

In partnership to
Educate, Nurture & Empower



Lightcliffe Academy

POLICIES & PROCEDURES

Home-school Communications Policy

Date Policy Approved: November 2021

Approving Body: Local Governing Body

Next Review Date: Summer 2023

Previous Review Date: New Policy

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1. Introduction and aims

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

- gives parents/carers the information they need to support their child's education;
- helps the school improve, through feedback and consultation with parents/carers;
- builds trust between home and school, which helps the school better support each child's educational and pastoral needs.

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

- explaining how the school 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.

In the following sections, we will use 'parents' to refer to both parents and carers.

2. Roles and responsibilities

2.1 Head of School

The Head of School is responsible for:

- ensuring that communications with parents are effective, timely and appropriate;
- regularly reviewing this policy.

2.2 Staff

Staff are responsible for:

- responding to communication from parents in line with this policy;
- working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).
- ensuring queries are responded to within 2 full working days and where this is not possible, keeping parents informed of timescales.

Staff **will not be expected to** respond to communications outside of school hours, or their working hours if they are contracted to work part-time, or during school holidays.

2.3 Parents

Parents are responsible for:

- ensuring that communication with the school is respectful at all times;
- making every reasonable effort to address communications to the appropriate member of staff in the first instance;
- checking all communications from the school;
- responding to communications from the school (such as requests for meetings) in a timely manner.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent Code of Conduct.

3. 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 systems regularly to make sure they do not miss important communications or announcements which may affect their child.

3.1 Class Charts

We use Class Charts to keep parents informed of their child's attendance and behaviour (both positive and negative). Class Charts can be accessed via the website or app. We will issue parents with a username and password when their child joins the Academy.

Please email contactus@lightcliffeacademy.co.uk if you are unable to access the system.

3.2 Email and letters

We use email as our preferred method of communication to keep parents informed about:

- general information and reminders;
- upcoming school events;
- school visits;
- scheduled school closures;
- school surveys;
- class activities or teacher requests;
- fortnightly summary;
- half-termly newsletters.

3.2 Text messages

We use text messages to inform parents about:

- short-notice changes to the school day;
- emergency school closures (for instance, due to bad weather).

3.3 Website

Our school website includes important information and a calendar for the academic year www.lightcliffeacademy.co.uk

3.4 Phone calls

We encourage staff to call parents regularly to discuss pupils' performance (both positive and negative).

3.5 School planners

We use planners to track attendance, behaviour and attitudes, progress and home learning. We ask that parents check planners and sign them on a weekly basis to support their child.

3.6 Social media

We use social media to keep parents informed about what is happening in school. Please follow us on Facebook and Twitter.

3.7 Reports

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

- an end of year report covering their child's achievement in each part of the curriculum, how well they are progressing, and their attendance;
- termly progress reports.

3.8 Parents' evenings and meetings

We hold one parents' evening for each year group per academic year, in which parents can talk to teachers about their child's achievement and progress, the curriculum, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may be asked to attend further meetings with the SENDCo to address these additional needs.

3.9 School website

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

- school times and term dates;
- important events and announcements;
- curriculum information;
- important policies and procedures;
- important contact information;

Parents should check the website before contacting school.

4. 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.

4.1 Email

Parents should email the school about non-urgent issues in the first instance using contactus@lightcliffeacademy.co.uk. We aim to respond to emails within two working days.

4.2 Telephone

If your query or concern is urgent, please telephone the school on the school on 01422 201028.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate Head of Year (see appendix 1).

5. Monitoring and review

The Head of School regularly monitors the implementation of this policy and will review it annually. The policy has been approved by the local governing body.

6. 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
- 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 contactus@lightcliffeacademy.co.uk;
- include the subject and/ or the name of the relevant member of staff (from the list below) in the subject line;
- we will forward your request on to the relevant member of staff.

Remember: check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's wellbeing/pastoral support/ learning/ behaviour	Your child's head of year Year 7 - Mrs Nicola Beaumont nbeaumont@lightcliffeacademy.co.uk Year 8 - Mr Jack Greenwood jgreenwood@lightcliffeacademy.co.uk Year 9 - Mrs Jo Richardson jrichardson@lightcliffeacademy.co.uk Year 10 - Mrs Zoe Murphy zmurphy@lightcliffeacademy.co.uk Year 11 - Mrs Angela Jackson ajackson@lightcliffeacademy.co.uk Your child's class teacher/subject teacher
Attendance and absence requests	If you need to report your child's absence, call: 01422 201028 If you want to request approval for term-time absence, contact Mrs D Fenwick
Payments	School office – 01422 201028 contactus@lightcliffeacademy.co.uk
School trips	School office – 01422 201028 contactus@lightcliffeacademy.co.uk
Uniform/lost and found	School office – 01422 201028 contactus@lightcliffeacademy.co.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	School office – 01422 201028 contactus@lightcliffeacademy.co.uk
Special educational needs	Mrs P Lowe (SENDCo) plowe@lightcliffeacademy.co.uk
Hiring the school premises	Michelle Ingall
The PTA	Mrs A Fuller
The local governing body	Mr P Laurence (Chair of Governors)
Catering/meals	School office – 01422 201028 contactus@lightcliffeacademy.co.uk

Complaints

If you would like to make a formal complaint, please follow the procedure set out in our complaints policy which is available on our website.