

How the School Communicates with Parents/Carers

In our school we aim to have clear and effective communications with all parents/carers. Effective communications enable us to share our aims and values, through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school and their child's learning.

Parents are always welcome to see their child's class teacher to discuss their child's progress by pre-arranged appointment. Parents who come to the school must sign-in at reception on arrival.

If required an appointment can be made to see the headteacher or deputy headteacher if there are any unresolved issues.

Good communication between the school and the home is essential, and children achieve more when schools and parents/carers work together.

The school encourages parents to share any issues about their child at the earliest opportunity.

Home/School Diary

Children in all classes have a home/school diary. The home/school diary is an important channel of communication with parents/carers. It is designed by classes to ensure that relevant information is relayed each day to parents and where parents can respond or provide information about their child that they want to pass on.

The home/school diaries are individually designed by class teachers to be as child centred as possible with symbol support so that pupils are also able to summarise their day. These can also be used as a prompt for parents/carers to communicate with their children about their activities and feelings on how their day went and also to encourage independence as a reminder to pupils about items that they may need to take to school for the next day.

At the beginning of each term all teachers send parents of the children in their classes details of the work to be covered during the forthcoming term.

Telephone

Parents are welcome to telephone the school with urgent messages that need to be delivered immediately to staff. Urgent calls may be put through to the most appropriate or available person. If it is not possible for a parent to speak to class staff, a message will be taken and delivered for contact to be made within a reasonable time. Non-urgent calls to class staff should be kept to a minimum at times of the day where teaching and learning may be disrupted. This includes before school where lessons are being prepared.

Texts and Email

It is preferred that parents do not contact staff by text/email.

Parents should not expect staff to:

- return calls after work hours
- answer email in the evening/weekends

Home School Agreement

Since March 2015 a Home School Agreement is no longer a statutory requirement for schools. However, the school still values the use of a Home School Agreement (see page 20), which sets out the school's responsibilities towards pupils, the responsibilities of parents and what the school expects of pupils. It is designed to help achieve a supportive, communicative and effective partnership and is sent to parents annually.

Newsletters

The school newsletter is sent home with each child in hard copy to parents at the end of each school week. The school also emails copies of the newsletter to parents/carers who have requested this. It contains general details of school events and activities and a copy is forwarded by email as arranged. We send other letters of a general nature when necessary.

Parent Surveys

The school distributes a parent survey once in the Summer Term each year to establish the views and opinions of parents on the school. This is analysed by senior management and governors and this data is used to provide a focus for wellbeing initiatives/school improvement in the school.

School Closure Communication

Any communication on school closure will be posted on the school website. Parents and Carers are asked to check the school website www.corbetsteyschool.org.uk and use the CLICK FOR SCHOOL STATUS link as we will post information here, via an Open Check notification, when available. If parents do not have access to the Internet, they are asked to try to obtain contact details of someone who can check this for them.

ParentComms App and AutoText Service

1. Any Open Check notification will be automatically sent to everyone who has a free smartphone app called **ParentComms** installed on their mobile phone. Parents are asked to install this app on their phones and select Open Check and then subscribe to Havering and then to Corbets Tey School from the drop down lists. Any changes to the Open Check message will then appear on mobile phones, as soon they are uploaded to the school website.
2. The school will use a service called **AutoText** to send text messages to parent/carer contact numbers that have been supplied to the school. This service will ensure that a text is sent to the first main contact to advise them that the school is closed. If this person has the **ParentComms** App installed on their phone and has assigned their mobile number to the app, this message will appear as a notification via the app at no cost to the school. Please ask if you would like instructions on installing the app and assigning a mobile number to the **ParentComms** App.

School Website and Prospectus

Our school has a website www.corbetsteyschool.org.uk with up to date information on the school, information, forms and links to various policies for parents. The website also includes progress on equality plans and how we are spending Pupil Premium, Year 7 Catch-Up and Primary PE Funding expenditure. The school prospectus is also available on the school website. A recent addition is a Keeping safe page which describes the safeguarding procedures at the school and shows photos and information on the school safeguarding team. There is also a ParentInfo online RSS news feed which gives up to date articles on online safety issues and other information.

Annual Reviews

All pupils have an annual review to evaluate and develop an action plan regarding all aspects of the child's life and update the Education Health Care Plan (EHCP) as appropriate. In Year 9 pupils will participate in a person centred review which will involve an Educational Psychologist and Careers adviser. Representation from all professional services working with the family can be invited/attend as appropriate.

Parents Evenings

Staff meet with parents as soon as it is possible in each new school year. Parents will be invited to a 'Meet the Teacher' session in the Autumn Term of each academic year. Two parents evening meetings per year will be offered in addition to the annual review meeting. These are usually evening meetings to explain areas of our curriculum and discuss progress.

Annual Reports

The school will provide an annual written report on their child's progress to parents in the Summer Term. This will include information on pupils' Learning Pathways or Learning Pathway Plus, individual skills achieved and maintained and progress made throughout the year.

Absences

If a child is going to be absent from school, parents/carers should telephone the school office before 9.30am to advise that the child will not be attending school that day and the reason for this absence. If the school does not receive notification and therefore have no indication of the reason for a child being absent from school, the school secretary will contact a parent/carer or other relatives by telephone to find out the reason for the absence. Please see the Attendance Policy on the school website for further information regarding pupil absence procedures.

Teacher for Vulnerable Children and Families

The school has a Teacher for Vulnerable Children and Families, Sue Hillier, who is available to provide advice and support to parents where necessary and can act as a link to other members of staff and external professionals and support services. Training opportunities will be arranged for parents throughout the year, which will be promoted and communicated by letter and the school newsletter, or by personal invitation in the case of training opportunities relating to a particular child. A new Parent Resource Centre called The Windmill Centre provides a dedicated parent office and meeting space and resources, training and opportunities for parents/carers to learn more about how to support their children. These facilities are available for parent use every day. Resources can be loaned on Tuesday afternoons and during parent coffee morning every Thursday morning. The purpose of the coffee morning is to provide an opportunity for parents to meet to socialise and chat about issues affecting them.

Complaints

If you have any complaint about the special educational provision we make for your child please speak to the Head Teacher or to a member of the governing body. If you speak to a governor s/he will, in the first instance, refer the matter to the Head Teacher. The Head Teacher will investigate and will contact you within 5 school days. If s/he has not resolved the matter to your satisfaction it will be referred to the *governing body/ special needs committee of the Governors / special needs governor* who will consider the complaint at their next meeting and will contact you within 5 school days from the date of that meeting.

All of our school policies relating to safeguarding and other pupil related issues are available on our school website www.corbetsteyschool.org.uk.