

Coordinator	Headteacher
Review Frequency	Every 3 years
Last reviewed	December 2023
Agreed by SLT on	December 2023
Agreed by Governors on	
Committee	Full Governing Body
The policy is communicated by the following means	
Governors	Consultation by e-mail and at meetings when reviewed and agreed
Staff	Policy folder on the staff portal
Parents	Via Go4Schools and School website
Students	NA

Contents

1. Introduction and aims
2. Roles and responsibilities
3. How we communicate with parents
4. How parents can communicate with the school
5. Inclusion
6. Monitoring and review
7. Links with other policies
8. Appendices
 - Appendix 1: [School contact list](#)
 - Appendix 2: Instructions for installing Go4Schools
 - Appendix 3: Home School Agreement

1. Introduction and aims

We believe that clear, open communication between the school and parents has a positive impact on students' learning because it:

- Gives parents the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with parents.
- Builds trust between home and the school, which helps us 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.
- Setting clear standards and expectations for responding to communication from parents
- Helping parents 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.

All references to parents in this policy refer to parents, carers and all adults with parental responsibility for students.

2. Roles and responsibilities

2.1 Headteacher

The headteacher 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).
- Communicating with parents in a calm and professional manner in line with our school values of compassion, ambition, integrity and resilience.

Staff are likely to respond to communication during core school hours or during their working hours (if they work part-time). In line with the SBS staff Wellbeing Charter we only expect staff to send and /or respond to emails on Monday-Friday between the hours of 0600 and 1800. This helps staff find a suitable work-life balance. Of course staff may prefer to work around their other responsibilities and commitments and work outside of these hours

2.3 Parents

All parents are responsible for:

- Ensuring that the school has up-to-date contact details (including three emergency contact numbers).
- 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.

- Responding to communications from the school (such as requests for meetings) in a timely manner.
- Checking all communication from the school
- Ensuring that any temporary arrangements for alternative care for students are communicated to the school in a clear and timely manner.
- Communicating with staff in a calm and professional manner in line with our school values Be Kind and No Excuses.
- Any communication that is considered disrespectful, abusive or threatening could result in parents/ carers being banned from the school site for a period of time
- Parents should not expect staff to respond to their communication outside of core school hours, on weekends or during school holidays.

3. How we communicate with parents

The sections below explain how we keep parents up to date with their child's education and what is happening at the 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 Go4School on-line platform for parents

This is a free on-line platform and app that gives parents several ways to stay in touch with what's happening at the school. The app gives parents direct access to their daughter's

- attendance,
- timetable,
- absence records,
- achievements,
- behaviour

Go4Schools also allows for free messaging between the school and home and is the primary method for communicating key messages with parents. For example we would use Go4Schools to:

- Email school letters from the Headteacher
- Inform parents about upcoming school events
- Inform parents about scheduled school closures (for example, for staff training days)
- Send out school surveys or consultations
- Send letters and information about Curriculum Visits events
- Notify parents about pending Payments
- Inform parents about short-notice changes to the school day
- Inform parents about Emergency school closures (for instance, due to bad weather)
- Notify parents of Detentions

3.3 Email

We use email to keep parents informed about the following things:

- Student achievement reports
- Student specific information and updates
- Communication between individual SBS staff and parents

3.4 Text messages

Where we are unable to contact parents via Go4Schools, we may use text messages to update parents about the areas listed in 3.1.

3.5 School Term Dates and calendar

Our school website includes full details of the Term Dates for the current school year and the next academic year. The website also includes a full school calendar for the academic year. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, trips etc). Any such event will be included in the school calendar. The calendar can be found here [LINK calendar and term dates x 2](#)

3.6 Phone calls

Staff are encouraged to call parents regularly to discuss students' performance, attendance and behaviour (both positive and negative). In an emergency, staff at SBS will always try to contact parents by phone in the first instance. If we are unable to contact a parent, we will attempt to contact all other adults listed on our SIMs system. It is essential that parents inform the school of any changes to contact numbers for parents (or other family members) listed on SIMs to ensure that we can contact you. We recognise that emergencies occasionally arise which means that parents will need to get a message to their child urgently. Students in Year 7-11 at SBS cannot use mobile phones anywhere on the school site. Students are expected to switch off mobile phones on arrival at school and keep these switched off and out of sight until they leave school at the end of the day. Therefore, parents must not contact students during the day by mobile phone, text or social media, nor should students be contacting parents via their mobile phone or any other devices e.g. smartwatches. If parents want to leave a message in the case of an urgent situation arising, the message should be given to Student Reception who will relay the message to the student via the senior staff on call.

3.7 Letters

The school operates a paperless approach to letters home to ensure effective communication and to support the environment. The overwhelming majority of letters will therefore be emailed to parents. The following types of letters are sent home regularly:

- Headteacher letter for all parents (at least one per term)
- Letters about trips, visits and special events from Assistant Headteachers and Curriculum Leaders
- Consent forms
- Updates on using school systems e.g. ParentPay, Go4Schools etc.

Where school staff have been unable to contact parents or receive a response to emailed and posted letters, a member of staff may hand deliver a letter/s by making a home visit.

3.8 Student planners

As well as supporting students with their learning, the student planner contains useful information for parents including how to contact staff at the school and where to find additional information on our website.

Parents can use the student planner to contact staff. If a parent has a question or information to pass on, this can be written in the relevant section of the appropriate week in the planner. Equally, members of staff may record messages in this space for parents to see. Students are responsible for showing parents the messages

from school and showing teachers messages from home. Parents are expected to check student planners regularly to support students with using these.

