



Parent Communication Policy

Policy reviewed (Autumn 25)

Policy review date (Autumn 27)

Introduction

At White Ash School we believe that it is important to work in partnership with parents* and that clear communication between school and parents is important to help pupils benefit as much as possible from their time in school. We are committed to improving parents' understanding of our school and in encouraging parents to play an active part in their child's education. We welcome discussion with parents on all aspects of their child's education, their personal and social development and care and welfare. This policy describes how staff will communicate with parents about these issues and how we would like parents to communicate with us.

* Throughout this document the term parents also refers to carers.

We will communicate with parents in a variety of ways, these are described below. This forms the basis of our policy for Communication with Parents. However, we are aware that the way that we communicate with you needs to be personalised to meet your individual needs. Please contact your child's teacher to discuss how you would like us to communicate with you.

Visiting School

Parents are always welcome at school. Due to our large catchment area we miss the regular daily contact with parents that most mainstream schools enjoy. If you are visiting school to attend a meeting, a member of our Admin team will welcome you and provide you with an ID badge. A member of staff will show you to the meeting room.

Parents are always welcome to join us for special events and assemblies that are held throughout the year. You will be invited to these events through the school newsletter, email, Dojo or a letter of invitation.

Contacting School by Telephone

The school office is open from 8.00am until 4.00pm, Monday – Thursday and Friday 8.00am until 3.15pm. The telephone number is (01254) 235772.

If you have an urgent enquiry that cannot be discussed with your child's teacher, please contact the school office and ask to speak to either-

:

Headteacher -Sarah Holt – head@whiteash.lancs.sch.uk

Deputy Headteacher – Angela Hill- deputy@whiteash.lancs.sch.uk

Catherine Fairclough- Home School Liaison – c.swindlehurst@whiteash.lancs.sch.uk

Gill Johnston – school Nurse - Gillian.Johnston@lscft.nhs.uk



Home/School Communication

Staff will make daily contact on the Class Dojo app, to update parents of the child's school day. All messages will be dated and include the name of the member of staff who has written the message.

In addition, we would ask that you use the school dojo to let us know what your son or daughter has been doing at home. Family activities – visits to see family, shopping trips or other visits are useful to know to help us communicate with your son or daughter about their life outside of school.

We also use Class Dojo class and school stories to keep parents informed about the following things:

- Class activities or teacher requests
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Short notice changes to the school day.
- Emergency school closures (for instance, due to bad weather)

School Letters

During the year we will write to you with information about activities that will involve your child, these could be educational visits, sporting activities or special events in school. Please let us know if you would like this information to be emailed or posted to you rather than sent home with your son or daughter. We also send termly Newsletters.

Text Messages

We use a text messaging service to contact parents with reminders about school events, the publication of newsletters and urgent information. Please help us by making sure that we always have your correct mobile telephone number. A copy of the information that we have on the school's records will be sent to you at the beginning of each school year, please check this and return the information to school as soon as possible, making any changes that might have taken place, for example your contact details.

Educational Health Care Plan (EHCP) Reviews

Each year we will arrange a review meeting to discuss your child's progress, health and well-being and agree targets for their educational, social and emotional development. We will inform you of the arrangements for this meeting as soon as possible at the beginning of the term. If you are unable to attend this meeting, please contact the school office as soon as possible and we will arrange an alternative date and time.



When we inform you of the date of your child's EHCP meeting we will also ask you if there is anyone in particular that you would like to be invited to your child's review meeting, please let us know as soon as possible. We will invite the other professionals who work with you and your child to attend. If your child has a Child Care Review meeting arranged by the local authority, if you wish we will try and arrange that the school review meeting takes place at the same time as your child's other review i.e., TAF/CIN/CLA to enable as many of the people who are important to you and your child to be together at the same time.

Parents Evenings

During the autumn and summer term we will hold Parent's Evenings. These evenings will provide you with an opportunity to discuss your child's progress with their current class team and meet the staff who will work with your child in the next school year.

Email

Emails are used for general communication. Please provide the office with an email address where all correspondence can be sent. If you wish to send an email message directly to your child's class teacher, rather than the general class email account please contact them.

Website

Key information about the school can be found on our website, including:
School times and term dates

- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Contacting Staff Outside of School

We welcome discussion with parents on all aspects of their child's education, and personal and social development. It is the school's policy that these discussions must take place on the school premises or in other professional settings. This enables us to have the right information available to discuss your child's needs.

Please note that discussions or contact with staff must not take place via any unofficial channels. Please do not contact staff outside of their professional role or by personal communication such as their private email addresses, personal telephone numbers or via social media such as Facebook or Twitter. Staff should not be contacted outside of working hours or consulted in their own homes, as this represents an intrusion into their private life.