



The Russett School

Home - Academy Communication Protocol

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Challenge for Achievement

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Introduction

The Russett School is an outstanding academy, and endeavours to communicate effectively with all stakeholders: with its pupils; with their parents/carers; and with other members of the wider academy community. We recognise that positive lines of communication between home and school, is an essential element of the work of all schools and academies. Effective communication enables pupils to receive continuity of education, care, support and management within home and education settings. With this in mind, we aim to ensure that communications between all members of the academy community are clear, professional, timely and appropriate.

Definition of Communication

Staff at The Russett School understand that communication is much more than just the exchange of information, and that it involves the management of relationships and the need to engage people. We recognise that communication is as much about attitude and behaviour as it is about message. Every member of staff has a responsibility to support effective communications. For the purposes of this protocol, communication includes not only the message but also how that message is communicated; not only the responsibility for communication but also how effectively that responsibility is carried out.

Statement of Intent

This protocol sets out the aims of The Russett School with regard to communication with parents and carers and sets out responsibilities of the academy, staff members and parents/carers.

The academy's objectives are to:

- Ensure that all communications are clear, comprehensive and timely
- Have a clear and professional communication strategy in place which helps to keep parents/carers well-informed about their child's educational progress and any other matters related to their child's overall wellbeing
- Ensure all communications are open, honest, ethical and professional
- Monitor and evaluate communication through regular meetings with staff, parents/carers and members of the academy community
- Use the method of communication most effective and appropriate to the context, message and audience, and take account of any relevant academy policies
- Ensure communications are compatible with our core values.

Roles and Responsibilities

The Russett School is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this protocol
- Communicating the curriculum clearly to parents/carers
- Informing parents/carers of academy events within appropriate timelines
- Keeping parents/carers informed of the progress and achievement of their child at regular intervals
- Informing parents/carers about the types of data that the academy holds concerning pupils, why that data is held, and who it may be shared with
- Treating all communications as confidential within the academy context
- Dealing with all communications respectfully and with courtesy.

Staff members are responsible for:

- Ensuring the principles and procedures of this protocol are followed
- Writing in the Home- Academy diary at least three times per week
- Communicating proactively with parents/carers about pupil progress, and wellbeing and helping parents/carers to support their child's development
- Ensuring that relevant information is passed on to supply members of staff working with pupils
- Updating and maintaining classroom planning files with specific pupil information
- Working with other members of staff to make sure parent/carers get timely information (if they cannot address a query or send the information themselves).

Staff will not respond to communications outside of academy hours, or their working hours (if they work part-time) or during academy holidays.

Parents/carers are responsible for:

- Ensuring that communication with the academy is respectful at all times
- Providing the academy with up to date contact details including: postal address, telephone numbers and email addresses
- Reading the key communications circulated by the academy and responding/acting on communication in a timely manner, e.g. by attending meetings
- Accessing the academy website for detailed information about the academy calendar, term dates, monitoring and assessments, academy achievements, reporting pupil absence and other useful downloads
- Informing the academy of medical conditions/allergies, along with medical documentation of these conditions
- Informing the academy of child protection matters, legal issues or relevant duties with appropriate documentation
- Raising any issues or concerns at the earliest opportunity with a member of staff
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance.

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 within the academy.

Parents/carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Home- Academy Diary.

All pupils at The Russett School are provided with a Home- Academy diary. This form of communication is used to update parents on:

- Activities that their child has taken part in that day and particularly enjoyed
- Successes, progress and achievements
- Daily food and fluid intake
- Reminders of upcoming events, trips or planned activities
- Information around routine medical administration and toileting routines
- Responding to routine questions asked by parents/ carers e.g. what day a particular activity takes place.

The Home Academy Diary will be written in by a member of staff at least three times per week. Staff will communicate with parents via telephone to discuss any subject matter outside those listed above.

Email:

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

- Upcoming academy events
- Scheduled academy closures (for example, for staff training days)
- Academy, questionnaires, surveys or consultations
- Circulation of the academy newsletter.

Text messages:

From time to time we may text parents/carers about:

- Payments
- Short-notice changes to the academy day
- Emergency academy closures (for instance, due to bad weather)
- Reminders about outdoor learning or educational visits.

Telephone Calls:

We may contact parents/carers by telephone for the following reasons:

- To provide an update on progress and achievement
- To conduct an annual review or parents evening meeting, where this is unable to take place face to face
- To discuss a particular event, incident or accident involving their child

- To gain necessary parental consent, for example to take part in a trip or activity
- To follow up on a query or concern received from a parent/carer
- To undertake safeguarding and welfare checks.

A member of staff will call the first named emergency contact as listed within our records. Where no contact is made, a call will then be made to the second named contact. In the event that no live contact can be made, the member of staff will either leave an answer phone message (ascending order as before) or ensure that repeat calls continue to be made to the contact numbers, where possible.

Letters:

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Termly class letters which detail the focus for the work which will be taught the forthcoming term.

Reports:

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

- An end-of-year report covering their achievement in each part of the curriculum and how well they are progressing.
- Comprehensive annual review paperwork which details the progress their child has made in relation to the outcomes stated on their Education, Health and Care Plan (EHCP).

