



Wembley
Multi-Academy
Trust

ACHIEVEMENT FOR ALL



COMMUNICATION POLICY

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1. Introduction and aims

We believe that clear, open communication between the school and parents/carers 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 and expectations for responding to communication from parents/carers

- Helping parents/carers reach the member of school 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

At ELPS, we use the following communication systems:

Programme	Login Details (Provided by)
SIMS	Main office at the start of term
Parent Pay	Same login details used throughout whole academic year.
See Saw (Reception only)	Early Years Lead at the start of term

For all technical issues, please contact reception@elps.co.uk and someone will get back to you within 24 hours.

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate

- Monitoring the implementation of this policy

- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use 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)

Staff will **aim** to respond to communication during core school office hours (7:30am to 3:30pm). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff are **not expected** to respond outside of these hours.

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

Responding to communications from the school (such as requests for meetings) in a timely manner

Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school office hours or during school holidays.

The parent code of conduct can be found below. Please refer to the pupil planner for the full version.

I/We (The Parent/Guardian) shall ensure that:

- I/we will encourage my/our child to succeed
- My/our child will maintain high levels of attendance and will arrive punctually.
- I/we will inform the school on the first day of any absence (and will keep the school updated on subsequent absences).
- I/we will make the school aware of any concerns or problems that might affect my child's work or behaviour.
- I/we will support and respect the school rules and Code of Conduct.
- I/we will support staff in their duty in the local community (e.g. dropping off and collecting my child, car park, leaving the area after school promptly).
- I/we will encourage my child to succeed by monitoring and helping them with their homework and will sign the planner each week to acknowledge this.
- I/we will monitor my child's progress and behaviour via the parent app on SIMS.
- I/we will make sure my/our child attends school in correct full school uniform, arrives on time and is properly equipped for school.
- I/we understand the school sanction system and will graciously accept sanctions applied to my child.
- I/we will read with my/our child every day for 20 minutes or more or, if they are old enough, will ensure they read independently for 20 minutes or more.
- I/we will share information concerning our child.
- I/we will pay for any school property damaged/vandalised by our child.

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

3.1 Email

We use email to keep parents informed about the following things:

Upcoming school events

Scheduled school closures (for example, for staff training days)

School surveys or consultations

Class activities or teacher requests

Weekly newsletter

3.2 Text messages

We will text parents about:

Payments

Short-notice changes to the school day

Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website includes a full school calendar for the academic year, including details of key dates and events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar and newsletter.

3.4 Phone calls

Making phone calls to parents is a crucial component in ensuring that information is effectively conveyed and fostering a positive relationship between the school and families is paramount. This approach involves key elements:

1. Purpose of Communication

- **Emergency Situations:** Immediate contact regarding accidents, health issues, or urgent incidents.
- **Behavioural Issues:** Informing parents about repeated behavioural concerns or serious incidents. A member of LG will contact the parent required.
- **Academic Updates:** Discussing academic performance, progress, or any concerns.

2. Protocols and Procedures

- **Designated Staff:** Specific staff members are assigned to make these calls based on the nature of the information. Communication regarding accidents or medical will usually be done by the Welfare Officer. Communication relating to behavioural incidents or academic updates will be done by the relevant member of LG.
- **Timing:** Calls are made during appropriate hours, typically within school hours or shortly after, unless it is an emergency where immediacy is vital.
- **Documentation:** All parental communication regarding formal matters is recorded on the school's MIS.

Example Scenario:

1. Academic Concern:

- **Initiation:** A teacher notifies LG member of a pupil's declining performance.
- **Preparation:** The teacher gathers relevant academic records and prepares key points to aid LG discussion with parent.
- **Call:** The relevant LG member calls the parent, explains the concern, and provides specific examples.
- **Support:** The LG offers suggestions for improvement and schedules a follow-up meeting/phone call to ensure academic concerns have improved.
- **Documentation:** The teacher records the call details in the school's MIS.

By adhering to a structured approach, schools can ensure that their phone communication with parents is consistent, respectful, and effective, thereby enhancing the overall educational experience for student

3.5 Letters

We send the following letters home regularly:

Letters about trips and visits
Consent forms
Our termly newsletter

3.6 Homework books/school planners

We do not use planners to communicate messages to parents. Parents however can leave notes in their child's planner for the attention of their class teacher. This will be checked weekly by the class teacher and relevant member of LG if necessary.

3.7 Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports
- A report on KS2 SATs tests
- A report on the results of public examinations

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.8 Meetings

We hold 2 parents' evenings per academic year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings 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 also be asked to attend further meetings 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
- Information about after-school provision

Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

Parents should 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 always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 24 hours, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 3 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 3 days of your request.

