

Lady Manners School

Home-School 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 GDPR, 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.
 - send an announcement via Class Charts to parents who have downloaded the class charts app
 - inform local radio stations (Radio Derby, Radio Sheffield and High Peak Radio).
- **Routine Communications**
 - Email to Parents

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- 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 primary contact email address for each student (or the youngest 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.
- **Class Charts**

All students and parents/carers have a login for Class Charts, which is available online and via an app for mobile devices, by which they access real time information on homework, conduct and rewards as well as reporting absences. Class Charts announcements are used by individual staff members to communicate messages to specific groups of students and their parents/carers or to individuals.
- **Annual Reports and Progress Data**

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:

 - Progress Data – brief updates about the student's progress and attitude.
 - Annual Report - similar information to that in the Progress Data, as well as individual comments from subject teachers and the student's Form Tutor.
 - 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 information of a general nature and any information that could jeopardise the safeguarding of a student will not be included on the website.
- **Myvle**

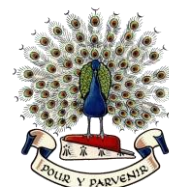
Every student has a username and password to access the school's virtual learning environment, Myvle. Myvle contains a range of information pertaining to subjects studied by each student. Myvle can be accessed by students and staff from anywhere with internet access.
- **Wisepay**

Wisepay is used to enable parents to make online payments to school. Wisepay is also used to store some letters to parents; emails sent to parents/carers may 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.

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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 at www.ladymanners.net/policies) state that, during the school day, students' mobile phones must be kept switched off and out of sight. Use of a mobile phone, or other mobile device, in a lesson is not allowed unless permission is given by a member of staff. Therefore, parents/carers wishing to contact their children during the school day must do so through the school office, using the contact details given below.

- 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
pastoral@ladymanners.derbyshire.sch.uk	Pastoral query concerning Years 7-11
sixthform@ladymanners.derbyshire.sch.uk	Pastoral query concerning a Sixth Form (Years 12-13) student

- writing to Lady Manners School, Shutts Lane, Bakewell, Derbyshire, DE45 1JA
 - Absences from school are notified using the 'Absences' tab on Class Charts or by phoning school on 01629 812671. Further information is available at www.ladymanners.net/absence.
 - 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.