



Communication Protocol



Effective September 2024



Introduction

Skegness Infant and Junior Academies understands the importance of the Home-Academy partnership. The stronger that partnership is, the better a pupil's chances are of fulfilling their potential. Effective communication is crucial for the partnership to be a success, both to and from the academies. Only at this point can staff and parents properly coordinate the support for the child.

We are grateful for the level of support that already exists from parents and families enabling their child to attend Skegness Infant and Junior Academies but know that additional home input and interest makes a key difference for outcomes.

We understand that-

- that effective partnerships between home and the academies have a positive impact on pupils' learning
- It is essential that parents and carers have access to relevant, up to date information and that they receive our support, guidance and help in a timely and effective way
- Parents and carers need to provide feedback to the academy
- Parents, carers, siblings, family members and peers all play an important role in supporting learning

Protocol on Communication with Parents/carers

Every member of staff has a responsibility to support effective communications. The quality of our communications reflects on the academy's reputation and impacts on the trust placed in us by parents or carers.

Whilst staff will always seek to establish open and friendly relationships with parents, it is important that this remains professional. As such, parents and carers should always be addressed in an appropriate manner, a courtesy that staff can also expect in return.

Parents will be provided with various opportunities for contact and means of communicating with academy during the course of a year. This policy makes these opportunities clear.

How we communicate

Depending on the nature of information or issue being discussed, we typically communicate with parents/carers through the following means:

- Text Message
- Emails and calls from the office
- Microsoft Teams
- The school website (where the information is relevant to all parents)
- Twitter (where the information is relevant to all parents)
- Updated information boards in the school playground (where the information is relevant to all parents)
- Letters (in writing)
- Class Dojo
- Tapestry (EYFS)
- In person though a face-to-face meetings/appointments.

The aim of this document is to help forge a strong link between Home and Academy. It has drawn on points raised by parents/carers through surveys and other feedback provided informally, as well as the views of the Senior Leadership Team. By drawing together and considering all elements of communication, it should work to strengthen the communication between Home and Academy, allowing us to work together to support your child's development.

Acceptable hours for messaging

As there are many means and opportunities to communicate with staff, we expect this to be done in a manner that is manageable within the school opening times and not outside the expected working hours. Messages sent to staff after 5pm may not get an instant response. Although we always respond in a timely manner it is not always possible to do so instantly.

If you need to communicate due to a safeguarding concern, please contact 01522 782111 (Monday to Friday, 8am to 6pm). Or follow this link <https://www.lincolnshire.gov.uk/safeguarding/report-concern>

Resolving Concerns

When issues arise, we aim to work harmoniously with parents/carers in the best interests of their children to deal with incidents in a prompt and professional manner. Most issues can be quickly and easily resolved through effective communication and working in partnership.

To carry out this process smoothly it is essential that all details kept in the office are up to date to avoid unnecessary delay. You will be asked regularly to update yours, but you can communicate with the office at any time to make updates whenever needed.

In the first instance of an issue being raised, parents/carers are encouraged to liaise with the class teacher initially, outside teaching hours at a time mutually agreed to discuss issues. If the issue cannot be resolved, the next step would be to arrange a meeting/call with the relevant member of the senior leadership team, usually the Head of School which can be arranged through the school office. Following this, contact should be made with the Executive Principal to resolve any outstanding issues.

The complaint policy is used to pick up issues unresolved after this stage.

Acceptable Behaviour and Working in Partnership

We want to foster a community where people are treated with respect and courtesy.

It is important that parents/carers do not approach a child other than their own about a concern either on the school site or outside of school.

It is also important that parents/carers do not try to address their concerns directly with other parents where those concerns relate to incidents between children that happen in the school.

We will not accept raised voices, aggression, unnecessarily accusatory language, swearing, or threatening behaviour towards staff, pupils or other parents either in meetings, over the phone or via our other communication means. This will result in termination of the meeting/conversation on the phone or in removal from the premises. In serious cases the police may be called.

