



Links Between Home & School *Guide for Parents*





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Introduction and Aims

Woodbrook Vale recognises that for students to fulfil the ethos and values of the school we require parents to be both engaged and involved in their child's learning and the wider life of the school.

Parental engagement involves active participation and partnership that enhances their child's learning, character development, aspirations and behaviour in line with schools' expectations. Home school communications such as parent's evenings, contracts, meetings, help with homework, contribution to careers days and more would constitute engagement.

We also encourage parental engagement including, participating in school events or activities such as being an audience member in school productions, joining in fund raising activities, volunteering and offering time or resources to support the school.

In order to achieve this we recognise that there must be open lines of communication between home and school. We know that clear, open communication between a school and parents has a positive impact on children's learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this guide is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers 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



Roles and Responsibilities

Headteacher

The headteacher, Rachael Fraser, is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing the guidance around clear and effective communication

Deputy Headteacher

The deputy headteacher, Sarah Anderson, is responsible for:

- Our parental engagement and communication plan

Staff

All staff are responsible for:

- Responding to communication from parents in line with this guidance 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)

Staff will not always be able respond to communications outside of school hours, their working hours or during school holidays.

Parents

Parents are responsible for:

- 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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

We ask that all parent/carer communication is a calm and reasonable manner. Any communication that is considered disrespectful, abusive or threatening will be directly addressed by the Headteacher.

We Will Communicate with Parents & Carers in the Following Ways:

The section below explain how we keep parents up-to-date with their child's education and what is happening in 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.

Social Media

We will communicate via social media. Please follow us on:

- Twitter @ WoodbrookVale



Website

Our website includes a link to all the latest news, letters and calendared events and other key information such as:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting the school.

[Click here to visit the website.](#)

Go4Schools

Our data management system is Go4Schools. All parents / carers can create a log in using the email that they have provided the school. We encourage parent's to check Go4Schools daily. This contains information regarding student attendance, behaviour, rewards, timetable and current progress. Annual reports and attitude to learning is also accessed through Go4Schools.

[Click here to visit Go4Schools.](#)



[There is also a Go4Schools mobile app, click here for more information.](#)

We Will Communicate with Parents & Carers in the Following Ways:

Email

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Day to day communication re welfare or teaching and learning

Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Attendance/Absence: we ask parents to contact us by 8.30am on the first day of absence and on each consecutive day of absence. We will contact parents via text if we do not receive an absence notification

Phone calls

You may be contacted by school by telephone to inform you if your child is unwell, to inform you of a behaviour issue and sanction e.g. same day detention of more than 10 minutes or to discuss an issue related to your child's learning. We understand that parents / carers may be at work but, in some cases, it is necessary to speak with you. We ask all parent's to provide **at least two contacts** and to update the school of any changes in contact details as soon as possible.

Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter

We Will Communicate with Parents & Carers in the Following Ways:

Meetings

We hold parents' evenings for each year group as highlighted on the school calendar. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's well-being, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or well-being. Parents of students with special educational needs and disabilities (SEND), or who have other additional needs, may also be asked to attend further meetings to support these additional needs.

We will hold topic specific meetings throughout the year for parents. These will be advertised through letters, text messages, the school website and the school newsletter.





Parents and Carers Can Communicate with the School in the Following Ways:

Please use the contact list table to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

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 and respond to all emails within 24 hours (excluding non-working days).

If a query or concern is urgent and you need a response sooner than this, please contact the main reception at school.

If you have a safeguarding concern please [click here to make a report](#). You can also find this link on our website.

Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time.

If your issue is urgent, please call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their well-being

We would respectfully request that parents and carers contact school through one of these ways rather than raising a concern via one of our social media platforms.



Who should I contact?

Option 1:

If you have questions about any of the topics in the following table, or would like to speak to a member of staff:

- Email or call the school office on office@wbvs.co.uk or 01509 557560
- Put the subject and the name of the relevant member of staff in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there. We try to respond to all emails within 24 hours.

Option 2:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 24 hours.

Inclusion

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

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

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.



School Contact List

I have a question about...	Who you need to talk to -
My child's learning/class/activities/ lessons/homework	Your child's subject teacher. Please check their timetable in order to do this. Email the school office who will forward the query to the correct member of staff.
My child's well-being/pastoral support	Your child's form tutor or Head of Year. Alternatively, email the school office who will forward your email to the relevant member of staff or telephone 01509 557560 dial 3
Payments	Finance: 01509 557560 option 4 wbvfinance@wbvs.co.uk
School Trips	Student Office: twoolley@wbvs.co.uk
Uniform/Lost and Found	Student Office: jhibberd@wbvs.co.uk
Attendance, lateness and absence requests	01509 557560 option 2 or wbvattendance@wbvs.co.uk
Bullying and Behaviour	Your child's form tutor or Head of Year
School Events/The School Calendar	office@wbvs.co.uk
Special Educational Needs & Disabilities	atyers@wbvs.co.uk (SENDCO) or sanderson@wbvs.co.uk (Deputy Headteacher)
Before and After-School Clubs	Office@wbvs.co.uk
Hiring the School Premises	01509 557560 dial 5 Business manager dgreen@wbvs.co.uk
Canteen /Catering	Call 01509 557560 and dial 6
Careers	mmcswiney@wbvs.co.uk
Exams	jperry@wbvs.co.uk