



Ryhall CE Academy

School Communications Policy

Communicating with Parents/Carers

Date formulated: August 2018

Date revised: August 2020

Due for review: August 2021

Person responsible for review: Headteacher

Overview

It is very important to all of us at Ryhall CE Academy that we work closely in partnership with parents and carers and communication between home and school is key. We recognise, however, that it can often be difficult communicating with teachers because they have a very full timetable; we also recognise that parents and carers also have very busy lives.

1. Contacting the School

a. Face-to-Face

- Staff would prefer to meet with parents/carers face-to-face. Usually a 'brief' word at the end of the school day (once the class teacher has been able to ensure that all children are safely in the care of their nominated adult), will be adequate. Staff priority at the start of the day must be ensuring the learning environment is prepared for the day and that children all safely arrive in school. In the current climate of COVID-19, face-to-face contact with a member of staff – even a brief conversation at the gate, requires the parent/carer to wear a mask (unless they are exempt in doing so, in which case the staff member must be notified so that they can wear a mask).
- The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them, their class teacher. If you require longer than a 'brief' word at the end of the school day, then we ask that you request a scheduled meeting – in the current circumstance of COVID-19 this will be a telephone call (and in some cases a virtual meeting using Zoom in accordance with our school policy of its use). In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- 1) Class Teacher
- 2) Senior Teacher (Mrs Hicks, Mrs Johnson)
- 3) Senior Leader (Mrs Jesson)
- 4) Headteacher (Ms Walker)

- Meetings should always be pre-arranged with members of staff. When COVID-19 restrictions allow and our risk assessment deems it safe to do so, parents/carers attending a meeting will be asked to enter school via the Main Reception and should sign themselves in to the school as a visitor and must be escorted to the meeting venue by a member of staff. Meeting notes will be formally recorded and placed in your child's file.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please telephone and the office staff will do their best to find a senior member of staff to call you back as soon as very possible.
- For non-urgent meetings we will aim to meet with you within five working days.

b. Email/letter/note – written communication

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to

queries during their personal/family time. Staff will respond to any written communication from parents within 72 hours – a copy of any written communication will be placed in your child's file. Any written complaint must be referred to the Headteacher (see Complaints Policy under the Policies section of the school website).

c. Telephone

Please use the school telephone number (01780 762447) to speak with the office staff and to request a member of staff to contact you:

- Office staff will relay messages to staff as soon as possible (not during teaching time).
- If a call is urgent, please inform the person answering the phone who will attempt to resolve the issue for you or will attempt to find a senior member of staff to speak to you.
- We will always respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls unless of a serious personal/family (to the teacher) nature.

d. Email

Please use staff email addresses if you need to contact staff directly:

Reception Class (Belvoir)	Mrs Carlton	pcarlton@ryhall.rutland.sch.uk
Year 1 (Belton)	Mrs Jagger	ejagger@ryhall.rutland.sch.uk
Year 1 (Belton)	Mrs Griffing	jgriffin@ryhall.rutland.sch.uk
Year 2 (Rockingham)	Mrs Tharme	ltharme@ryhall.rutland.sch.uk
Year 3 (Burghley)	Miss Hillier	mhillier@ryhall.rutland.sch.uk
Year 4 (Woolsthorpe)	Mrs Hicks	chicks@ryhall.rutland.sch.uk
Year 5 (Tolethorpe)	Miss Kime	skime@ryhall.rutland.sch.uk
Year 6 (Hambleton) & DDSL	Mrs Jesson	djesson@ryhall.rutland.sch.uk
Year 6 (Hambleton)	Mrs Johnson	fjohnson@ryhall.rutland.sch.uk
Headteacher & DSL	Ms Walker	head@ryhall.rutland.sch.uk
Office Manager & DDSL	Mrs Jibb	office@ryhall.rutland.sch.uk

(DSL – Designated Safeguarding Lead, DDSL – Deputy Designated Safeguarding Lead)

- Teachers are not in a position to check emails (or Class Dojo Messages) throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

2. No Response

If you have not received a response from the school within three working days, please contact the school by emailing office@ryhall.rutland.sch.uk and we will chase up your enquiry.

3. Communicating with You (Parents/Carers)

Our preferred methods of contacting you for general school/class notices is via **parent mail (SIMS)** and/or **Class Dojo** (a closed electronic platform for the school). We ask that all parents/carers subscribe to both (if possible) so that we can communicate notices and reminders to you. This allows us to reduce photocopying and it is more environmentally friendly as it reduces paper usage.

If there is a staff absence (planned or otherwise) of more than one week, we will inform you in writing (by ParentMail) to update you on the situation and what procedures have been put in place.

a. Telephone

If there is an emergency during the school day (e.g. pupil injury or incident), then we must be able to communicate with you (or your chosen nominated adult) – please ensure that your given contact details are always up to date.

b. Social Media

We use our social media pages to promote collective pupil achievements, give updates/reminders as well as generic educational information. Social media is also used to promote the school to a wider audience and as such, these are not 'closed' groups/pages. Please do not use our open social media pages to communicate with individual staff.

Facebook: Ryhall CE Academy @ryhallceacademy

Twitter: @Ryhall_Academy

c. School Website: www.ryhallceacademy.co.uk

d. Newsletters

At the end of each term (i.e. 6 times per academic year), you will receive a copy of the school newsletter. This will highlight achievements of the previous term, give important updates and reminders, including key events of the next term. A copy of the newsletter will also be placed on the school website.

e. Parent/Teacher Consultations

Parents/Carers are invited to meet their child's teacher/s three times during the year for a private 10-minute consultation at a Parent/Teacher Consultation. These are calendared at the start of the academic year with both morning and afternoon/evening appointments made available. When children have

particular special educational needs, or if they are making less than expected progress, parents will be invited to meet* with their child's teacher more regularly. We will also make 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 communication. Parents of children with a 'One Page Profile' will have the opportunity to review the 'One Page Profile' times in a year – this is in addition to the general Parent/Teacher Consultations. Bookings for both types of meeting will be made using an online booking systems to enable all parents (including working parents who cannot attend school to make a booking) to be able to access this. If you are unable to do this, please contact the school office who will do this for you.

*meetings may be virtual

f. Reports

Twice a year, we provide parents/carers with an academic report on their child's progress. Key performance indicators are used to identify progress/attainment in Reading, Writing, Maths, Science, Attendance and Behaviours for Learning. This report will identify areas of strength as well as future areas for development.

g. Surveys

Once a year, the annual survey is sent out to parents/carers and the results are analysed to help school staff and leaders to continue to improve the school. The school will also send out other short surveys as the need arises.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.