In the event of raised voices, aggression, swearing or threatening behaviour either in person on site or over the phone or via messaging, parents/carers will receive a warning in writing. A repeat of the behaviour will result in a ban from the school site. The ban will range in length depending on the seriousness of the behaviour.

Parents/carers have a right to expect the best for their children at Skegness Infant and Junior Academies and they have a right to express their concerns. At the same time, teachers and pupils must be allowed to work and learn in a safe and secure environment.

Thank you for reading this,

SIA and SJA staff



Further details on how we communicate with Parents and carers

Via newsletters

We send out a termly e-newsletter in the form of a Sway. This contains lots of information on events coming up and coverage of activities children have taken part in. Information about the curriculum is posted on Twitter and included in the newsletter.



Read the newsletter and mark key events onto your calendar or diary. The curriculum information is specific to your child's year group and may also contain information you need to note down such as visits or visitors

Via the website

The calendar on our website will be kept up to date throughout the academic year. Parents and carers can access the website calendar by following the link to <https://www.skegnessinfantacademy.org> Or <https://www.skegnessjunioracademy.org>



Regularly access the website to see what events and activities are coming up. If events are not on the calendar, please ring the office

Via apps or social media



TAPESTRY
ONLINE LEARNING JOURNAL

Use of Class Dojo, Facebook and X (formerly Twitter) across Skegness Infants and Juniors has become a one-way communication channel to share information with you via the apps. Staff will use Class Dojo to encourage children to display positive behaviour skills and the school values within the academy including in class or outside on the playground. You will be able to link to each class and you will receive notifications when your child has had a Dojo point added and the reason. You can use any device to connect with Class Dojo through the free mobile app or through the website at www.classdojo.com. If you already use class dojo for another child, then you simply enter the email address and password already utilised for the other child's account. Instead of Class Story on Dojo, Teams channels will be used to inform you directly of learning in the same way.

Use of these apps will ensure you can stay up to date with what is happening within the academies.

Please note, we will no longer be able to respond to any messages received on Class Dojo from parents/carers to class teachers or engage in dialogue via social media. The volume and frequency of messages received prevents us from doing so. Any issues should be raised directly with academy via the communication channels below. If you need to urgently speak to a class teacher, please let the office know and they will pass the message on.

The office can be contacted at 01754 762059 for Skegness Infant Academy or 01754 879166 for Skegness Juniors. Alternatively, please use;

admin@skegnessinfantacademy.org or

admin@skegnessjunioracademy.org to email in.

In EYFS only, staff use Tapestry to communicate pictures of children's learning in their individual portfolios and parents can add pictures here too.



Follow @SkegInfantAcad and @SkegJuniorAcad on X (Twitter) and 'like' the Skegness Infant and Junior Academies Facebook page to receive current news of academy. Sharing our stories and liking them helps to spread the word of all the good things happening in the academy.

Via Email



E-mails are the best way of communicating quickly between home and academy. They are a good way to inform the academy of any issues that may arise. Please see above for the admin email addresses.



Be patient if you email us. We aim to respond within 48 hours. This is to allow for the enquiry to be reviewed.

We may contact you via the phone as it is often easier to problem solve this way. When emailing, please be as concise as possible so we can iron out any issues you are raising. Often key points can be lost if emails are lengthy.

Via reports



The academy will provide every parent/carer with an end of year report which includes information about their child's strengths and areas for development and targets for the next academic year. If your child has taken part

in phonics screening in Year 1, end of KS1 SATs in Year 2, the multiplication Times Table Check in Year 4 or the end of KS2 SATs in Year 6, you will also receive information about how your child has done.



Make sure read your child's report and share it with them.

Via meet and greet in the mornings

During the mornings when children are entering the academy's site, staff will be available for a short time to discuss minor issues. This will usually be from 8.45 (10 minutes before all children are due for registration) during which time any quick messages can be communicated to them. However, should parents wish to have a longer conversation or if you need to repeatedly see the staff member about the same or separate issues arising for your child, it is important that you make an appointment to speak to the teacher. In the interests of all the children in the class, the teacher must be able to begin teaching as soon as possible in the morning once you have dropped your child off ready for registration at 8.55 and we ask you to avoid lengthy conversations at this time of the day. Staff will also be available at the end of the day.



