



Home School Communication Policy

Coordinator	Anna Feltham
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Agreed by Trustees on	N/A
This policy is communicated by the following means:	
Trustees	Consultation by e-mail when policy agreed
Staff	Policy folders on SharePoint
Parents	Academy website and Parent Information meetings
Students	Academy website and Parent Information meetings

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1. Introduction and aims

We believe that clear, open communication between the academy 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 academy improve, through feedback and consultation with parents.
- Builds trust between home and the academy, 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 academy communicates with parents.
- Setting clear standards and expectations for responding to communication from parents
- Helping parents reach the member of academy 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 academy'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 academy values of compassion, ambition, integrity and resilience.

Staff are likely to respond to communication during core academy hours or during 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. In order to support wellbeing, CGA staff have been asked to only send emails Monday-Friday and not after 7pm each evening.

2.3 Parents

All parents are responsible for:

- Ensuring that the academy has up-to-date contact details for you.
- Ensuring that communication with the academy 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 academy (such as requests for meetings) in a timely manner.



- Checking all communications from the academy
- Ensuring that any temporary arrangements for alternative care for students are communicated to the academy in a clear and timely manner.
- Communicating with staff in a calm and professional manner in line with our academy values of compassion, ambition, integrity and resilience.

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our Guidance for Parents policy.

Parents should **not** expect staff to respond to their communication outside of core academy hours, on weekends or during academy holidays.

Please see Policy No: 82 Guidance for Parents for more information.

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 academy.

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 MyEd app

My Ed is a free parent app that gives parents several ways to stay in touch with what is happening at the academy. The app gives parents direct access to their child's/children's attendance, timetable, absence records, achievements, behaviour and much more. MyEd also allows for free messaging between the academy and home and **is the primary method for communicating key messages with parents**. The academy therefore expects all parents to install the app on their mobile phones and check it regularly.

Parents that do not have a smartphone can contact Student Reception via 020 8985 6641 to agree alternative methods of communication. See Appendix 1 for more information about MyEd.

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

- Upcoming academy events
- Scheduled academy closures (for example, for staff training days)
- Academy surveys or consultations
- Trips and internal events
- Payments
- Short-notice changes to the academy day
- Emergency academy closures (for instance, due to bad weather)
- Detentions

3.2 Satchel:one

The Satchel:One website is used to record homework tasks and deadlines for all students in Years 7-13. Parents can access their child's homework calendar using the login details provided at the start of the year. To check log-in details or to replace lost log-in details, please email cga@clapton.hackney.sch.uk



The academy actively encourages parents to regularly check what homework has been set on Satchel:one and, where possible, to support students with completing this. More information about supporting students with homework can be accessed here:

[Homework — Clapton Girls' Academy \(claptongirlsacademy.com\)](https://www.claptongirlsacademy.com/homework)

3.3 Email

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

- Student achievement reports
- The Headteacher's weekly letter to parents (every Friday)
- Student specific information and updates
- Fortnightly electronic newsletter (CGA News)
- Communication between individual CGA staff and parents

3.4 Text messages

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

3.5 Academy calendar

Our academy website includes a full academy 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 academy calendar. The calendar can be found here: [Holiday & Term dates — Clapton Girls' Academy \(claptongirlsacademy.com\)](https://www.claptongirlsacademy.com/holiday-term-dates)

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 CGA will always try to contact parents by phone. 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 academy 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 CGA cannot use mobile phones anywhere on the academy 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.

Please see Policy No: 61 Mobile Phone policy for more information.

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 duty (SSOD).

3.7 Letters

The academy 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. We send the following letters home regularly:

- Weekly Headteacher letter to parents (every Friday)
- Letters about trips, visits and special events
- Consent forms
- Updates on using academy systems e.g. ParentPay, Satchel:One etc

Where academy 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 academy 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.

3.9 Reports

Parents receive reports from the academy 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.

