

The Frances Bardsley Academy



Home-School Communication Policy



LIFE
Education
Trust

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1. Introduction and aims

At Frances Bardsley Academy we recognise that educating children and young people is a process that involves a partnership between parents/carers, staff and the school community. We believe that clear, open communication between the school and parents/carers has a positive impact on 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

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 employees who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers.

2. Roles and responsibilities

2.1 Headteachers

The Executive Headteacher and the Headteacher are responsible for:

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

2.2 Employees

All employees 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 employees to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Employees will **usually** respond to communications during school hours (8:30 – 3:30). We do not expect employees to respond to emails or phone calls outside of school working hours or their working hours (if they work part-time), or during school holidays; however, employees may choose to do so on certain occasions.
- We expect employees to respond to a query, phone call or email within 48 hours of its receipt during school working hours for behaviour and general wellbeing concerns, within 72 hours for academic queries. Parents and carers need to be aware that some members of staff are part time therefore might not be able to follow these guidelines.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times in-line with **the Parent Code of Conduct Policy**
https://lifeeducationtrust.com/wp-content/uploads/2024/10/LIFE_Parent_Code_of_Conduct_ratified_July_2024.pdf
- Making every reasonable effort to address communications to the appropriate employee 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

Any communication that is considered disrespectful, abusive, or threatening will be treated in-line with our Parent Code of Conduct. A copy of this is available on the school website.

3. How we communicate with parents and carers

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

3.1 Email (and My Child at School App (MCAS))

Email and the Child at School (MCAS) will be used for the following:

- To publicise upcoming school events and class activities
- To distribute letters
- To distribute the newsletter
- To inform parents/carers of scheduled school closures (for example, for employee training days)
- To distribute School surveys and consultations
- For teachers and other support staff to inform parents/carers of information about their child
- To inform you of a student absence

3.2 My Child at School App (MCAS)

Parents/carers can download the MyChildatSchool (MCAS) App and access their daughters' attendance, positive and negative points reported which are recorded on Bromcom.

3.3 School Website

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

- School times and term dates <https://fbaok.co.uk/about-us/term-dates-key-dates/>
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents/carers should check the website before contacting the school.

3.4 Phone calls

The school will use phone calls for a number of reasons:

- To report when your child is unwell at school
- To speak to parents/carers regarding a student's progress, behaviour and attitude in school – both positive and negative
- To speak to parents/carers regarding a student's wellbeing

3.5 Letters and postcards

We send the following letters home regularly via email (Bromcom: My Child at School):

- Letters about trips and visits and events
- Consent forms

- Praise from teachers
- Communication about upcoming events
- Communication about student conduct and sanctions

3.6 Satchel 1 is used for the following:

- To relay messages from teachers regarding school events for instance
- For parents/carers to be able to track schools' events and homework
- For students to track homework

We use Satchel 1 to record all homework. As parents/carers, you can log on to the website to check your child's homework and get notifications of the due date. If you do not have a log in then please contact the school. The information can still be accessed without a log in by filtering by subject, teacher, year group and class.

3.7 Progress Reports

Parents/carers receive information about their child's learning in a number of ways:

- Written comments and feedback provided by the teacher in a student's book or work
- Data drops for each year group which will include an indication of progress, attitude to learning and other key information such as attendance, Positive and Negative points
- A full written report in Year 11 and Year 13 covering their achievement in each part of the curriculum, how well they are progressing, and targets for improvement towards the final examinations
- The results of mock examinations and public examinations

3.8 Meetings

We hold at least one Parents' Evening(s) for every year group. During these meetings, parents/carers can talk with 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/carers to arrange meetings at other points in the year if there are concerns about a child's achievement, progress, or wellbeing.

Parents/carers of students with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.9 Social Media – Instagram

At the present time, the school uses Instagram as a way to share news of events, celebrate successes, promote upcoming events and activities.

4. How parents and carers can communicate with the school

Please use the table in **Appendix 1** to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.0 Contact details

It is important that **we have two or more emergency contact details** so we can contact a family member in case of emergency. It is important that if any of these details change, you inform the Admin Support Assistant (ASO) for the correct year group as soon as possible; this includes your email address. You can indicate which method of contact you would prefer us to use.

