



Royds Hall Community School

Communication with Parents and Students Policy

Royds Hall Community School recognises the importance of clear and effective communications with all stakeholders (students and parents/carers, governors, Local Authority, 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 parents and students 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, notes in planners, notices the website / Moodle or email). Occasionally a communication may be received second hand or through an intermediary.

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full time and running clubs or otherwise working with students at lunchtime or after school. Parents may be exasperated 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 has been particularly proactive in encouraging use of modern communications methods, with staff email contacts being available and all parents/carers being encouraged to give an email address for prompt and effective communication. This policy aims to clarify the parameters within which we operate to ensure that communication is carried out with all stakeholders and interested parties effectively and clearly. Parents are also able to have a MyED app login to view general school information as well as to view information specific to their child.

Aims of the policy:

1. To improve the quality of service given to students at Royds Hall Community School by ensuring that effective communication and consultation takes place between the school, parents, students and other stakeholders.
2. To improve the quality of service by ensuring robust processes for consultation between the school, parents and students on key service areas.

Communication between the secondary school and parents operates in the following ways:

1. Prospective parents are invited to an Open Evening in the October preceding the year of entry to the school. All prospective parents receive a school prospectus with details of examination results.
2. Prospective parents are invited, along with students, to an induction evening in July where they can meet their form tutor, receive information about the school and learn about the main channels of communication.
3. Parents are invited to a 'Year 7 Settling in Evening' in the November of Year 7 to meet the student's form tutor and review how the student has settled into the school
4. Parents are invited to attend an Academic Tutorial each year to review the academic progress of the student
5. Parents of each year group are invited into school to an appropriately themed Parents' Meeting, to cover issues relating to the relevant year group of their child
6. The Student Planner is used as a key vehicle for communication between parents and the school and this planner is fully explained at the induction evening for new parents in July and to all students as they start at the school. The planner is monitored on a weekly basis by both parents and the student's form tutor.

MyED app provides parents with access to a range of school communication and documents. At a whole school level MyEd provides weekly updates, and reminders, on the newsfeed and school calendars. It also gives parents access to a whole range of school documents, such as newsletters and policy documents. At a personal level MyED communicates information about specific students; sharing individual pupil information such as attendance and behaviour and achievement data. 'Class Charts' app allows parents and students

7. Communication about student progress takes place formally for each student :- through a half termly Data sheet (which reflects "snapshot" progress towards targets, attitude to learning, attendance, etc) or a full report
8. Details about events at the school are published in the schools Magazine to parents, which is emailed and sent out in hard copy as requested, and through other electronic communication posted on our website
9. The school's newsletter and website are key vehicles for communicating in a variety of ways: alerting parents and students to forthcoming issues; celebrating the life of the

school; petitioning for parental views; publishing the results of consultations, etc.

10. The school has all key information on an up to date website
11. Queries about events at the school may be made by phone to the school or by e-mail
12. Parents are regularly reminded of all teacher email addresses for reference.
13. The school has published the following service standards to ensure a prompt response for communication requests by parents. These standards are reviewed on an annual basis by the school's administrative team
14. iPads are available in main reception for parents to access the internet.

Communication between the Primary Schools and parent/carers operates in the following ways:

1. Outside each school is a board where up to date communication is displayed.
2. Weekly newsletters are sent home by email.
3. Termly home-school guides are sent home for each class, giving information on work to be covered, important dates, homework and useful web links.
4. MyED app provides parents with access to a range of school communication and documents. At a whole school level, MyED provides weekly updates and reminders, on the newsfeed and school calendars. It also gives parents access to a whole range of school documents, such as newsletters and policy documents. At a personal level MyED communicates information about specific students; sharing individual pupil information such as attendance and behaviour and achievement data.
5. An individual report.
6. Class teachers are available at the start and end of the day to speak to parent/carers briefly or to make an appointment.
7. The school has all key information on an up to date website.
8. Queries about events at the school may be made by phone to the school or by e-mail.

9. The school has published the following service standards to ensure a prompt response for communication requests by parents. These standards are reviewed on an annual basis by the school's administrative team.

10. School reports are sent out twice a year

11. Parents' evenings are held twice a year.

12. In Early Years, all parents have access to the Early Essence App, which shows their child's observations and evidence collection, which informs them of their Early Years Learning Journey.

13. An information evening is held at the beginning of the year where parents meet their child's teacher. Other workshops and information sessions are held throughout the year

14. Parent forums are held at both sites to resolve issues arising from parent questionnaires

15. iPads are available in the main reception at both primary schools for parents to access the internet.

Service Standards at Royds Hall Community School

The following response times are usually adhered to:

Responding to parents

Any requests for information, any concerns, requests for references or progress are dealt with within 5 working days (term time only)

Complaints Procedure

- Initially, concerns should be addressed to the appropriate Class Teacher, Form Tutor, Community Progress Leader, or Director of Faculty. Concerns may be raised either via the Planner, or by letter, e-mail or phone call.
- Notes in your child's Planner will be addressed within 3 working days providing your child ensures the note is shown to the appropriate member of staff.
- Letters will receive either a verbal (usually by phone) response within 3 days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome, to be held in the child's file for future reference.
- Concerns raised by phone will be addressed within 3 working days.

- Emails will receive an email response within 3 working days. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays will probably elicit no reply until term-time.

Consultation between the school, parents and students operates in the following ways:

1. Questionnaires are issued to parents at various events.
2. Comment slips are available in the school's reception area along with a confidential comment box so that parents and visitors to the school may make suggestions for improving the service
3. The Governors' School Effectiveness Committee meets once a term and is consulted on a wide range of issues
4. School reports are issued with a reply slip inviting parents to comment on the report they have received
5. The Student Council is consulted on a range of key issues relating to the school. Meetings take place at least every half term, with additional meetings for specific issues
6. Members of the Leadership Team undertake 'Learning Walks' regularly and discuss learning with students as part of this exercise.
7. As part of the school's system of Self Review, students are involved in Student Voice feedback to review the teaching and learning within the department and contribute their own thoughts on departmental strengths and areas for development.
8. Students are encouraged to be constructive about how the school can improve provision and may be selected as subject ambassadors to promote, improve and celebrate the work of departments.
9. The Teaching and Learning Group meets regularly to share best practice in improving standards of Teaching and Learning
10. Consultation between external agencies takes place with a view to improving the service provided by the school.
11. The Special Educational Needs Department works closely with individual students, parents/carers and external experts and meetings are held frequently to discuss best practice and provision for individuals and groups.
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Owned by	Sue Renshaw
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