East Specialist Inclusive Learning Centre (SILC)

Communication Policy

Next Review Date:	January 2027
Governing Board Committee:	CaWC
Frequency of Review:	Biennially

Vision:

Exceptional Education for Exceptional Lives.

Values:

- Kindness
- Integrity
- Ambition
- Collective Responsibility

Home-school communication policy
East Specialist Inclusive Learning Centre (SILC)

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1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' 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 East SILC communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff 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 Head of School

The Head of School is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this 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 information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours 8am to 4pm (up to 6pm via email/Class Dojo etc) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Model ICT and Internet Acceptable Use Policy

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- 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

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8am to 4pm, or during school holidays.

Parent Code of Conduct Policy

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 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

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
- Class activities or teacher requests

3.2 Text messages

We will text parents about:

- Payments
- Reminders regarding upcoming events
- Surveys
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website includes a full school calendar for the term.

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

Any such event will be included in the school calendar.

3.4 Phone calls

We will call home in the first instance if your child is not in school and we have not received a reason for the absence. We will also call home if your child becomes unwell in school. Staff may often call home to make you aware of any instances that occur in school that parents/carers need to be aware of. It is Parent/Carers responsibility to update the school to any contact information changes. Please note that calls can be recorded for training and monitoring purposes.

3.5 Information Home

We send the following information home regularly via Parentmail / Microsoft Forms / Class Dojo

- Letters about trips and visits
- Consent forms
- Our termly newsletter

3.6 Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports
- A report on Key Stage (KS) 1 and KS2 SATs tests – if applicable
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold 1 parents' evening per term. During these meetings, parents 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 to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents are also invited to their child's Education, Health and Care Plan (EHCP) review meeting annually.

3.8 School website

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

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting the school.

3.9 Home-school communications app

The East SILC are moving to an app-based parent / carer communication tool called Class Dojo, from January 2024, to allow staff to communicate more efficiently about your child's day.

4. How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 3 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 parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 3 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

4.4 Home-school communications app

As mentioned the East SILC has rolled out the Class Dojo app (from January 2024) this will be our main method of communication between your child's class and parents.

5. Inclusion

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English - Class Dojo allows us to translate communication in to multiple different languages.

Parents 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

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The Executive Principal monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the governing board.

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
- Staff wellbeing

Appendix 1: school contact list

Who should I contact?

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 school office on Info@EastSILC.org / EastSILCRogerCannon@EastSILC.org / EastSILCJackClark@EastSILC.org
- Include your child's full name in the subject line
- State who you wish to speak with or what your query is in relation too.

We try to respond to all emails within 3 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
Payments	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
School trips	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
Uniform/lost and found	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
Attendance and absence requests	If you need to report your child's absence, call: 0113 2930236 - Option 2 for all sites, the receptionist that answers will be able to assit. call: 0113 3900770 - Option 1 for Temple Moor If you want to request approval for term-time absence, contact School

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
Bullying and behaviour	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
School events/the school calendar	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
Special educational needs (SEN)	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
PTFA	PCCG@EastSILC.org
Governing board	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org
Catering/meals	School Office Info@EastSILC.org or EastSILCRogerCannon@EastSILC.org or EastSILCJackClark@EastSILC.org

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Policy