



DIOCESE OF SOUTHWELL
& NOTTINGHAM

MULTI ACADEMY TRUST



St. Peter's Cross Keys Academy

Communication with Parents/Carers Policy

Summer 2024 Review Summer 2026

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St Peter's Cross Keys Academy

Communications Policy

Introduction

Schools have many lines of communication to maintain; with parents and carers, with other schools, with the community, with outside agencies, and within the school.

Good communication between the school and the home is essential, and children achieve more when schools and parents and carers work together. Parents and carers can naturally help more if they know what the school is trying to achieve.

In our school we aim to have clear and effective communications with all parents/ carers and with the wider community. Effective communications enable us to share our aims and values, through keeping parents and carers well informed about school life. This reinforces the important role that parents and carers play in supporting the school.

We have various strategies for communicating with parents and carers. Some of our communications are in accordance with a statutory requirement, while others simply reflect what we believe is important for our school. We try to make our communications as accessible as possible.

Contact from School

The school uses ScholarPack to send information to parents – newsletters, trip information and flyers that may be of use to parents / carers.

ParentMail is used for parents to make payments for items such as trips and music lessons.

If the school requires parental permission for an activity or requires a response from a parent/carer we will send a letter home with your child for you to sign and return or collect signatures at the classroom door. We make every effort to ensure that your child receives a copy; keeping copies for those children who are absent until they return. However despite our best efforts sometimes children seem to “lose” these. Please can you support us with encouraging children to take responsibility for making sure these letters reach home. Once they reach secondary school this will be even more important.

The school also uses a text messaging service through ScholarPack to inform parents and carers of more urgent or short messages. Please ensure that if you change your mobile number or email address you let us know.

The school views the investment into both of these systems as an invaluable way of letting parents and carers know what is happening in school. Please ensure that you use them so you are well informed.

Home-school agreement

Our home-school agreement explains the school's aims and values, the school's responsibility towards the children, the responsibilities of parents and carers, and what the school expects of the children. Parents and carers can view this on our website and for KS2 children, there is a copy in their diary.

Annual written reports to parents and carers: children's achievements

Every year we provide one written report to each child's parents and carers on their child's progress. This report identifies areas of strength and areas for future development. We will send a short update following assessments at the end of Autumn and Spring terms.

As well as receiving these written reports, parents and carers are invited to meet their child's teacher twice during the year for a private consultation. This gives them the opportunity to hear about and celebrate their child's successes and to support their child in areas where there is a particular need for improvement. Parents and carers are also able to see their child's work before or after these meetings.

We strongly encourage parents and carers to contact the school if any issues arise regarding their child's progress or well-being and not just wait for these more formal opportunities for discussion. A member of staff greets children and parents/carers each day and any messages can be left with the member of staff for your child's class. If this is not appropriate, please ask for a meeting with the class teacher or contact the office and arrange a telephone call-back with the teacher. If you would prefer to email, please use parentcomms@stpetersfarndon.snmat.org.uk and the school office will forward the email to the intended recipient.

Our school is proud to offer an open door policy but on some occasions it may be difficult to speak to your child's teacher or the Head Teacher immediately due to teaching or meetings with other parents. However, we will get back to you as soon as we can. Early discussion of any issue almost always leads to a resolution and we will always work with parents and carers to resolve these.

Please also contact us if you would like support or help with issues that may arise at home.

When children have special educational needs, or if they are making less than expected progress, we find it helpful to meet with parents and carers more regularly.

Children on the Special Educational Needs Register have a review meeting every term to ensure that home and school work together to support their child in achieving targets to assist their progress.

Accessibility

We welcome the presence of any other adult a parent or carer wishes to invite to a school meeting to act as interpreter. We will also make any reasonable adjustments to our arrangements if this will

enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand a communication.

School Website

The school produces information for parents and carers new to the school.

The school website provides information, resources and educational links to help children learn and support parents and carers with the education of their children. Details of the curriculum and topics can be found on the website for parents wishing to support their child's learning.

The school publishes useful forms on the website such as booking forms for parents to download and complete at home if they are unable to get into school themselves.

Public access documents

The school also makes a range of documentation available to parents and carers, either on the website or in hardcopy via the school office. Copies of Governing Body minutes are displayed on the school noticeboard. The school also publishes details on the website as required under the Freedom of Information Act.

Home-school communication

A school newsletter is published regularly. It is sent out by email through ScholarPack and also published on the school website. Parents and carers are strongly encouraged to read this as it always contains information about the school, children and events.

The school also issues Homework Diaries to children in years 3-6. This can be used as a channel of communication between home and school as well as recording homework and other things children need to remember. Parents can also use this to give permission for local visits, such as church services.

Contacting Parents and Carers

Telephone calls will be made where immediate contact with a family member is required i.e. for a pupil injury or pupil incident. 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 named contact and so on. We ask for a minimum of three contacts to enable us to speak to someone in connection with the child, particularly if they are ill or require medical assistance. In the event that no live contact can be made, a member of staff will either leave an answer phone message (ascending order as before) or ensure that repeat calls continue to be made, if the situation requires this. If a child requires urgent medical attention, (permission is sought on our admissions form in connection with this) we will do so and a member of the staff will be with your child until a parent/carer arrives.

Safeguarding and Attendance

If a child is absent from school, and we have had no indication of the reason, the school office will contact a parent/carer (by telephone if possible) to find out the reason for the absence. If we are unable to make contact with any named parent/carer, then we will follow the protocol laid down by our safeguarding procedures. **Two members of staff will visit the child's home address to ensure that the child is safe. If we are unable to ascertain the whereabouts or safety of the child, we may call the police to gain access to the home address.** These guidelines were put in place following a Child Protection Serious Case Review.

Communication with other schools and outside agencies

Toward the end of their final term in Year 6, we pass on information about the children to their intended secondary schools. This aids your child's transition and helps the settling in period to be smooth.

We recognise that children have diverse needs and we are supported by various agencies and groups of professionals who keep us informed on better ways to meet these needs, so that children may participate more fully. Support comes from medical services (such as a speech and language therapy, occupational therapy and physiotherapy), from child development centres, from local doctors and specialists and from school nurses. In these cases, the referral for support will be discussed with a parent/carer beforehand and appropriate authority sought.

It also comes from various welfare-focused services, such as Educational Welfare, Social Services and Behaviour Intervention units.

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. It may be in certain cases information has to be passed on to a designated member of staff, who may share this information with Social Services.

Policy reviewed: July 2024

Next renewal: July 2026

Signed: Chair of Governors:



Date: 7/2024

Headteacher:



Date: 7/2024

Date of Policy: Summer 2023

Review: Summer 2025