If the issue is urgent, parents should call the school office on 02082894600.

Urgent issues might include things like:

- Family emergencies

- Safeguarding or welfare issues

For more general enquiries, please email the school office at reception@elps.co.uk

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 3 working days of the request.

If parents need to speak to a member of staff urgently, we recommend they book appointments, via the school office, with the appropriate member of the leadership group to discuss:

- Any concerns they have about their child's learning

- Updates related to pastoral support, their child's home environment, or their wellbeing

Assistant Headteacher - Reception	Ms Brazell
Assistant Headteacher – Year 1 and 2	Ms Siddiq
Assistant Headteacher – Year 3 and 4	Mr Veater
Assistant Headteacher – Year 5 and 6	Mr McNeill
SENDCO	Ms Kennedy
Safeguarding	Mr Adams
Serious concerns	Ms Patel, Ms Kumar or Ms Miller

5. Accessibility

It is important to us that everyone in our community can communicate easily with the school.

5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats

- All communications are written as clearly and concisely as possible

- Accessibility is considered when designing/updating the school website.

- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

School announcements and communications in accessible formats

Sign language interpreters for meetings

Please contact the school office to discuss these.

6. Monitoring and review

Seeking parental feedback through questionnaires is an essential part of our communication strategy, aiming to understand parents' perspectives, improve school practices, and foster a collaborative environment. Parental survey will be distributed twice a year. Appendix 2: Example of Parental Survey.

This process of monitoring parental views and addressing feedback involves several steps to ensure that the information collected is meaningful and actionable.

1. Distribution of the Questionnaire

- **Medium:** All questionnaires will be in an online format. These will be accessed via a QR code, which will be displayed during parents' evenings in the autumn and spring term. The QR code may also be put in the newsletter to parents to ensure maximum response.
- **Communication:** Parents will be informed about the purpose of the questionnaire and how their feedback will be used.

3. Collecting Responses

- **Deadlines:** A reasonable deadline will be set for submission to encourage timely responses.
- **Reminders:** An email reminder will be sent to all parents to complete the questionnaire before the deadline.
- **Confidentiality:** Assure parents that their responses will be kept confidential and that their anonymity will be respected to encourage honest and candid feedback.

4. Analysing Data and Reporting Feedback

- **Quantitative Analysis:** All data will be analysed and evaluated.
- **Summary Report:** A summary report will be produced, highlighting key findings, and an action plan generated, outlining specific steps the school will take to address concerns and implement suggestions.
- **Communication:** Feedback will be shared with parents through newsletters, meetings, or the school's website to demonstrate transparency and show that their views are valued and acted upon.

The school will seek the views of parents twice a year. It is important to gather feedback from parents to ensure maximum effectiveness and continuous improvement of pupils' experiences.