4.1 General Guidance about Contacting the School

If you need to contact us, the table in **Appendix 1** shows who you should email/call about a number of different queries that you may have.

Reception is staffed from **8am to 4.30 pm** each day during term time.

You can also use our **online enquiry form on our website**. Please ensure you fill out all sections including your child's first name and surname and a brief outline of the issue. This will be sent to the correct member of staff who will be able to deal with your enquiry. We will endeavour to contact you within **two working days**.

Each year group has its own **Admin Support Assistants (ASOs)**, their details are shown in the table in Appendix 1. They should be your **first point of call** about a range of questions or issues relating to the year group. They should be contacted if you would like to make an appointment to speak with the Head of Years / Progress Managers for that year group.

For **general enquires** you can call Reception and leave a message or you can email info@fbaok.co.uk

Contacting the most suitable person in the first instance will ensure a prompt reply- Please refer to Appendix 1

4.1 Email

- We aim to acknowledge all emails within 1 working day, and to respond in full (or arrange a meeting or phone call if appropriate) within **two working days** for behaviour and general wellbeing concerns, within 72 hours for academic queries. Parents and carers need to be aware that some members of staff are part time therefore might not be able to follow these guidelines.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

4.2 Phone calls

If you need to speak to a specific employee about a **non-urgent** matter, please email info@fbaok.co.uk and the relevant employee will contact you within **two working days** for behaviour and general wellbeing concerns, within 72 hours for academic queries. Parents and carers need to be aware that some members of staff are part time therefore might not be able to follow these guidelines.

If this is not possible (owing to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate employee within **two working days** of your request for behaviour and general wellbeing concerns, within 72 hours for academic queries.

If your issue is urgent, please call the school reception and a message will be passed on to the relevant employee.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school phone number and a series of options will be read to you. Please be aware that everyone is either teaching or in a meeting if not available, we will endeavor to come back to you as soon as possible.

4.3 Meetings

If you would like to schedule a meeting with an employee, please email the appropriate address (see appendix 1), or call the school to book an appointment. We try to schedule all meetings within two working days of the request. **If you need to speak to an employee urgently, we recommend that you ring the school to book an appointment as employees will be unable to see you unannounced.**

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Parents/Carers who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

The MCAS app can be set for your preferred language in the settings.

We can make additional arrangements if necessary. Please contact the School Office to discuss these.

6. Monitoring and review

The Executive Headteacher and the Headteacher monitor the implementation of this policy and will review the policy every two years.

7. 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

Query	Who to contact
Key Information ASOs can be contacted about any of the following: • Attendance – reporting absence &/ lateness • Admissions • Confiscated items • MCAS queries and for individual activities, balances for school lunches or any other item. • School trips and visits You can contact the ASO to make an appointment with the Head of Year / Progress Managers for the year group.	<u>Admin Support Assistants (ASOs)*</u> Yr 7 & 8 Mrs Chatfield Ext 268 dchatfield@fbaok.co.uk Yr 9 & Yr 10 Miss Cramer Ext 225 scramer@fbaok.co.uk Yr 11 Miss Fassenfelt Ext 228 lfassenfelt@fbaok.co.uk 6th form Mrs Black Ext 245 kblack@fbaok.co.uk
Academic Queries must be raised with the relevant Head of Department first. Examples of subject issues include questions or concerns about: • Curriculum • Teaching & learning, • Student progress • Report data • Homework	<u>Head of Department (HOD)**</u> Maths • Head of Department - Mr Howarth • KS5 Lead - Mr Dennehy • KS4 Lead - Mr Dalley • KS3 Lead - Miss Olawepo English • Head of Department - Mrs Smyth • KS5 Lead - Ms Lucas • KS4 Lead - Miss Richards • KS3 Lead - Mrs Sunassee Science • Head of Department - Mr Sullivan • Biology – Miss Jerome • Chemistry- Mrs Thrower • Physics – Mr Vaughn • Geography - Miss Wren • History and Politics - Miss Townsend • Languages - Mrs Lakhan • Art - Miss Lynch/Mrs Pitchfork • Business Studies - Mr Ali • Child Development – Ms Cooper • Performing Arts (Drama & Music) – Miss Bradshaw • IT- Mrs Naqavi/Miss Terrelonge • Law – Miss Venis • Media Studies & Head of Social Sciences -Miss Venis • Psychology - Miss Agbodan • Religious Studies - Mrs McGrath (Maternity Cover) • PSHEE/ RSE - Mrs McGrath • Sociology- Miss Bhanderi • Technology - Mr Sunnar
Careers Enquires about work experience	Careers Manager - Miss Syeda Bakht sbakht@fbaok.co.uk (Maternity Cover)
Child Protection Deputy Child Protection Officers for each year group:	Safeguarding Lead - Ms Darabasz edarabasz@fbaok.co.uk Deputy Child Protection officer - Mrs Martin fmartin@fbaok.co.uk For Year 7 Miss Ingabire aingabire@fbaok.co.uk For Year 8 Miss Poh apoh@fbaok.co.uk