If staff are unavailable, please do ask the office to book a meeting or telephone call.

Via Parent/carer evenings



Parents'/Carer Evenings are the important times in the year when there is a specific opportunity to discuss your child's progress with the class teacher. Time is at a premium in these sessions, so it is helpful to be clear about the information that is required. Teachers will often provide you with the following aspects about your child's progress:

1. How your child is has settled into their new class and how they are progressing in the various subject areas.
2. What are your child's key strengths and areas for development, and the progress that has been made since the last reporting stage.
3. Most importantly, **what can be done together to help your child with the next stages of their improvement.**

It is valuable to look on the "areas for development" as a positive matter. Children come to the academy to learn and improve, and our role is to identify opportunities for them to achieve their full potential. Parent/carer Evenings can be a focal point for achieving this, by promoting the dialogue between Home and the academy. We value your support at this stage. Parent/Carer evenings can either be face to face or booked as a call.



Please support your child at parent/carer evenings by thinking of any questions you may have in advance. As a general guide, stick to two or three that are essential to discuss at this point. Children like to know their parent/carers are interested in their progress, so allowing time before you arrive to look through books works well.

Books are not available at the first meeting of the year to allow settling in to be discussed. If you have any big concerns around friendships or an issue that is complex, please do not wait until parent/carers evening. Likewise, we will let you know of any issues as that arise rather spring surprises on you at the meeting. It's important to remember that the academy wants the same as you for your child- happy, settled children so it is beneficial for us to work together to get the best result.

Via reading at home

Children in EYFS have an e-book and a real book to encourage a love of reading. Moving into KS1 children access the range of reading books linked to our phonic scheme. In KS2 children also have access to a wide range of reading books to read at home with an adult. Some older children will be 'free readers' but will still be expected to read at home independently.

It is an expectation that children read at least 4 times per week at home. Reading is tracked on the class tracker and this is closely monitored by the English lead. Children are rewarded with a reading crown if they have read 4 times or more at both Skegness Infant Academy and Skegness Junior Academy. A weekly reading reward is also given to a child showing excellence in reading effort or progress in our Celebration assemblies.

All reading should be recorded using the Boom reader app. This is in use for children from Year 2 upwards. Children can access the app themselves to record their own reading to encourage independence.



Reading at home is important and we realise there is often little time to carry this out. Try to build 'reading time' into your evening routines, so it becomes part of a habit rather than an ordeal to face each time. Also encourage your child to read with an older sibling or another adult- it does not need to be you! Reading from food packets, TV or streaming channels, magazines and information online is also to be encouraged. Once your child can read, it is hard to stop them reading everything.

Via Telephone calls

Telephone calls will be made by academy where immediate contact with a family member is required, i.e., when a pupil injury of significance has occurred. A staff member will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers, where possible.

Any **pupil absence** must be reported to the academy by telephone as this is the quickest and most efficient way to contact us quickly.

A telephone call and/or message is often the quickest way alert the academy to any problems that arise and allow us to attempt to resolve these immediately. The staff will aim to respond to calls as soon as we can.



Ensure that we have current phone numbers for you and any other relevant contacts. In the case of an emergency, we will need to get in touch with you. In rare cases we may need to inform you if the emergency services are involved.

Via the Parent/carer Survey



As an academy, we undertake a structured survey annually to capture parent/carer opinion and views on all aspects of our academy. By having parents/carers sharing their views and opinions we can set further improvements in motion. The survey can be anonymous if so chosen.

If there has been a concern, we would rather know immediately and try to help resolve it rather than wait until the survey.



**Ensure that you complete the electronic survey in order to support us to continually improve the academy.
We intend to carry this out during term 3.**

Via workshops and Curriculum events

Each term, we publish a list of dates and times that parents/carers can come into the academy to see what happens in various workshops and the for you to engage in learning activities with your children. These include sessions on Phonics, Reading, Maths and SEND parent drop ins to share strategies.



