



Rise Park Academies



Communications Policy

For: Rise Park Infant and Junior School

Date of Issue: May 2022

Date of Review: May 2024

Responsible Staff: Heads of School/Deputy Headteacher

Status: Approved by the Local Committee



Policy Vision and Aims:

At Rise Park Infant and Junior School, we believe that clear, open communication between the school and parents/carers is essential and has a positive impact on our pupils' learning. It:

- Gives parents/cares the information they need to support their child's education
- Keeps parents/carers well informed about school life
- Helps the school improve, through feedback and consultations 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 communications 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

Roles and Responsibilities:

The Heads of School are responsible for:

- Ensuring that communication with parents/carers are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

Staff are responsible for:

- Responding to communication from parents in line with this policy and the school's Acceptable Use Agreements for all digital technologies, including the use of emails, internet, learning platforms, social networking and other communication tools
- Working with other members of staff to make sure parents get timely information (if they cannot address the query or send the information themselves)

Staff will **aim** to respond to communication during their directed school hours or their working hours, if they are part-time. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.



Parents/Carers 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
- Respond to communications from the school, such as requests for meetings, in a timely manner
- Checking all communications from the school

Parents should not expect staff to respond to their communication outside of core school hours (8.30 - 3.30pm), during school holidays or weekends.

All communication from the school, including in person, over the phone and via email, will be respectful and polite; we expect the same from parents/carers when communicating with members of staff.

How we communicate with parents/carers:

We communicate with parents through a range of different strategies, in order to keep parents/carers 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.

School Website

The schools' website should be the first port of call for all queries or questions regarding the school. They are regularly updated with information about the school, including up-to-dated policies, current news about what is happening in school and updates of any changes to routine. Staff lists and responsibilities are also available on the school website as well as links to forms which parents/carers may need access to e.g. leave of absence request form.

<https://www.riseparkjuniors.co.uk/>

<https://www.riseparkinfants.co.uk/>

School Calendar

Our school websites and half-termly newsletters includes a full school calendar for the months/half term ahead. Where possible, we try to give parents/carers 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/materials.

Email

The school uses the ParentMail system as a method of email communication. Parents are asked to register for this on admission to the school. Newsletters, whole school and year group letters will all be sent electronically via ParentMail, unless for



individuals in exceptional circumstances. Letters can be translated into alternative languages, if requested.

Text Messages

The school also uses the ParentMail text messaging service to communicate to parents. This is generally used when there are short-notice changes to the school day, or school closures e.g. due to snow, or in an emergency situation (not in the event of a pupil sickness or accident). If the school is unable to make contact with a parent/carer, a text message may be sent requesting them to contact the school.

School Brochure

A school brochure is available containing a range of information to give new and prospective parents a full picture of provision at our school. This is updated every year and is available on the school website and in the main school office.

Phone Calls

Phone calls will be made home to parents/carers by the school office, class teachers and other members of staff to inform them of a concern or issue, such as: an accident which causes concern, the child is unwell and needs to be collected, a behaviour incident which has occurred during the day, or concerns regarding the child's progress or attainment, as well as to share positive news with them.

Letters and Newsletters

The school send out the following letters on a regular basis: letters about trips/visits, extra-curricular activities, including half-termly before and after school clubs, termly curriculum newsletters, termly celebration newsletters, letters requiring consent forms to be completed, letters about trips and visits, half-termly newsletter with key dates as well as PTFA newsletters and flyers.

Reading Records/School Planners

All pupils have a home/school reading record/school planner which enables parents/carers to record comments about reading and class teachers to communicate achievements and targets in reading. Infant teachers/support staff will also listen to the children read on a regular basis and make comments on the child's achievements.

Parents' Evenings and School Reports

We hold two formal opportunities for parents/carers to meet one-to-one with the class teacher during the academic year, where parents/carers can discuss their child's achievements and progress, the curriculum content, their child's wellbeing, or any other area of concern. The first meeting is at the end of the first half of the Autumn Term and the second one is at the end of the first half of the Spring Term. Parents/carers are able to look at their child's work during these meetings. Parents



will be given information and advance notice about these scheduled meetings and are booked in using the 'Parents Evening' service through ParentMail.

