



Communications with Parents and Carers Policy

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GOAL: At ARTS Education we aim to foster positive relationships with parents and carers of our students in order to create the optimum learning environment and ensure positive outcomes for all. We recognise that parents/carers know their children well and are committed to ensuring that the lines of communication between school and parents/carers are clear and beneficial for all.

1. Introduction

At ARTS Education, we believe that good communication between school and the home is essential. Students achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve, and how they can help. In our school, we aim to have clear and effective communications with parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

2. Purpose and Scope

- Communicating with stakeholders, particularly parents, is a core part of what we do, not an afterthought.
- We will always share as much information as possible about any issue. If we cannot share information we will endeavour to explain why, taking into consideration Safeguarding and GDPR.
- We will work as transparently as possible by offering clear explanations for major decisions.
- We will communicate in a timely fashion and try to avoid parents receiving information about the school from other sources first.
- We will communicate in a voice which is courteous and jargon free
- Where information relating to the school is available in the public domain, we will direct people to it.
- We acknowledge that some information is of a confidential nature and will always respect that confidentiality, providing Safeguarding standards are met.
- We will communicate with all school stakeholders.

We communicate with parents through a range of different avenues. Some of our communications are the result of a statutory requirement; others reflect what we believe is important to our school:

3. Methods of communication

Talking with Staff

If you need to talk with the class teacher in detail, please make an appointment for a telephone conversation or a meeting in person.

Website

The school website www.artseducation.co.uk is regularly updated with information about the school, including up to date policies, current news about what is happening in school and news of any changes to routine. The school calendar can also be found on the website and is regularly updated.

E-mail Communication

Each student has an assigned staff contact for all communications into school with the staff members email address being provided (see our parent to school communications policy for more information). We encourage all avenues of contact to follow this procedure to ensure a swift response. Alternatively we also have the parentmail@artseducation.co.uk email address that is monitored should you wish to use, although this may have a delay in your questions or concern being responded to.

Use of Social Media

The school does not have a Facebook/Twitter social media facility. All electronic communication from the schools to parents will be via email or studybugs. No member of staff is permitted to befriend any current pupils on a social media site or to contact parents/communicate any information on behalf of the school to them. Contravention of this code of conduct, or any other form of communication which could bring the schools into disrepute, may lead to disciplinary action.

Pupils are not allowed to use social media sites whilst at school. As part of our approach to safeguarding and through our Computing Scheme of Work, children have regular E safety sessions. E safety is reinforced further through assemblies which will focus on topics such as cyber bullying, and stranger danger on the Internet.

Parents evenings and school reports.

Parents are expected to show an interest in the schools' teaching methods and in their child's progress by attending Parents' Evenings, workshops, open days and reading their child's reports.

We do encourage parents to contact the school at any time if any issues arise regarding their child's progress or well-being, but we also provide two formal opportunities to meet one to one with the class teacher during the academic year. The first meeting is midway through the Autumn term and identifies areas of strength and targets for future development.

Parents are invited to meet with their child's teacher again during the Spring term to review their child's progress towards the targets. Parents are able to look at their child's work during these meetings. Parents will be given information and advance notice about such events in the newsletter and on the website.

At the end of the Summer term children will receive an end of year written report and parents can subsequently arrange to meet with teachers if there are any concerns/look at their child's work.

School brochure

A school brochure is available for parents and prospective parents which promotes our school aims, ethos and values. We will update this document every few years and add it to our website. An up-to-date copy will also always be accessible in the school office.

Class dojo

ClassDojo is an online classroom management platform and app where teachers can record and track student behaviour, facilitate classroom activities, curate student portfolios, and engage in school-to-home communication.

Study bugs

StudyBugs provides a unique communication platform to report student absence, StudyBugs tracks what bugs are going around and allows parents to quickly and easily report student absence.

4. Monitoring and Evaluation

We review the effectiveness of our policy and practices yearly through student feedback, parent feedback and staff reflection.

5. Conclusion

Good communication is vital to creating a positive home-school partnership. The raising of standards cannot be achieved without such a partnership.

6. Additional info

- [DfE Communicating with families to support attendance](#)
- [Working with parents to Support Children's Learning EEF](#)