Make a note of the published dates so that you can make sure you can come in a see what your children have been learning and take part!

A one-page summary of our Communication Protocol is included at the end of this document, which parents/carers can use for reference purposes.

We continually strive to ensure that parents and carers receive as much information about the life of the academy as possible. If you have any further ideas, please do not hesitate to contact us via email.

Thank you for your ongoing support.

The Communication Protocol Summary

For communication between home and academy to be as supportive as possible, the following commitments should be made by staff and parents/carers. When both parties are fully engaged in the partnership will be at its best.

<i>Skegness Infant and Junior Academies will:</i>	<i>Parents/carers should:</i>
Send out a termly e-newsletter in the form of a Sway. This contains lots of information on events coming up and coverage of activities children have taken part in. We will post curriculum information on Twitter and Facebook	Read the newsletter and mark key events onto your calendar or diary. The curriculum information is specific to your child's year group and may also contain information you need to note down such as visits or visitors.
Update the website calendar regularly. Access the website calendar by following the link to https://www.skegnessinfantacademy.org or https://www.skegnessjunioracademy.org	Regularly access the website to see what events and activities are coming up. If the information is not there, please check your messages/curriculum letters or ring the office.
Use Social Media (Class Dojo, Facebook and Twitter) as communication channels to advise on upcoming events and share what has been happening in academy.	Follow @SkegInfantAcad and @SkegJuniorAcad on Twitter and 'like' the Skegness Infant and Junior Academies Facebook page to receive current news of academy. Any issues should be raised directly with the academy.
Be available to respond promptly to issues. The office can be contacted at 01754 762059 for Skegness Infant Academy or 01754 879166 for Skegness Juniors. Alternatively, please use; admin@skegnessinfantacademy.org or admin@skegnessjunioracademy.org to email in.	Be patient if you email us. We aim to respond within 48 hours. This is to allow for the enquiry to be investigated. We may contact you via the phone as it is often easier to problem solve this way.
Provide every parent/carer with an end of year report which includes information about their child's strengths and areas for development and targets for the next academic year.	Make sure read your child's report and share it with them.
Provide a meet and greet in the mornings to allow for any quick messages to be communicated to staff. Staff will also be available at the end of the day.	If staff are unavailable, please do ask the office to book a meeting or telephone call.
Provide Parents/carers Evenings opportunities to facilitate the discussion around your child's progress with the class teacher. Parent/Carer evenings can either be face to face or booked as a call.	Please support your child at parent/carer evenings by attending. Children like to know their parent/carers are interested in their progress. It's important to remember that the academy wants the same as you for your child- happy, settled children, so it is beneficial for us to work together to get the best result.
Provide information on your child's reading progress including issuing reading books and access to relevant apps.	Try to build 'reading time' into your evening routines, so it becomes part of a habit rather than an ordeal to face each time. Remind children they need to read 4 times per week.
Make contact via the phone when a pupil injury of significance has occurred or in case of emergency. Staff will aim to respond to calls as soon as we can.	Ensure that we have current phone numbers for you and any other relevant contacts. Any pupil absence must be reported to the academy by telephone as this is the quickest and most efficient way to contact us quickly.
The Academy to issue Voice of Parent/carer survey in term 3 and use this to support our continued improvement, as well as responding to the concerns raised.	Ensure that you complete the electronic survey to support us to continually improve the academy. We intend to carry this out during term 3.
Publish a list of dates and times that parents can come into the academy to engage in learning activities with your children. These will include sessions on Phonics, Reading, Maths and SEND parent drop ins to share strategies.	Make a note of the published dates so that you can make sure you can come in a see what your children have been learning and take part!

Email: admin@skegnessinfantacademy.org and admin@skegnessjunioracademy.org

Websites: www.skegnessinfantacademy.org and

www.skegnessjunioracademy.org

Twitter: @SkegInfantAcad and @SkegJuniorAcad **Facebook:** Skegness Infant and Junior Academies