In addition, at the end of the Summer Term, we hold a Display Evening, where parents/carers are invited into school to view a range of work completed by their child, speak with the current class teacher and have an opportunity to meet the new class teacher and explore the work produced by the year group in which their child will be joining.

At the end of the Summer Term, children will receive an end of year written report, which outlines their achievement in each part of the curriculum. Parents can subsequently arrange to meet with teachers if there are any concerns. We ask parents to comment on their children's progress using the annual report response form. We also give parents/carers details of their attendance record, and for parents/carers in Year 2 and Year 6, the details of their performance in the national tests and the national comparative performance.

Meetings

We hold a number of formal meetings through the academic year which provide opportunities to discuss current developments in the school and to keep parents/carers well-informed:

- **Reception Intake Meeting** – We hold an intake meeting for new reception parents each June. There is also an opportunity for parents to meet the class teacher, members of the Leadership Team, as well as representatives of the school PTFA, school nurse and the attendance officer at the beginning of the Autumn Term.
- **Transition Visits** – The Early Years Team make pre-school visits in the Summer Term for Reception pupils, to share information with the main feeder providers and to complete on-entry records which contain information about the child.
- **Year 3 Transition Meeting** – At the end of the Summer Term, parents of Year 2 pupils who will be joining the Junior School are invited to attend a transition meeting. They are taken on a tour around the school, are given key information about Junior School life, meet the new class teachers and have an opportunity to ask any questions.
- **Curriculum Meetings** – In September, parents of children in Year 1 and Year 2 are invited to attend curriculum meetings to discuss their English, maths and topic work for the year.
- **Year 6 SATs Meeting** – In October, Year 6 parents are invited to attend a meeting to discuss the SATs tests and the end of year expectations. We also hold secondary school transition meetings during Year 6.
- **Residential Trips** – Prior to the Year 6 residential trip taking place, the trip leader will organise a meeting for parents/carers to provide detailed information about all aspects of the visit and give parents/carers the opportunity to ask any questions.
- **Parent Workshops** – Termly parent workshops are available for all parents to attend. They have a specific focus e.g. maths, phonics, writing etc. and



develops parents/carers understanding of the school curriculum and how they can support their child at home.

The school also contacts parents/carers to arrange meetings throughout the year if there are concerns about a child's achievement, progress, behaviour or wellbeing. Parents/carers of pupils with special educational needs, or who have other additional needs, may also be asked to attend further meetings to address and support these additional needs.

Home-School Communication Application

The school uses Class Dojo, a communication application, to support behaviour for learning, home learning and celebrate the successes of pupils and the school. Parents/carers are encouraged to join the Class Dojo on entry to the school.

The app connects parents/carers, teachers and pupils and is a vital form of the school's communication (see Class Dojo Policy). Class teachers use it as a communication platform to encourage children and engage parents/carers in their children's learning, through the private messaging service or via the class page where general class/year group messages can be shared. The whole school story is also used for celebrations, messages and reminders.

Social Media

The school has a Facebook and Twitter page to further promote and celebrate our successes and achievements. This is kept up to date by a designated member of staff.

How parents/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.

Talking to Staff

Class teachers are always available for a 'quick chat' at the end of the school day. However, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as talking at length in the playground after school is difficult for the teacher and the child, and would not be appropriate for more confidential discussions.

A member of the Leadership Team will always be on each gate at the start of the day. Many parental queries and concerns can be dealt with at this time, however, again, more confidential discussions or concerns should be addressed by making an appointment through the main school office.



E mail

Parents should always email the school office about non-urgent issues in the first instance. We aim to respond to all emails within 2 working days. If a query or concern is urgent, and parents need a response sooner than this, they should call the office.

