



# CARLINGHOW ACADEMY

## Summary statement on the communication opportunities between home and school – October 2020

Our aim at Carlinghow Academy is to offer appropriate channels of communication between home and school in order to tailor our communication to meet the wide range of family circumstances. All of our parents and families should have access to respectful, regular and considered communications. This includes lines of regular communication about all of your child's achievements, progress, social and emotional development and general well-being whilst on their school journey with us.

As per our partnership agreement with you the academy staff will:

- Keep you informed of your child's progress and offer encouragement and support.
- Be available to discuss your child's progress formally at Parents Evenings and informally by mutual arrangement.
- Ensure respectful communication by providing appropriate lines of communication which are accessible, regular and considered.
- Have available, on request, information about the complaints procedure.

### **These are the current opportunities we provide for you as parents/carers to meet our partnership agreement:**

**Seesaw:** Seesaw is our main means of communication with parents. It is designed to share and celebrate learning. It helps teachers to capture the learning process and provides parents with a window into the classroom so they can support learning at home. Every child has an individual account and we would like all parents to link to these to receive regular updates about progress and achievement plus class, year group and school news. All letters to parents, excepting those requiring signed consent, will be posted on Seesaw. If a parent cannot access Seesaw they should inform the main school office.

Parents are asked not to use the comment facility on Seesaw to raise concerns. Teachers cannot be expected to read and respond to messages on Seesaw in the evenings or at weekends. To raise, discuss and resolve any concerns please see our 'Open Door' policy below.

**Reading Diaries:** These are opportunities for parents to be kept informed and provide feedback on a daily basis. Class teachers regularly check these diaries. Senior staff monitor parent comments for trends or any required future action-planning.

**Curriculum Newsletters:** Created by all year group class teachers and published on Seesaw at the start of every half-term to inform parents and carers of the learning intentions of all the subjects being taught in that half-term plus key dates and useful reminders. These can also be accessed via the Communication tab on the Academy website.

**Phone/email/text messaging service:** To provide instant messages to parents and carers; to remind parents of upcoming events or inform them of any last minute changes to plans (including bad

weather/emergency closure information). All parents can sign up to for free to our text messaging service.

**School website:** This is kept up to date, including our Facebook feed of current school activity, and is the place for you to find all information about school life, most communication lines, including diary dates and letters can be located within it. We are happy to provide you with paper copies of any of these, on request, from the school office.

**General communication about our provision:** The School Prospectus, Our New Intake Booklet and Policies on our web pages. All are accessible from our webpages along with a 'contact us' link.

'Open Door' Policy: All of our Academy class teachers are happy to meet with parents to discuss any issue or concern about children at a mutually convenient time (respecting teacher working expectations and well-being). Everyone benefits from a speedy resolution and suggestions for ways forward. If such a meeting does not result in a satisfactory solution, parents can arrange to meet with a member of the senior leadership team.

Email contact with staff should only be via the Academy's office email addresses:  
office@carlinghowacademy.org.uk

Telephone contact can be made via the school office 01924 326371

**Reports:** The final, end of year, report will give information about your child's attainment in all curricular subjects and include teacher comments and information about their preparation for transition and future targets.

These reports provide an opportunity for your parent comments and pupil voice comments. These are collected in school, tracked and monitored by senior staff and any concerns expressed by you are fed into our monitoring processes.

**Parents' evening:** Parents/carers are invited into school to speak to their child's class teacher to receive updates on attainment and progress to date and discuss next steps in their child's learning as they move into the final term.

**Transition events:** to communicate important information to aid a smooth transition for parents and children into and across our academy. These include Reception open-day events, 'New Intake' evenings, Yr6 residential evening meetings and SATS parent's evenings. Invitations will be sent to you as parents. Feedback from parents is welcomed.

**Parent Questionnaire:** Parents are asked questions taken from Ofsted guidance on their evaluation of Carlinghow Academy. Summary results are made available on our website with details of how we plan to develop areas highlighted by parents.