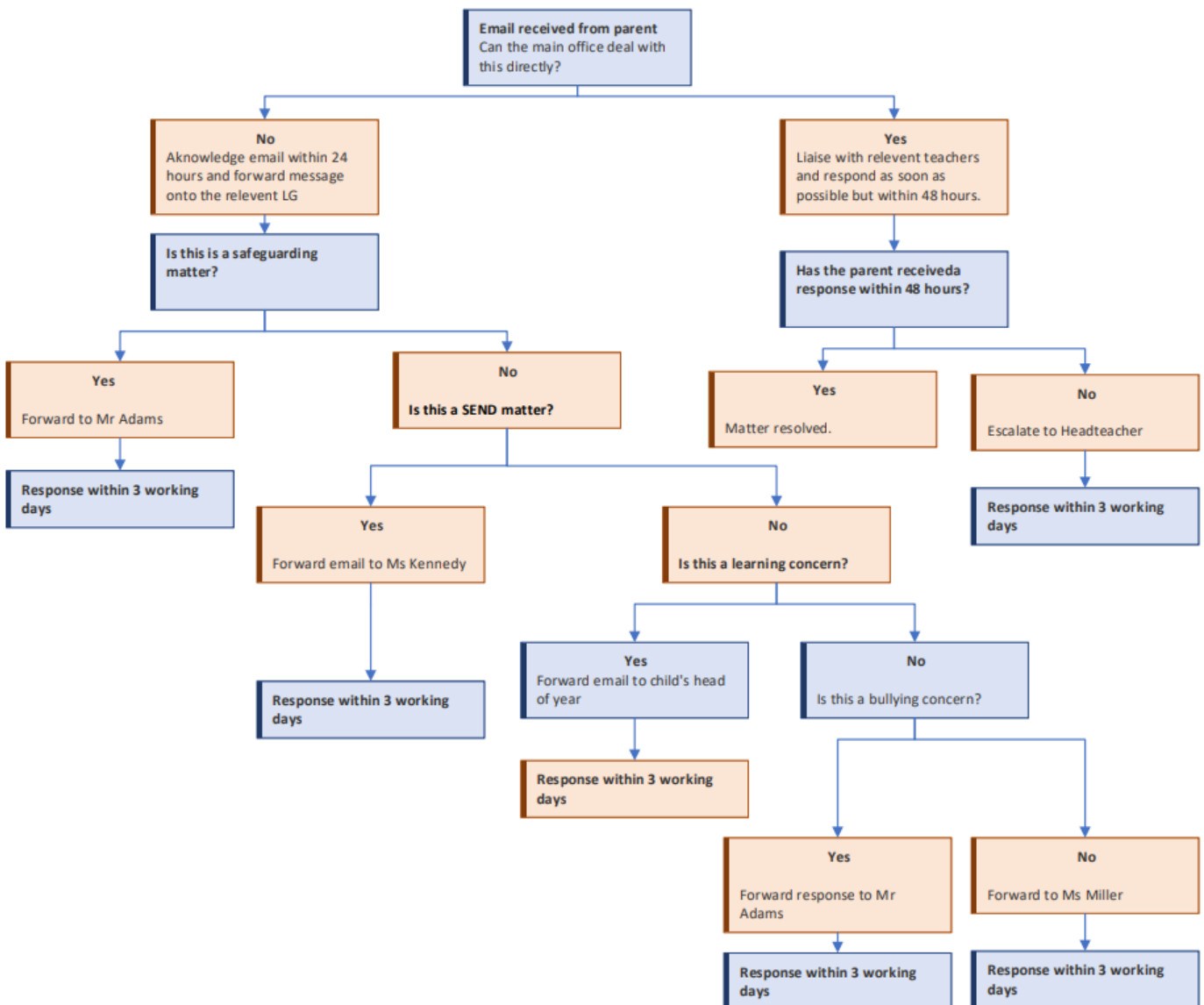
Appendix 2: Example of parental survey.

7. Links with other policies

The policy should be read alongside our policies on:

Parent code of conduct

Complaints



8. Process for informal complaints, queries or issues:

If you wish to file a formal complaint, please follow the procedure set out in our complaints procedure. This can be found on the website.

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 the school office at reception@elps.co.uk

Put the subject and the name of the relevant member of staff (from the list below) alongside your child's full name in the subject line.

We will forward your request on to the relevant member of the leadership group.

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

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO CONTACT VIA EMAIL
My child's learning/class activities/lessons/homework	Your child's head of year
My child's wellbeing/pastoral support	Ms Kumar / Ms Patel
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 02082894600 ext 106 If you want to request approval for term-time absence, contact the school office (refer to the attendance policy for more details).
Bullying and serious behaviour concerns	Mr Adams
School events/the school calendar	School office
Special educational needs (SEN)	Ms Kennedy
Before and after-school clubs	External provider or the school office
Safeguarding	Mr Adams

ASSISTANT HEADTEACHERS	
Reception	Ms Brazell
Year 1 and 2	Ms Siddiq
Year 3 and 4	Mr Veater
Year 5 and 6	Mr McNeill

Appendix 2: Parental Survey

Parent Questionnaire

1. My child is happy at this school.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

2. My child feels safe at this school.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

3. The school makes sure its pupils are well behaved.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

4. My child has been bullied and the school dealt with the bullying quickly and effectively.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

5. The school makes me aware of what my child will learn during the year.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

6. When I have raised concerns with the school they have been dealt with properly.

- Don't know
- Strongly agree
- Disagree
- Agree
- Strongly agree

7. Does your child have special educational needs and/or disabilities (SEND)?

- Yes
- No

8. My child has SEND, and the school gives them the support they need to succeed.

- Agree
- Strongly agree
- Strongly disagree
- Disagree
- N/A

9. The school has high expectations for my child.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

10. My child does well at this school.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

11. The school lets me know how my child is doing.

- Strongly agree

- Agree
- Don't know
- Disagree
- Strongly disagree

12. There is a good range of subjects available to my child at this school.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- N/A

13. My child can take part in clubs and activities at this school.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

14. My child does well at this school.

- Strongly agree
- Agree
- Don't know
- Disagree
- Strongly disagree

15. I would recommend this school to another parent.

- Yes
- No
- Don't know