



SARACENS

BELL LANE

COMMUNICATION WITH PARENTS AND CARERS POLICY

Responsibility of (<i>see policy tracking sheet</i>):	Saracens Bell Lane
Approved by:	Local Governing Body
Date Approved (<i>by above</i>):	7 th October 2024
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1. Rationale

Saracens Bell Lane (SBL) recognises the importance of clear and effective communication with all stakeholders (pupils and parents/carers, governors, Local Authority (LA), outside agencies, national bodies, etc), and is committed to being open and accessible for all who have an interest in the school. The key stakeholders for a school are families and pupils and this policy addresses the main ways in which the school ensures effective two-way communication between home and school.

Communications can take a variety of forms: verbal (through meetings or by telephone), written (through letters, Arbor, Class Dojo messages or email). Occasionally a communication may be received second hand or through an intermediary.

Effective telephone communication with teachers during the school day can sometimes be difficult. Parents/carers may be disappointed if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

For this reason, the school is proactive in encouraging use of modern communications methods, with Class Dojo being the main point of contact for prompt and effective communication.

Parents/carers also have an Arbor parent/carer portal login and app to view information specific to their child, as well as the school website and a social media account (Facebook and Twitter) to view general school information.

2. Aims of the Policy

- 1) To maintain and improve the quality of service given to pupils at SBL by ensuring that effective communication and consultation takes place between the school, parents/carers, pupils and other stakeholders.
- 2) To improve the quality of service by ensuring robust processes for consultation between the school, parents/carers and pupils on key service areas.

3. Communication

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

- 1) Parents/carers are invited to attend a Meet and Greet in the Autumn term. Year curriculum objectives are shared with parents/carers.
- 2) Prospective parents/carers (Early Years Foundation Stage, EYFS) are invited, along with pupils, to an induction meeting in July where the main channels of communication are outlined and information about the school is presented.
- 3) Parents/carers are invited to attend Parents' Evenings to review their child's academic progress twice a year. If a child has an Individual Support Plan (ISP), additional time will be allocated during these meetings to discuss additional support and targets.
- 4) Parents/carers are encouraged to fill in a parents' questionnaire twice a year.
- 5) Arbor provides parents/carers with access to a range of school communication and

documents through the website and app. Arbor is used to generate emails. At a personal level Arbor communicates information about specific pupils; sharing individual pupil information such as behaviour, rewards, attendance data and school reports.

- 6) Home Learning is shared with parents/carers on Class Dojo weekly on Friday.
- 7) Communication about pupil progress is shared with parents/carers via Arbor through an end of year report.
- 8) Details about events at the school are sent via email to the primary guardian or through other electronic communication posted on Class Dojo, the school website and social media outlets
- 9) Queries about events at the school should be made via Class Dojo or phone to the School Office.
- 10) Parents/carers are regularly reminded of all teacher email addresses for reference (the format for staff email is initial.surname@saracensbl.org)
- 11) The Local Governing Body (LGB) and individual governors are always looking for opportunities to directly engage with parents/carers including attendance at school functions, parental surveys and topic specific meetings.
- 12) The school has published the following Service Standards to ensure a prompt response for communication requests by parents/carers.

4. Service Standards at Saracens Bell Lane

The following response times are our targets and are usually adhered to:

➤ **Responding to Parents** – any requests for information, any general queries, requests for references or progress reports are dealt with within 5 working days (term time only)

➤ **Communicating Concerns**

Initially, concerns should be addressed to the appropriate member of staff.

Concerns may be raised either via letter, e-mail or phone call:

- Letters will receive either a verbal (usually by phone) response within 2 working days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome
- Concerns raised by phone will be addressed within 2 working days
- Emails will receive an email response within 2 working days. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays may not be replied to until term time.

There is a system in place for monitoring the nature of concerns at the school in order to identify trends and address any recurring issues.

➤ **Communication with the Principal**

A phone or email communication to the Principal will receive a response within 24 hours (week days and term time). A request for a meeting will be granted within 72 hours.