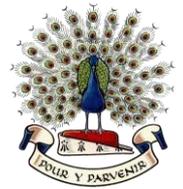


Lady Manners School

School-Home Communications Guidelines



AIMS STATEMENT

At Lady Manners School we strive to attain the highest standards in our work, have respect for others and develop our individual talents.

BACKGROUND

Lady Manners School works hard to provide information to parents and carers about their children's progress and about life at school in general.

The evolution of communication brings with it expectations of the delivery of more information between school and home, and expectations of faster response times to queries. The first priority of all school staff remains to deliver high quality teaching and learning to students. Responding to communications from anyone other than students happens after all teaching and extra-curricular responsibilities have been discharged.

It is very important that school and parents work together to foster good relationships. Communication forms an essential part of this. These guidelines have been developed in order to open up the proper routes of communication and to clarify the nature and timing of communications between home and school.

Responsibilities

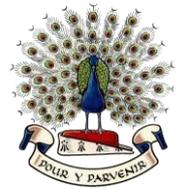
- Parent/carer: responsible for ensuring that details – including contact details - held by the school for them are correct.
- School: responsible for maintaining and using contact data in a manner that conforms to the Data Protection Act and maintains confidentiality.

Communications from School to Home

- **Emergency Communications**
In the event of a situation affecting student safety or wellbeing, we will try to contact parents in the following ways:
 - **Emergency Affecting an Individual Student**
In the event that a student is injured or taken ill, parents/carers will be contacted by telephone, using the emergency contact numbers held by the school.
 - **Emergency Affecting a Larger Number of Students**
In the event of an incident affecting a large number of students, or the whole school (such as closure due to snow) we will:
 - add a message to the front page of the school website.
 - send a SMS (text) message to parents/carers for whom we hold mobile phone details and who have not opted out of this form of communication.
 - send an email to parents/carers for whom we hold an email address and who have not opted out of this form of communication.
 - inform local radio stations (Radio Derby, Peak FM, Radio Sheffield and High Peak Radio).
- **Routine Communications**
 - **Email to Parents**
 - Emails relating to matters relevant to a particular group of parents (such as a trip or visit, or notification of a parents' evening) will be sent to the

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primary contact email address for each student (or the oldest sibling if more than one year group is to be contacted).

- For those students whose parent/carer have opted out of receiving emails letters will be posted using second class mail.
- Annual Reports and Tracking
During the year at Lady Manners School, there are several opportunities for parents/carers to receive information about their child's progress. Typically these include:
 - Tracking Summaries – every school year, parents/carers will receive two of these brief updates about their child's progress and attitude.
 - Annual Report - including similar information to that in the Tracking Summaries, as well as individual comments from all subject teachers, each student's Form Tutor and a senior member of staff.
 - Parents' Evening – an opportunity for parents/carers to meet their child's teachers to discuss progress in individual subjects
 - Tutor Evening (Year 7 students only) – a chance for parents/carers to meet their child's Form Tutor during their first term at school to discuss how they are settling in to school
- Website
The school website provides a wide range of general information about the school. It is kept up to date with news stories about events and activities. The website contains only information of a general nature and any information that could jeopardise the safeguarding of a student will not be included on the website.
- Myvle
Every student has a username and password to access the school's virtual learning environment, Myvle. Myvle contains a range of information pertaining to subjects studied by each student. Some homework is available on Myvle. Myvle can be accessed by students and staff from anywhere with internet access.
- Wisepay
Wisepay is used to enable parents to make online payments to school. Wisepay is also used to store letters to parents; emails sent to parents/carers will typically include a link to Wisepay from which the letter can be downloaded.
- Social Media
School social media accounts are used to share news and information about the achievements and activities of students, and life in general at Lady Manners School. Positive comment is welcomed but action will be taken, and comments removed, if necessary to ensure the safety or reputation of students, staff and the school in general.

Communication with school should follow the procedures outlined in this document, and not via comments submitted on social media.

Communications from Home to School

- Mobile Phones
School mobile phone guidelines (available on the website) state that, during the school day, students' mobile phones must be kept switched off and out of sight. Use

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of a mobile phone, or other mobile device, in a lesson is forbidden. Therefore, parents/carers wishing to contact their children during the school day must do so through the school office, using the contact details given above.

- Sending messages to school
 - Parents wishing to contact a teacher or other member of staff during term time can do so by:
 - phoning the school office on 01629 812671
 - emailing to any of the following email addresses:

info@ladymanners.derbyshire.sch.uk	General enquiries
lowschool@ladymanners.derbyshire.sch.uk	Pastoral query concerning a Lower School (Years 7-9) student
upperschool@ladymanners.derbyshire.sch.uk	Pastoral query concerning an Upper School (Years 10-11) student
sixthform@ladymanners.derbyshire.sch.uk	Pastoral query concerning a Sixth Form (Years 12-13) student
attendance@ladymanners.derbyshire.sch.uk	Student absence in Lower or Upper School

- writing to Lady Manners School, Shutts Lane, Bakewell, Derbyshire, DE45 1JA
 - Messages will be passed to the appropriate person as quickly as possible for response within the timeframes given.
- Timeframes for response from school

The highly structured nature of work within a school will almost certainly mean that responses to queries will not be immediate. Teaching commitments render many of our staff uncontactable for much of the working day; as a consequence a response may inevitably take several working days. Expected timeframes are:

- Within two working days (during term time): receipt of an email will be acknowledged.
- Within five working days (during term time): a response will be provided to the sender. In some cases, the investigation required to provide a full and fair response may take longer than five working days to complete. In these instances, we will provide a likely timeframe for a full response.

Nature and Tone of Communications

- All communications between school and home should be respectful.
- Any communication received by a member of staff that is deemed to be aggressive, offensive or contains unreasonable demands will be referred to a senior member of staff for appropriate action.