3.8 Progress Reports

Parents receive Progress reports from the school about their child's learning, including termly progress reports, including information on achievement, curriculum and your child's attendance. We also hold annual parents' evenings where parents can speak to all of their child's teacher(s) about their achievement and progress.

3.9 Meetings

In addition to the annual parents' evenings, the school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, behaviour for learning or wellbeing. Parents can also request meetings with staff. We would recommend requesting meetings by calling or emailing the relevant member of staff at the school. It is important that parents are aware that it is not possible to arrive at the main reception and request an immediate meeting with staff. Parents coming to the main reception to request a meeting, will be asked to leave contact details and requested dates/times for a future meeting. Parents of pupils with special educational needs or disabilities (SEND), or who have other additional needs, may also be asked to attend further meetings to address and support these additional needs.

3.10 Key information can be found on the 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
- Information about before and after-school provision

Parents should check the website before contacting the school.

4. How parents 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 main reception 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 two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within four 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 central school mailbox at info@sarahbonnell.ncltrust.net and the relevant member of staff will contact them within two 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 four days of your request.

If the issue is urgent, parents should call the main reception. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

There is always a member of our Senior Leadership Team on duty to address any urgent matters

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the central mailbox at info@sarahbonnell.ncltrust.net or call the school to book an appointment. We try to schedule all meetings within seven working days of the request.

4.4 Go4Schools

Parents can also use the app to send free messages to the school to inform us about:

- Student absence
- Updates to parent contact information
- General, non-urgent queries

4.5 Communication concerns

Clear and open communication between the school and parents is essential in supporting students' learning, wellbeing and safeguarding. If parents or people with parental responsibility refuse all contact from school this could be a safeguarding issue and, where relevant, will be treated as such by the school and a referral made to the Newham Multi- Agency Safeguarding Hub (MASH)

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school. Where needed, the Go4Schools app can be used in a number of different languages. For more information about this, please email info@sarahbonnell.ncltrust.net

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

- Interpreters for meetings or phone calls
- Other situation specific support

We can make additional arrangements if necessary. We actively encourage parents to keep us informed of their specific needs so that we can ensure, where possible, that suitable adjustments are put in place.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every three years. The Board of Trustees will approve the policy.

7. Links with other policies

The policy should be read alongside our **Parent Code of Conduct (Policy)**

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 or call the school main reception on 0208 534 6791 or info@sarahbonnell.ncltrust.net

Put the subject and the name of the relevant member of staff (from the list below) in the subject line for any emails. The reception team will forward your request on to the relevant member of staff. Please remember to check our website first, much of the information you need is posted there. We try to respond to all emails within two working days.

Ms Rae Potter – Headteacher – rae.potter@sarahbonnell.ncltrust.net – *Overall Quality of Education, whole school leadership, student wellbeing and safeguarding, complaints*

Ms Rebecca Clark – Deputy Headteacher – rebecca.clark@sarahbonnell.ncltrust.net – *designated safeguarding lead, behaviour and attitudes*

Mr David Hudson – Deputy Headteacher – david.hudson@sarahbonnell.ncltrust.net – *exams, professional learning and CPD, teaching and learning*

Ms Yamina Bibi – Deputy Headteacher – Yamina.Bibi@sarahbonnell.ncltrust.net – *personal development, curriculum, KS2-3 transition*

Ms Natascia Servini – Assistant Headteacher – natascia.servini@sarahbonnell.ncltrust.net – *enhanced learning days, extra curricular clubs, year 11 progress*

Ms Anisha Ahmed – Assistant Headteacher – anisha.ahmed@sarahbonnell.ncltrust.net – *teaching and learning, year 9 progress*

Ms Rebecca Griffiths – Assistant Headteacher – rebecca.griffiths@sarahbonnell.ncltrust.net – *teaching and learning, teacher training, year 8 progress*

Mr Jonny Slater – Assistant Headteacher – jonny.slater@sarahbonnell.ncltrust.net – *careers and guidance, student leadership, year 7 progress*

Ms Hana Malik – Assistant Headteacher – hana.malik@sarahbonnell.ncltrust.net – *progress and outcomes, curriculum and assessment, year 10 progress*

Ms Charlie Dilger – Assistant Headteacher – charlie.dilger@sarahbonnell.ncltrust.net – SENDCO, SEND students, medical plans, EHCP

Pastoral Managers

Ms Jade Brown – Pastoral Manager, KS4 – jade.brown@sarahbonnell.ncltrust.net – year 10 and 11, deputy designated safeguarding lead

Ms Jodie Whitfield – Pastoral Manager, KS3 – jodie.whitfield@sarahbonnell.ncltrust.net – Year 7, 8 and 9, deputy designated safeguarding lead

Year Leaders

Non-teaching pastoral staff: our year leader team manages attendance and punctuality, student wellbeing, behaviour and attitudes and parent meetings.

Ms Theresa Cornwall – Year 7 Leader – theresa.cornwall@sarahbonnell.ncltrust.net

Ms Moneeba Hussain – Year 8 Leader – moneeba.hussain@sarahbonnell.ncltrust.net

Ms Salma Begum – Year 9 Leader – salma.begum@sarahbonnell.ncltrust.net

Ms Dina Begum – Year 10 Leader – dina.begum@sarahbonnell.ncltrust.net

Ms Vanessa Francois – Year 11 Leader – vanessa.francois@sarahbonnell.ncltrust.net

PA to the Headteacher

The PA to the Headteacher manages meetings with the Headteacher, calendars and diaries

Ms Maariyaah Lunat – maariyaah.lunat@sarahbonnell.ncltrust.net

Last reviewed – January 2024