Phone Calls

If parents/carers need to speak to a specific member of staff about a **non-urgent** matter, they should contact the school office and the relevant member of staff will contact them within 2 working days.

If this is not possible (due to teaching or other commitments, such as meetings or being off site), the office will contact the parent/carer to schedule a phone call at a convenient time with the member of staff.

If the issue is urgent, parents/carers should call the school office. Urgent issues might include things such as family emergencies or safeguarding and welfare issues.

For more general enquiries, please call the school office or message the class teacher via the messaging service on ClassDojo.

Home-School Communications App

Every class has a ClassDojo account to support behaviour for learning, home learning and help celebrate the successes of pupils and the school. Teachers will use ClassDojo to encourage children and to engage parents/carers in their child's learning. The 1:1 messaging service can be used by parents/carers and teachers to communicate directly with one another as well as via the class page where general messages can be shared (see ClassDojo Policy). This messaging service should not be used to contact members of the Senior Leadership Team; this communication should be done through the main school office.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email or call the main school office to book an appointment. We try to schedule all meetings within 7 working days of the request.

Monitoring and Review

The Heads of School monitors the implementation of this policy and will review the policy every two years.

The policy will be approved by the Local Committee.



Appendix 1: School Contact List

Whom should I contact?

Please use the table below to help you effectively identify who you need to contact regarding your queries or concerns and how they can be best contacted. This list is by no means exhaustive, but for most queries, parents/carers should contact the class teacher in the first instance, who can always direct them to the relevant member of staff if necessary. If you have addressed your query/concern with the relevant member of staff and you feel it has not been satisfactorily resolved, the table outlines who you can contact, in order, who will be able to assist.

Our school office is open Monday to Friday, 8am-4pm and can be contacted via telephone on:

Infants – 01708 749135, Juniors - 01708 761935

or email via:

Infants – admin@riseparkinf.org.uk Juniors - office@risepark-jun.havering.sch.uk

When sending emails to the school office for a particular member of staff, please put the subject and the name of the relevant member of staff in the subject line. The school office will then forward your email on as necessary.

Remember: Check our school website first or the ClassDojo app, much of the schools' information can be found on these platforms.

I have a question/query about...	Who you need to contact in the first instance:	Via:	If my question/query remains unresolved, contact (in order):
Safeguarding/welfare	Designated Safeguarding Lead Safeguarding Team	Phone Call/Email	MASH – 01708 433222
My child's learning/homework	Your child's class teacher	Class Dojo or Phone Call/Email to school office for class teacher to contact you	Year Group Leader Deputy Headteacher Head of School
My child's wellbeing/pastoral support	Your child's class teacher	Class Dojo or Phone Call/Email to school office for class teacher to contact you	Year Group Leader Inclusion Manager Deputy Headteacher Head of School
School Trips/educational visits	The school office	Phone Call/Email	The Trip Leader Deputy Headteacher



			Head of School
Uniform/lost and found	Your child's class teacher	Class Dojo	Year Group Leader
Attendance and absence requests	The school office	Phone Call/ Complete request form	Deputy Headteacher Head of School
Behaviour concerns	Your child's class teacher	Class Dojo or Phone Call/Email to school office for class teacher to contact you	Year Group Leader Deputy Headteacher
School events/the school calendar	School Website/Calendar Your child's class teacher	Class Dojo	Year Group Leader Deputy Headteacher Head of School
Special Education Needs	Your child's class teacher	Phone Call/Email to the school office for the class teacher to contact you	Year Group Leader Inclusion Manager
Before and after school sports clubs	The school office	Phone call/Email	Deputy Headteacher Head of School
PTFA	PTFA direct	Email: ptarisepark@hotmail.com	School Office Deputy Headteacher Head of School
Local Committee	The Chair of the LC	sdath@sfaet.co.uk	School Office Deputy Headteacher Head of School
School meals	The school office	Phone call/Email	Havering Catering Services via Deputy Headteacher Head of School