

## Policy Essential Information

**Title:** Communication with Parents/Carers Policy

**Date Approved:** July 2013

**Date Last Reviewed:** July 2018

**Status:** Non-Statutory

**Delegation:** Head of School

**Responsibility:** PA, Marketing & Admissions Manager

**Review Frequency:** As required

**Policy Locations:** Website/Staff Shared Drive/Hard Copy

## Communication with Parents/Carers Policy

### Statement of intent

The Jubilee Academy recognises the importance of clear and effective communication with all stakeholders (students and parents/carers, partner schools, commissioners, governors, Local Authority, external agencies, national bodies and so on), and is committed to being open and accessible for all who have an interest in the school.

The key stakeholders for a school are parents/carers and students and this policy addresses the main ways in which the school ensures effective two-way communication between home and school (including with the student's 'home school').

Communications may be verbal (through meetings or by telephone) or written (through letters, notes in planners, or email). Occasionally a communication may be received second hand or through an intermediary. The school encourages use of modern communications methods, with staff email contacts being publicised in newsletters and all parents/carers being encouraged to provide an email address to facilitate prompt and effective communication.

However, this does not mean that the school will always get things right and this policy aims to clarify the parameters within which we operate to ensure that communication is carried out with all stakeholders and interested parties effectively and clearly.

### Aims of the policy

To ensure high quality education to students at The Jubilee Academy by ensuring effective consultation takes place between the school, parents/carers, the student and other stakeholders.

To continuously improve the quality of service by ensuring robust processes for consultation between the school, parents/carers and students on key areas of school life.

### Communication

Communication between the school and parents/carers operates in the following ways:-

- Parents/carers of referred students will meet directly with The Jubilee Academy staff throughout the referral process. All prospective parents/carers receive a school prospectus with details about the school. At these initial meetings, main channels of communication are outlined and information about the school is presented;
- Parents/carers evenings will be held each term to review the students' progress;
- The Student Planner is used as a key vehicle for communication between parents/carers and the school and this planner is fully explained during the initial referral meetings. The planner is monitored on a weekly basis by both parents/carers and the student's tutor/mentor;
- Communication about student progress takes place formally for each student through a Grade sheet (which reflects "snapshot" progress towards targets, effort, behaviour, etc) or a full report;
- Details about events at the school are published in the termly newsletter to parents/carers, which is emailed as well as sent out in hard copy, and through other

electronic communication (e.g. on the website, selective emails to specific groups of parents/carers, etc);

- The termly newsletter is a key vehicle for communicating in a variety of ways: alerting parents/carers and students to forthcoming issues; celebrating the life of the school; petitioning for parental views; publishing the results of consultations, etc.;
- The school has all newsletters, events and key information on an up to date website;
- Queries about events at the school may be made by phone to the school or by e-mail;
- The school has published the following service standards to ensure a prompt response for communication requests by parents/carers. These standards are reviewed on an annual basis by the school's administrative team.

### **Standards of communication**

We are committed to working with parents/carers in partnership and the school provides extensive opportunities for ongoing dialogue.

We will respond to parents/carers in regard to requests for information, any concerns, requests for references or progress within 2 working days (term-time only).

Where parents/carers are dissatisfied with the standard of communication with the school, they have recourse to the school's Complaints Procedure.

### **Consultation**

Consultation between the school, parents/carers and students operates in the following ways:

- Questionnaires are issued to parents/carers on a range of issues and through a variety of means (hard copy, electronic surveys, email). They may be distributed at specific parental events or via 'student post';
- The consultation process via questionnaires addresses key areas such as the school curriculum, changes to the timing of the school day, the framework for parental consultation evenings, homework, the school's reporting system, referral, transition, the quality and accessibility of the school's materials and so on;
- Comment slips are available in the school's reception area along with a confidential comments box so that parents/carers and visitors to the school are encouraged to make suggestions for improving the education that we provide;
- Governors meet regularly and are consulted on a wide range of issues;
- School reports are issued with a reply slip inviting parents/carers to comment on the report they have received;
- The Student Voice is consulted on a range of key issues relating to the school. Meetings take place at least every term, with additional meetings for specific issues;
- Members of the Leadership Team undertake 'Learning Walks' regularly and discuss learning with students as part of this exercise;
- As part of the school's procedures for self-evaluation, students are involved in Student Voice feedback to review their experienced of teaching and learning and to contribute their own thoughts on strengths and areas for development;
- Students are encouraged to be constructive about how the school can improve provision;
- The Teaching and Learning Steering Group meets weekly to share leading edge practice in improving standards of teaching and learning;
- Consultation between external agencies takes place regularly with a view to improving the service provided by the school,;

- The Deputy Headteacher, the SENCO and HOYs work closely with individual students, parents/carers and external experts and meetings are held frequently to discuss best practice and provision for individuals and groups.

### **The academic progress and personal learning review cycle**

Parents/carers will have an opportunity every term to come into school and participate in a review of academic progress and personal learning with their child's tutor/mentor.

These meetings are utilised to agree and plan future action and to judge progress towards both academic and personal learning goals and targets.

Students are strongly encouraged to attend.

### **Monitoring, evaluation and review**

This effectiveness of this policy will be regularly monitored and reviewed through the school's self-evaluation schedule.