Meetings:

We hold two parents' evening's per 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 academy may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. Parents will also be invited to attend their child's annual review meeting of their EHCP.

Academy website:

Key information about the academy can be found on our website, including:

- Academy times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

- Safeguarding information.

We ask that where possible parents/carers refer to our website before contacting the academy.

Facebook:

We update our Facebook page regularly to share information including:

- Details and photographs of activities undertaken by each class group
- Upcoming academy events
- Planned trips and visits
- Community events
- Useful community links and contacts to other agencies
- Recommended home learning resources
- Short notice announcements, for example, closure due to adverse weather.

Evisense:

We use the online learning journey platform, Evisense to record evidence of progress and set home learning tasks for pupils. Teaching staff will regularly set home learning activities linked to each curriculum area and will monitor and provide timely feedback on work which is completed. We ask that parents check Evisense regularly and contact the academy if they have any access issues.

How Parents and Carers can Communicate with the Academy

Home- Academy Diary:

We ask that parents/carers regularly read their child's Home- Academy diary and respond where necessary. The diary provides parents/carers with the opportunity to share activities, learning or events which have taken place at home. The diary can also be used to inform us of other information that parents/carers feel class staff need to be aware of, on any particular day. For urgent queries or to share sensitive information, however, please email or call the academy office directly.

Email:

From time to time, parents or carers may wish to communicate with the academy via email. For the purposes of administration we require all emails to go to a central email address- admin@russett.cheshire.sch.uk

We ask that where possible, all emails to the academy specify the member of staff that the query is addressed to. We endeavour to respond to your email as soon as possible, however, if your query or concern is of an urgent nature please telephone the academy office.

Telephone Calls:

If you would like to speak to a specific member of staff about a **non-urgent** matter, please email the academy office and the relevant member of staff will contact you as soon as possible.

We ask that parents/carers make a phone call to the academy to notify us of pupil absence, to communicate brief information about your child that academy staff need to know, in an emergency, such as e.g. to let us know that you will be late collecting your child or with any safeguarding concerns.

Parents/carers should telephone the academy office on 01606 853005. The academy office is open between 8.30-4.00pm Monday – Thursday and 08.30-3.30pm on a Friday, during term-time. At all other times there is an answering service available to take your message. If the call requires a response, we aim to do this within a timely manner.

Please note that teaching staff are unable to take telephone calls during teaching time. Teaching staff will endeavour to respond to a query or message at the next earliest opportunity.

Meetings:

If you would like to schedule a meeting with a member of staff, please email admin@russett.cheshire.sch.uk or call the academy office to book an appointment. We will endeavour to try and schedule all meetings as soon possible.

Facebook:

Parents/carers can use our Facebook page to comment on posts, pictures and activities. There is also the facility to send a direct message to the academy using the 'Facebook Messenger' facility. Whilst the academy regularly monitors the Facebook page, parents/carers should not use this platform to communicate anything of an urgent or sensitive nature.

We also ask that parents/carers ensure that all communication through the platform is appropriate and respectful at all times. If you have a concern or issue we invite you to contact the academy via email or telephone.

Evisense:

Parents/carers, who have provided us with an email address and their consent, can view their child's learning journey by logging into Evisense. Through this platform parents can also see and respond to home learning tasks set by class teachers and upload pictures and evidence in response.

We ask that parent/carers do not use this platform to ask questions or raise concerns about their child. Instead we invite them to email or telephone the academy as detailed above.

Inclusion

It is important to us that everyone in our community can communicate easily with the academy. Parents/carers who require additional support in communicating with the academy can request the following support:

- Academy announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the academy office to discuss these.

Monitoring and Review

The Executive Head teacher monitors the implementation of this protocol and will review it every 2 years. The protocol will be approved by the Local governing Committee.

Academy Contact List for Parents

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the academy office on admin@russett.cheshire.sch.uk / 01606 853005
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

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

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher. Please send an email to admin@russett.cheshire.sch.uk for their attention or leave a message with the academy office.
Queries relating to Lower School (EYFS, KS1 or KS2)	Jessica Dennis (Deputy Head of Academy) Please send an email to admin@russett.cheshire.sch.uk for Jessica's attention or leave a message with the academy office.
Queries relating to Upper School (KS3, KS4, Post 16)	Kathryn Richardson (Deputy Head of Academy) Please send an email to admin@russett.cheshire.sch.uk for Kathryn's attention or leave a message with the academy office.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's wellbeing/pastoral support/family support/signposting to external agencies	Helen Roberts (Family Liaison Worker) Please send an email to admin@russett.cheshire.sch.uk for Helen's attention or leave a message with the academy office.
Payments or reporting pupil absence	Administrative Team Email admin@russett.cheshire.sch.uk or telephone academy office on 01606 853005.
Safeguarding concerns	Contact the academy office immediately on 01606 853005 and ask for the Designated Safeguarding Lead (Kathryn Richardson)
Behaviour	Your child's class teacher or Ed Duffy (Behaviour Lead) Please send an email to admin@russett.cheshire.sch.uk for the class teacher or Ed Duffy's attention or leave a message with the academy office.