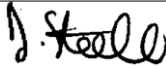


Home-school communication policy

Raise Education and Wellbeing Social Emotional Mental Health (SEMH) School and Sixth Form College

Version	V2
Last updated	Nov 2022
Next review	September 2024 or when there is a significant change in circumstances, in work practices or the introduction of new legislation.
Approved	Jason Steele 
Lead	Jason Steele



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Ethos

Raise Education and Wellbeing School have a caring and committed team of highly qualified, trained, and experienced emotionally available adults to provide a safe and nurturing environment for children, young people, and staff to feel safe, be safe, and develop and thrive as British citizens. Our school is committed to the principles, policies, and practices outlined in all Children and Young people’s legislation and always ensure that we understand, keep fully updated, and implement best practices and procedures according to ‘Keeping Children Safe in Education’ (Department for Education [DfE] 2021). Raise Education & Well-being School implement policies, procedures, and practices that promote, provide, and enable effective safeguarding that prevents, protects, and promotes the social, emotional, and physical well-being of children, young people, and staff. Raise Education and Well-being School is committed to supporting the delivery of effective early help and early intervention by using the Multi-Agency Levels of Need and Response Framework and working in partnership with parents/carers, and collaboration with statutory agencies and organisations.

Children and young people experience a broad range curriculum that includes psychosocial education, social emotional literacy, and health and well-being support to promote their welfare and enable them to acquire the skills, knowledge, and values to be able to be safe and promote and enhance their personal, social, physical, emotional development, and support and enhance well-being. Our Curriculum and personal development support prepare young people for adult life, with particular regards to developing their knowledge and skills for independent living, citizenship, personal and professional relationships, and family life. Our teaching, care, and support promote young people’s well-being and enable them to participate and contribute as British citizens to the wider aspects of keeping people and communities’ safe and contributing to a healthy, cohesive, and prosperous society.



1. Introduction and aims

At Raise Education and Wellbeing School (REWS) we believe that working in partnership with our pupils/students and their parents/carers is vital. Working together in a mutually respectful ways, improves pupils' and student's overall wellbeing and supports their academic and personal success.

We wish for our pupils/students to thrive and flourish with us. To achieve this, we believe that high levels of reciprocal understanding, support, and cooperation between parents/carers and staff team members within our School and College community is vital.

Clear, consistent, and open communication between the school and parents/carers positively impacts on pupils' and students' learning because it:

- Gives parents/carers the information they need to support their child's education. Helps the school improve, through feedback and consultation with parents/carers.
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs.
- Ensures that we understand issues outside of school that may be relevant to the child's learning.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers.
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff best placed to address their specific query or concern so they can get a response as quickly as possible.
- Ensure that our responses are consistent and accurate, delivered by a staff member who is cognizant of all the facts.

In the following sections, 'parents' refers to both parents and carers and 'students' to pupils and students.

2. Roles and responsibilities

2.1 Deputy Principal

The Deputy Principal is responsible for:

- Ensuring that communications with parents are effective, timely, appropriate and follow policy.
- Regularly reviewing this policy.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy.
- Working with other members of staff to make sure parents get timely accurate information.



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Staff **will not** respond to communications outside of school hours (830am to 5pm) or their working hours (if they work part-time), or during school holidays. The only exception to this is regarding the safeguarding and welfare of students, parents, and members of the public or post a serious incident at school. In this instance a designated safeguarding lead or senior member of staff would be involved in such communication and actions outside of the usual school hours.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful.
- 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 via letters, email, text and accepting phones in terms of the school accessing the emergency contact details for our students.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct. A copy of which can be found on the school website and is sent to all parents at the beginning of each academic year.

3. How we communicate with parents

The sections below explain how we keep parents up to date with their child's education and what is happening in school. Parents should monitor all the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Email

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

- Upcoming school events.
- Scheduled school closures (for example, for staff training days school surveys or consultations).
- Updates on timetabling, class activities or specific teacher requests.
- Pupil interim and annual progress reports (if the parent has elected to receive them by email).

3.2 Text messages

We will text parents about:

- Short notice changes to the school day.
- Emergency school closures (for instance, due to severe weather).



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3.3 School calendar

Our School website includes a full school calendar for the year.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including special assemblies or visitors, or requests for pupils to bring in special items or materials).

3.4 Phone calls

- As per the agreement between you and your child's Form teacher i.e., weekly check-in calls
- As per your agreement for young people who are supported to attend school wellbeing check-in phone calls are made as part of the daily timetable of activities and support. These are in the morning and whenever appropriate during late afternoons and are made by school wellbeing staff to ensure your child is ready and well for education.
- In addition, because attendance at school and college is vital for the overall wellbeing of children and young people and their success in learning, employment, and life we will use phone calls to contact you and your child when your child is absent from school to ascertain why and if we can work together to support you and your child and improve attendance.
- Other calls will only be made in the event of an emergency or if your child is distressed and needs your support in any way, unless there is a specific agreement in place with the school, as part of a support plan.
- If your child has been involved in a serious incident at school.

3.5 Letters

The following communications will be regularly sent home:

- Letters containing information about educational trips and visits.
- Consent forms.
- Letters and post cards to celebrate your child's achievements. This may be their positive attitude, personal development, improved attendance, or progress in their academic or vocational learning.
- Letters may also be sent home if we have concerns about your child's progress, attitude to school and self, or if there are any incidents that cause us concern and require more serious responses and discussions by school and home.