3.10 Meetings

In addition to the annual parents' evenings, the academy 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 academy. It is important that parents are aware that it is not possible to arrive at main reception and request an immediate meeting with staff. Parents coming to 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.

3.11 Academy website

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

- Academy times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-academy provision

Parents should check the website before contacting the academy.

4. How parents can communicate with the academy

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 academy, 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 academy.

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 academy mailbox at cga@clapton.hackney.sch.uk 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

For more general enquiries, please call main reception.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the central mailbox at cga@clapton.hackney.sch.uk or call the academy to book an appointment.

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

4.4 MyEd app

Parents can also use the MyEd app to send free messages to the academy 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 academy and parents is essential in supporting students' learning, wellbeing and safeguarding. Refusing all contact from academy staff could be a safeguarding issue and, where relevant, will be treated as such.

5. Inclusion

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

Where needed, the MyEd app can be used in a number of different languages. For more information about this, please email Student Reception sreception@clapton.hackney.sch.uk

Parents who need support communicating with the academy 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. Please call main reception or email cga@clapton.hackney.sch.uk to discuss these.

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 policies on:

- Policy 55: Email and Internet Usage Policy and Guidelines for Staff
- Policy 82: Parent Guidance
- Policy 21: Complaints
- Policy 61: Mobile phone

Appendix 1 – Academy 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 academy main reception on cga@clapton.hackney.sch.uk or 0208 985 6641.
- 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 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.

I HAVE A QUESTION ABOUT...	WEBSITE/EMAIL LINKS
My child's learning/class activities/lessons/homework	The Head of Faculty or Subject for the relevant subject Send a MyEd message or email cga@clapton.hackney.sch.uk
My child's wellbeing/behaviour/pastoral support	Head of Year Send a MyEd message or email cga@clapton.hackney.sch.uk
Payments	Email finance@clapton.hackney.sch.uk
Trips and visit	This will vary depending on the trip. Please email CGA@clapton.hackney.sch.uk or call main reception.
Uniform/lost and found	sreception@clapton.hackney.sch.uk
Requests for secondhand uniform	friendscga@gmail.com
Attendance and absence requests/queries	If you need to report your child's absence, call: 0208 985 6641 and choose option 1 or send a MyEd message. If you want to request approval for term-time absence, email sreception@clapton.hackney.sch.uk
Bullying and behaviour	Head of Year Send a MyEd message or email cga@clapton.hackney.sch.uk
Academy events/the academy	Events: Events — Clapton Girls' Academy



I HAVE A QUESTION ABOUT...	WEBSITE/EMAIL LINKS
calendar	claptongirlsacademy.com Holidays, term dates and calendar: Holidays, Term dates & Calendar — Clapton Girls' Academy (claptongirlsacademy.com) Email cga@clapton.hackney.sch.uk
Special educational needs or disabilities (SEND)	sen@clapton.hackney.sch.uk
Before and after-academy clubs	Club list: Clubs & extracurricular activities — Clapton Girls' Academy (claptongirlsacademy.com) Email cga@clapton.hackney.sch.uk
Hiring the academy premises	Visit https://www.schoolsplus.co.uk/
Board of Trustees	Email cga@clapton.hackney.sch.uk and label 'for attention of' Board of Trustees
Friends of CGA	Email friendscga@gmail.com
Global Majority Parent Group	Email globalmajoritycga@gmail.com
Catering/meals	Email finance@clapton.hackney.sch.uk
My child's progress report	For Year 7,8 and 9: ks3assessment@clapton.hackney.sch.uk For Year 10 and 11: ks4assessment@clapton.hackney.sch.uk
Year 11 references, testimonials and college applications	Y11references@clapton.hackney.sch.uk
Satchel:One queries and log-ins	Email cga@clapton.hackney.sch.uk
ParentPay	Email finance@clapton.hackney.sch.uk
Queries about or feedback on school lunches	Email finance@clapton.hackney.sch.uk
Applications for CGA sixth form	Email sixthformadmissions@clapton.hackney.sch.uk
MyEd app queries	Parents can go to www.myedschoolapp.com to see a short video about the app or email sreception@clapton.hackney.sch.uk
Academy policies (including our complaints policy)	Policies: Policies — Clapton Girls' Academy (claptongirlsacademy.com)



Appendix 2 – Use of MyEd App

Parents can go to www.myedschoolapp.com to see a short video about the app.

