



Home/School Communications Guidance

1. Aims, scope and principles

The aim of this policy is to ensure that parents and carers (parents) are aware of how Rendlesham Primary School will communicate with them. It will outline frequency, methods, responsibilities and the range of communication that can be expected.

This policy should be read in conjunction with the Data Protection (GDPR) policy.

2. School Information management system

Consortium Trust schools use Arbor to communicate with parents via email or APP messaging. It is the responsibility of the parent to allow notifications within the APP which will ensure that they are alerted when the school sends out a communication. Once a notification is received parents are asked to login to the APP to read the message.

When children join, parents are required to complete a detailed admissions form with contact information and permissions. This is then transferred to the Arbor system. Parents can update their personal information on the APP or request that the office changes this for them. It is the responsibility of the parent to ensure that the school always holds up to date information about contacts, addresses, and telephone numbers.

The school must have 2 contacts per child registered on the APP to comply with safeguarding guidance.

Arbor messages will be sent to:

- notify parents of any minor injuries, i.e bumps and grazes
- Remind parents of upcoming events
- Inform parents of events such as sports day, parents evenings
- Inform parents of class/phase based activities
- Inform parents about incidents during the school day
- Notify parents of individual successes

3. How to contact staff

The school office is open from 8am -4pm.

Out of hours the office can be contacted on 01394 462190 (a messaging service is available) or via email on admin@rendlesham.org

When to contact the school office:

- Queries about making payments
- Admissions enquiries
- Notification of pupil absence
- Change in adult collecting your child
- Issues with Arbor
- Requests to issue medication
- Change in circumstances or personal details
- General enquiries

All teaching and support staff have school email addresses in the format:
first initial surname @rendlesham.org For example rsmith@rendlesham.org

The senior leadership team's emails are as follows

Early Years Lead and Parent liaison = kcook@rendlesham.org

SENDCO = dscurrell@rendlesham.org

Assistant Head = hwoodruffe@rendlesham.org

Academy Head= head@rendlesham.org

When to contact class teachers:

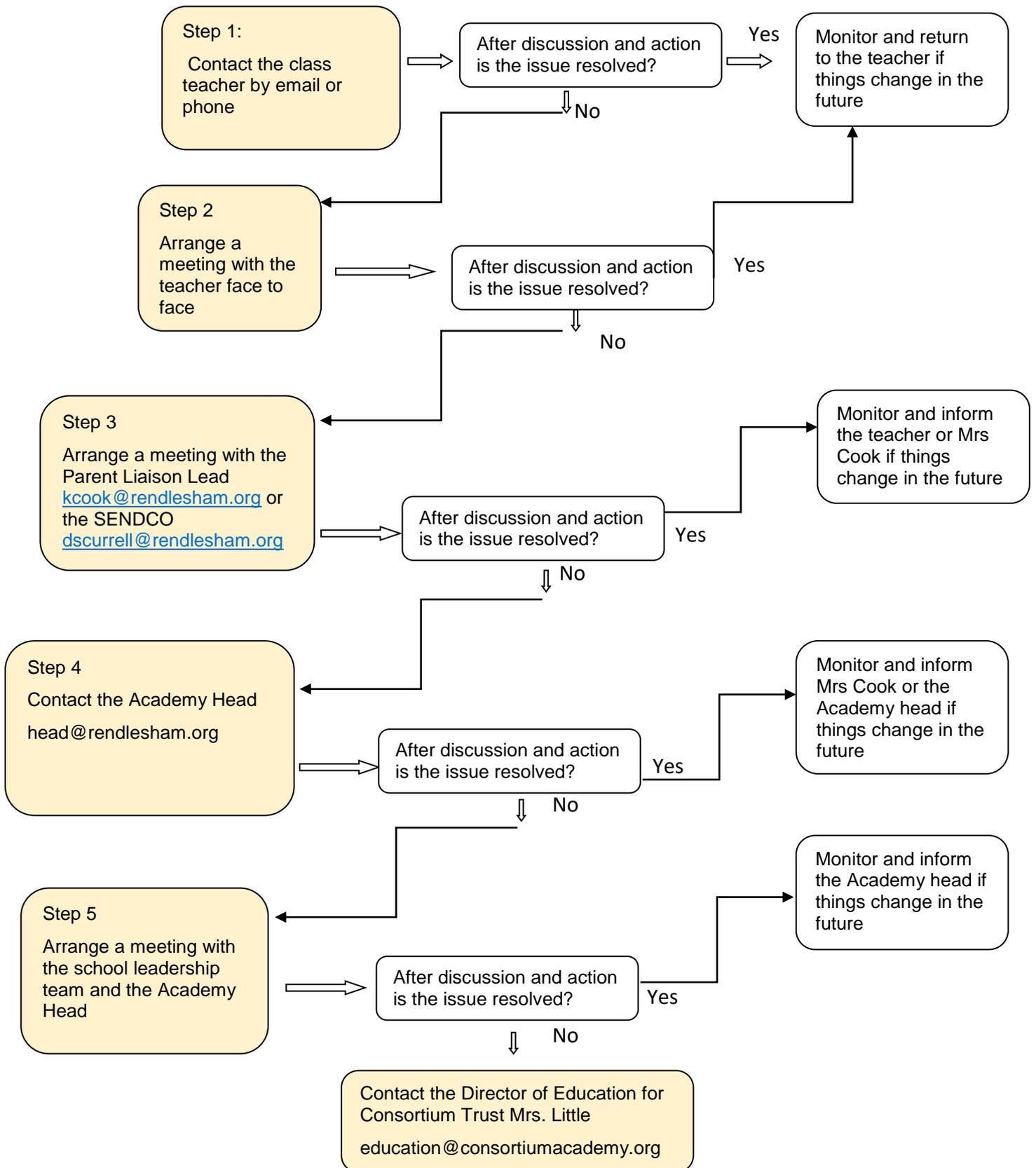
- General enquiries about the school day
- Homework enquiries
- With questions about progress and attainment
- For details or further information about incidents that have occurred in school or at home
- With information about your child's wellbeing
- For queries regarding the curriculum
- For advice and support with learning
- Safeguarding concerns

