



ASHLEY HIGH SCHOOL

Communication with Parents Policy

This policy was adopted: January 2018

This policy will be reviewed: January 2019

At Ashley High School we believe that it is important to work in partnership with parents* and that clear communication between school and parents is important in enabling students to benefit as much as possible from their time in school. We are committed to improving parents' understanding of our school and in encouraging parents to play an active part in their child's education.

We welcome discussion with parents on all aspects of their child's education, personal and social development, care and welfare. This policy describes how staff will communicate with parents about these issues and how we would like parents to communicate with us.

* Throughout this document the term 'parents' also refers to carers.

We will communicate with parents in a variety of ways - these are described below. This forms the basis of our policy for Communication with Parents. However, we are aware that the way that we communicate needs to be personalised to meet your individual needs. Please contact your child's Form Tutor to discuss how we may best accomplish this.

Visiting School

Parents are always welcome at school. Because of our large catchment area we miss the regular daily contact with parents that most mainstream schools enjoy. However, please note that if you wish to speak to a particular member of staff it is advised that you call first to make an appointment. By doing so you can ensure that the relevant staff member is in school and is available to talk. If you are visiting school to attend a meeting, a member of our school Administration Team will welcome you and contact the relevant member of staff to inform them of your arrival.

Parents are welcome to join us for a number of events held throughout the year. You will be invited to these events through the school newsletter, a text message or a letter of invitation. The live calendar on the school website will also inform you of upcoming events.

Contacting School by Telephone

The school office is open from 8:00am – 4:00pm, Monday – Thursday and 8:00am – 3:30pm Friday. The telephone number is 0151 424 4892. Please contact a member of the school Administration Team if you would like a message to be passed to your child's Form Tutor, alternative member of staff or Therapy Support Team. If you would like to speak with your child's Form Tutor or a member of the Therapy Support Team, they will call you back at their earliest convenience.

If you need to speak with somebody in an emergency and your child's Form Tutor is not available, please speak to a member of the school Administration Team who will put you through to a relevant member of the Senior Management Team.

Email

We are aware that some parents may prefer to be contacted by email rather than by telephone. If this is your preference please discuss this with your child's Form Tutor.

Emails can be used to send out general information, documentation and confirmation of appointments.

Website

The school website can be found at www.ashleyschool.com The website contains school news as well as information on upcoming events, the school curriculum, school policies, term dates and other important and useful information. It also contains a live calendar of events and a live Twitter feed.

Text Messages

We use a text messaging service to contact parents with reminders about school events and relevant (including urgent) information – for example, if it is necessary to close the school in an emergency. Please help us by making sure that we always have your correct mobile telephone number. A copy of the information that we have on the school's records will be sent to you at the beginning of each school year. Please check and return the information to school as soon as possible, making any changes that might have taken place, for example your contact details. Having up to date contact information is vital for effective communication!

School Letters

During the year we will write to you with information about activities that will involve your child. These could be educational visits, sporting activities or special events in school. Please let us know if you would like this information to be emailed or posted to you rather than sent home with your son or daughter.

Newsletters

The weekly school newsletter is available to download from the school website every Friday. This will provide general information for parents in addition to items of news and events. The school's Administrative Officer will also inform parents via a text message containing a link to directly to the newsletter.

New Year 7 Summer term Open Afternoon

Prior to your child entering the school in September, year 7 parents will be invited into school to meet key staff, receive relevant information and literature, discuss relevant procedures and ask any questions you may have.

New 6th Form Student Summer term Open Evening

Prior to your child entering the 6th form in September, parents will be invited into school to meet key staff, receive relevant information and literature, discuss relevant procedures and ask any questions you may have.

Year 7 Autumn term Open Morning

During the Autumn term we will hold an open morning for each year 7 class. This provides an informal opportunity to meet your child's new class team early in the school year and see how they are settling in to their new school environment.

Timetables

At the beginning of each school year your child's Form Tutor will give them a copy of their timetable. This will include symbol support when appropriate. Again, if you would prefer to have a copy of your child's timetable posted to you to keep at home please contact your child's Form Tutor. Planned changes to the timetable are communicated to pupils in school and to parents via letters, the school website and weekly newsletter.

Programmes of Work

Information on the Programmes of Work your child will be studying each term across all curriculum subjects are available to download from the school website. As with all documents, a hard copy is available upon request.

Annual Review Meetings

Each year we will arrange an EHCP review meeting to discuss your child's progress, health and well-being and review outcomes for their educational, health & social care. We will inform you by post of the arrangements for this meeting at least 2 weeks prior to it. If you are unable to attend this meeting, please contact the school office as soon as possible and we will arrange an alternative date and time. When we inform you of the date of your child's review we will also ask you if there is anyone in particular that you would like to be invited to your child's review meeting. Please let us know as soon as possible, particularly if there are other professionals involved with your child that you would like to attend.

Parent's Evenings

Parents are invited to 2 parent's evenings throughout the year to discuss their child's progress in school. The first is in the Autumn term and the second in the Summer term. Paperwork will be posted prior to any parent's evening which will enable you to indicate which teachers in particular you would like to meet with.

Termly School Reports

School report termly on pupil's progress and their attitude to learning. Autumn and Summer reports will be available for collection at parent's evenings. If you are unable to attend parent's evening your child's report will be posted, as they are in the Spring term. Each report will include a feedback form for parent comments and feedback. If you wish to discuss the report, or progress, with particular staff then please telephone school or make an appointment (see above).

Residential Activities

If it is planned that your son or daughter will take part in a residential visit, you will be invited to a planning meeting where details of the visit and programme will be discussed and relevant information and details shared. The Group Leader will make individual arrangements with each parent regarding communication during the visit and parents will be provided with group contact details in case of emergency. The group leader will keep in regular contact with school and parents will be provided with updates on how the visit is going via the school website and/or Twitter feed.

Therapy Support Team

At Ashley High School we have a number of therapies in place to support pupils. If your child is referred for any therapy support the relevant staff member will contact you either in writing or via telephone for parental consent. They may also contact you to discuss your child as part of an assessment or to discuss the support they can/have put in place. Please note that Therapy Support Team members are in school on the following days;

Jude Inman (Speech & Language Therapy Practitioner) – Monday & Thursday
9:00am – 3:30pm

Ed Bird (Occupational Therapist) – Thursday 8:30 am – 3:30pm

Alma Young (School Counsellor) – Tuesday & Wednesday 9:00am – 3:30pm

Emma Pearsall (Emotional Support) – Monday – Friday 8:50am – 3:45pm

As with other members of staff, if a member of the Therapy Support Team is not available they will contact you at their earliest convenience.

Contacting Staff Outside of School

We welcome discussion with parents on all aspects of their child's education, and personal and social development. It is the school's policy that these discussions take place on the school premises or in other professional settings. This enables us to have the right information available to discuss your child's needs.

Please note that discussions or contact with staff must not take place via any unofficial channels. Please do not contact staff outside of their professional role or by personal communication such as their private email addresses, personal telephone numbers or via social media such as Facebook or Twitter. Staff should not be contacted outside of working hours or consulted in their own homes.

If you feel there are ways in which school and parents may communicate that are not mentioned in this policy then please feel free to inform us.