To download the app parents need to:

Step 1 - Go to your App Store ([Apple iOS App](#) or [Google Android App](#))

Step 2 - Search for MyEd by Iris

Step 3 - Download the free app

Once installed and opened **MyEd**, search for **Clapton Girls' Academy** and follow the simple instructions to set up your account and link yourself to your child/children to allow you to view the following 3 key areas:

My School

Allows you to view information and keep up to date with what's going on in the academy. Uploaded to this page are things like key dates, contacts, news, link to parent pay and Satchel:One and other key academy information.

My Students

Allows you to view key information about your child's school activity including attendance, absence, timetable, achievements and behaviour.

Messaging

Parents can send and receive free messages to and from the academy via their mobile device.



Appendix 3 – Home Academy agreement (example)

Home/Academy agreement 2023-24

		Student	Parent	Academy
		I will:	I will:	On behalf of the academy we will:
C	COMPASSION  Be kind	<ul style="list-style-type: none"> Be supportive and kind to members of my form group and other students. Speak respectfully to all students and staff and use positive body language. Speak to a teacher if I have any concerns. Move around the academy in a safe way and remember to walk on the left. Behave responsibly on and offline. Care for the academy environment. 	<ul style="list-style-type: none"> Support my child in their move to secondary school. Let the academy know if I have any concerns. Work together with the academy to ensure that the best support is given to my child. 	<ul style="list-style-type: none"> Support your child to feel happy and safe. Provide transition support to ensure a positive start. Teach your child our CAIR values and help your child to achieve them.
A	AMBITION  Aim high	<ul style="list-style-type: none"> Complete all my homework on time and to a high standard. Aim for the highest standards of presentation. Revise for all assessments. Use Satchel:One and my planner every day. Attend after-school clubs regularly. 	<ul style="list-style-type: none"> Encourage my child to attend clubs. Make sure that homework is done on time and to a good standard. Talk about careers and future options with my child. Download and use the MyEd parent app and all associated apps to support my child. 	<ul style="list-style-type: none"> Set your child a broad, balanced and challenging curriculum with high-quality teaching. Set regular homework on Satchel:One. Give quality feedback on their work. Update you on your child's progress through reports and parents' evenings.
I	INTEGRITY  Be honest	<ul style="list-style-type: none"> Follow all instructions first time to ensure that learning and safety is a priority. Only bring necessary items to the academy. Have my mobile phone switched off and out of sight while at school. Wear my uniform correctly at all times. Attend detentions. 	<ul style="list-style-type: none"> Support the academy behaviour code. Attend all parent meetings. Make sure that my child wears full school uniform and leaves valuable items at home. Inform the academy of anything that may affect my child's progress. Ensure that my child follows the academy rules. 	<ul style="list-style-type: none"> Use the academy behaviour code to ensure your child is able to learn and is treated fairly. Contact you if we have concerns about your child's progress.
R	RESILIENCE  Keep trying	<ul style="list-style-type: none"> Attend school and lessons every day, on time. Focus on my learning at all times. Bring my planner, pencil case, reading book and equipment every day. 	<ul style="list-style-type: none"> Make sure my child is on time for school (arriving no later than 8.40am.) Make sure my child attends school every day. Make sure my child has the correct equipment. Take all holidays outside of term time. 	<ul style="list-style-type: none"> Give your child the support they need to achieve their best. Ensure that your child has the resources they need to access learning. Motivate your child by celebrating their achievements.
		Signed by student:	Signed by parent:	Signed by school: 