Staff will respond to emails on their working days only and during working hours. These will be displayed on their email as between 8am and 5pm. Staff are under no obligation to respond to parents outside of these hours.

For safeguarding emergencies only outside of school hours, parents can contact Suffolk County Council on 0808 800 4005

Or via email <https://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding/>

4. Protocol for raising a query



5. How we share information about educational attainment and progress

Parents will be sent termly newsletters from their child's phase teachers. These letters will set out what will be taught during the forthcoming term. The Curious questions will be shared as well as key vocabulary for each unit so that parents can enhance learning at home.

Parents will be invited to two formal consultation evenings with teachers. One in the autumn term to receive a general update on their child's transition into their new year group. The second in the spring term will be with their child presenting work to them and discussing their own learning journey.

In the summer term parents will receive a formal written report and will have the opportunity to discuss this with teachers should they chose to make an appointment.

5.1 Tapestry

In the Early Years parents will be asked to sign up to Tapestry which is an online platform which allows us to share information regarding children's learning and achievements between home and school. Parents are supported and encouraged to join the platform when their child joins the school in Nursery or Reception.

5.2 Learning Pi

Learning Pi is an online platform that shares pupils' achievements in KS1 and 2 between home and school. The platform shows how children's learning characteristics are developing and provides activities for children to participate in to support character growth. All parents are automatically registered onto Learning Pi once children join Year 1.

Where children need extra support with an area of learning or have a specific special educational need or disability, individual support plans (ISPs) will be written by their class teachers. These set out the small steps that will be followed to enable children to make progress. All ISPs are available for parents to view on Learning Pi.

6. Social Media Platforms

Rendlesham Primary School has a Face Book page that is regularly updated. This can be viewed by parents and the general public. Parents have to give permission for children to be included in posts – this can be updated using the Arbor APP.

The school use their Face Book page to promote events and share work and activities that take place in school and in the community.

The school tweet using the # @rendleshamPS

7. Communication from the Trust and school leaders

Consortium Trust send a monthly newsletter to Parents which shares news from around our family of schools. There are also updates about Trust developments and community action that can help support parents and families. This is emailed directly to parents via the Arbor system from trust head office.

The Academy Head sends a monthly newsletter to parents which is emailed via the Arbor App and also uploaded onto the school website.

Consortium Academy Trust website links to Rendlesham Primary School's site and both share key information regarding leadership, governance, safeguarding, policies, staffing, contact details term dates and key information for parents regarding the curriculum across all age ranges.

The website can be accessed via <https://www.consortiumacademy.org.uk/> or <https://www.rendlesham.suffolk.sch.uk/>

8. Special Educational Needs

In addition to the ISPs written on Learning Pi, If your child has a special educational need you will have contact with the schools SENDCO, Mrs Scurrall.

Mrs Scurrall's working days are Tuesday, Wednesday and Thursday. The best way to make contact is directly by email.

The school and Trust websites contains information that offer information and support to families.

If parents would like to discuss the needs of their child, the first stage is to discuss support that is available in the classroom, with the class teacher as per the protocol in section 4 above.

If parents feel that their child's needs are not being met in the classroom or are causing barriers then a meeting to discuss next steps can be arranged with the SENDCO. Reviews and updates will be arranged directly with parents depending on the level of need and the support packages that are in place.

Document Control

Changes History

Version	Date	Amended By	Details of Change

Approval

Name	Job Title	Signed	Date
D Thomas	Academy Head	D Thomas	20/9/22

Equality Impact Assessment

Date	Name	Details

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