3.6 Homework books/home-school diaries

Teachers, staff members, parents, and students can communicate with each other via the student's homework book or the home-school communication diary, if this arrangement is in place. Home-school communication diaries can be requested by contacting us at education@raisetheyouth.co.uk.

3.7 Reports

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

- An end-of-year report covering their progress and achievements in each area of the curriculum, their attendance and attitude.



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- A report of the student's external examination results (where applicable).
- Information about vocational qualifications or credits gained towards these (where applicable)

We also arrange regular meetings where parents can speak to their child's Form teacher about their achievement and progress.

3.8 Meetings

We hold formal parents' meetings twice per year. During these meetings, parents can talk to 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 school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to discuss these. For students with an Education, Health and Care Plan (EHCP), statutory annual reviews are held each academic year. Parents will meet our SENCO and when possible the student's youth champion and/or Form teacher to discuss their child's education.

3.9 School website

Key information about the school is posted on our website, including:

- School times and term dates.
- Notice of significant events and announcements.
- Curriculum information.
- Important policies and procedures.
- Contact information.
- Information about before and after-school provision.
- Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

4.1 Email

Email address: office@raisetheyouth.co.uk. Parents should always email the school about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school. (Telephone Number: 01204 431 946)



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4.2 Phone calls

Working with parents is exceptionally important to us and we want to ensure you have the information and support you require in the best way possible. However, our classroom team members including senior teachers/managers will not be able to answer calls or respond to telephone messages during normal school hours (830am to 5pm).

During school hours our priority is ensuring that your child is safe, settled, and educated to the highest standard possible. This is where our school team's focus must be. For this reason, we are asking parents who need to speak to a specific member of staff about a non-urgent matter to please email the school office. The appropriate member of staff (or their colleague in their absence/ unavailability) will contact you within 2 working days and aim to have fuller communication with you within 5 working days.

We are asking parents to work with us on this so that we can focus on promoting the education and wellbeing of our students by concentrating our time and all our attention on them. Therefore, please do understand that our staff team are not available during the school day and that we will get back to you within the timescales stipulated in this policy.

If your issue is urgent, such as a family emergency or safeguarding or welfare issue, then please call the school office.

If the issue that you want to discuss related to your child's attendance, or related issue, then please call our office number on 01204 431 946 or email: office@raisetheyouth.co.uk

For education, attainment and progress please only use the following email to request information and / or to request a meeting with our school: education@raisetheyouth.co.uk

4.3 Meetings

If you would like to schedule a meeting with our school team, please email the appropriate address (see appendix 1) or call the school to book an appointment.

We try, wherever possible, to schedule all meetings within 7 working days of the request, during term time.

Your child's form teacher is available once per week for a regular check-in with you. They will also contact you every fortnight to discuss your child's attendance; attitude to learning, self, and school and the social, emotional, and academic progress they are making.

If you need to speak to the form teacher about an urgent matter, such as:

- Any concerns you may have about your child's learning.
- Updates related to pastoral support, our child's home environment or their wellbeing.

Please use the following email to book an appointment: education@raisetheyouth.co.uk

This arrangement is **not** for urgent safeguarding and welfare issues – for those matters please contact office.

5. Monitoring and review

The Deputy Principal monitors the implementation of this policy and will review the policy every year. The policy will be approved by the governing board.



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6. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use.
- Parent code of conduct.
- Staff code of conduct.
- Complaints.

Appendix 1: school contact list

Who should I contact?

Option 1:

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 school office on office@raisetheyouth.co.uk Tel. 01204 431 946.

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 most appropriate member of our team.

Remember: check our website first and or information that we have sent you before via email and letters, much of the information you need is there.

We try to reply to all emails within 2 working days and respond within 5 working days.

Option 2:

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

Email the most appropriate address.

Include your child's full name in the subject line.

We try to respond to all emails within 5 working days.

If you have a question – who you need to talk to:

My child's learning/class activities/lessons/homework

Your child's Form teacher – (you would have been sent this via a letter and email) Please use this email to communicate with Form teachers. education@raisetheyouth.co.uk

Safeguarding

If an urgent child protection matter, contact our school office and ask for our Designated Safeguarding Lead (DSL) and if a serious emergency, please contact social care or police if you require urgent assistance.



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My child's wellbeing/pastoral support

Please contact our Wellbeing Team: wellbeing@raisetheyouth.co.uk

Reward Scheme

Please email the following email address with your query. We will not be able to answer phone calls related to this.

School trips and Education visits

office@raisetheyouth.co.uk

Catering/meals

Please contact the Wellbeing Team

wellbeing@raisetheyouth.co.uk

Attendance and absence requests

If you need to report your child's absence, call: 01204 431 946.

Email: office@raisetheyouth.co.uk

If you want to request approval for term-time absence, contact wellbeing@raisetheyouth.co.uk

Bullying and behaviour

wellbeing@raisetheyouth.co.uk

School events/the school calendar

office@raisetheyouth.co.uk

Special educational needs

SEND@raisetheyouth.co.uk

The governing board

Email: office@raisetheyouth.co.uk

We will aim to get back to you within 7 working days

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

Policy can be found on the school, website or requested via office@raisetheyouth.co.uk



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