on the school's website.

Meetings

Where situations are more complex, a face-to-face meeting is preferable to a letter or phone call and this will be arranged at the earliest convenience for parents/carers and staff.

Meetings with class teachers

The class teacher is the first point of contact for any concerns about a child. Teachers are not available between 8.45am and 3.30pm but mutually agreed appointments can be made outside of these times, either through the office or directly with the class teacher.

Depending on the nature of the situation, a meeting may include a more senior member of staff.

A record may be kept and notes shared with all parties where appropriate. Parents/carers will only be invited to discuss their own children. Staff will not talk about other children in front of other parents/carers. All meetings and discussions are confidential between the staff involved and the parents/carers.

Emails

The school has a system of sending all standard and generic forms of communication home to parents/carers via email, unless an individual arrangement has been made to receive hard copies. Parents/carers must ensure that the school office is informed of any changes to email addresses.

Website

The school seeks to put as much information as possible on its website. Most general information that parents/carers would seek can be readily found at: <http://www.fenstantonandhiltonschool.com/web>
Parents/carers are encouraged to look at the website on a regular basis.

Social Media

The widespread availability and use of social media applications bring opportunities to understand, engage, and communicate in new and exciting ways. It is important that we are able to use these technologies and services effectively and flexibly. However, it is also important to ensure that we balance this with our duties to our school, the community, our legal responsibilities and our reputation.

For example, our use of social networking applications has implications for our duty to safeguard children, young people and vulnerable adults. The school aims to provide this balance to support innovation whilst providing a framework of good practice. This applies to all members of staff at the school.

The school's Preschool uses Facebook to share and promote activities, news and events. The school also uses the 'X' platform to share news and updates from the school.

Staff use of social media will be in-line with the school's Online Safety Policy, Safeguarding and Child Protection Policy and Code of Conduct.