	For Year 9 Miss Cox jcox@fbaok.co.uk For Year 10 Miss Oakley soakley@fbaok.co.uk
Exams Queries about GCSE/A Level timetables, resits, reviews, special consideration	Examinations Officer - Miss Woodward ewoodward@fbaok.co.uk
Finance Any queries regarding ParentPay	mcas-payments@fbaok.co.uk
Friendship issues or issues at home	Form tutors directly or leave a message with ASO for your child's year group
Healthcare Changes to medical concerns/ medication/ EHCPs & vaccinations	Mrs Chatfield dchatfield@fbaok.co.uk Mr Lynagh alynagh@fbaok.co.uk
Homework Email the relevant Head of Department (HoD)	Email the relevant Head of Department (see emails above)**
Intervention GCSE queries about intervention groups (period 6, form time or lessons)	Leave a message with ASO for your child's year group
IT Queries regarding Show My Homework or any problems logging on	Please leave a message on the enquiry below https://fbaok.co.uk/contact/online-enquiry-form/
Serious Concerns Any serious concerns which have already been raised with PMs/HoDs but are not yet solves	Key Stage 3 & Year 9 Year 10 Mr Menlove (Senior Deputy Headteacher) wmenlove@fbaok.co.uk Mr Lynch (Deputy Headteacher) plynch@fbaok.co.uk Year 11 Mrs Goulding (Associate Assistant Headteacher) agoulding@fbaok.co.uk Key Stage 5 Mrs Celisse (Assistant Headteacher/ Head of Sixth Form) kcelisse@fbaok.co.uk
Library Queries regarding library books	Librarian - Miss V Johnson vjohnson@fbaok.co.uk
Medical appointments	Contact the ASO for your child's year group
Music Queries regarding music lessons & payments	ASO – Mrs O'Callaghan jocallaghan@fbaok.co.uk Head of Performing Arts - Miss Bradshaw hbradshaw@fbaok.co.uk
Options Queries regarding options at GCSE/A Level	Contact ASO for your child's year group who will forward this to Mr Menlove/ Mrs Celisse
PE Queries about clubs, fixtures & events	Head of PE - Ms Cambridge mcambridge@fbaok.co.uk 2nd in PE Miss Witton mwitton@fbaok.co.uk Miss Macnab jmacnab@fbaok.co.uk
Heads of Year / Progress Managers Pastoral issues including form tutors, concerns about wellbeing and progress across a number of subjects	For Year 7 Miss Ingabire aingabire@fbaok.co.uk For Year 8 Miss Poh apoh@fbaok.co.uk For Year 9 Miss Cox jcox@fbaok.co.uk For Year 10 Miss Oakley soakley@fbaok.co.uk For Year 11 Miss Cole & Miss Wood year11pms@fbaok.co.uk
Sixth Form Deputy Head Sixth Form Year 12 Deputy Head Sixth Form Year 13	Mrs Celisse kcelisse@fbaok.co.uk Miss O'Gara aogara@fbaok.co.uk Miss Bull nbull@fbaok.co.uk

Special Educational Needs	Mr Lynagh (SEND CO) alynagh@fbaok.co.uk
Timetable Queries regarding timetable changes	Mrs Hedben (Assistant Headteacher) lhedben@fbaok.co.uk
The Platform Queries relating to student wellbeing & counselling	Mr Lynagh (SEND CO) alynagh@fbaok.co.uk