



## Guidelines for Parents & Carers: Home-School Communication

In addition to the school's efforts to communicate with parents and carers via our website, letters, parents' evenings, progress reports and other means, these guidelines are designed to improve the effectiveness of school communications with parents and carers – in both directions.

They indicate how parents should contact school and identify the most appropriate person to contact.

These guidelines take into account that teachers spend the majority of each day teaching and so are not always readily available to respond to emails or phone calls.

### Emergencies

**With any emergency / urgent matter, please contact the School Office and the receptionist will then direct your call: (01865) 558719**

### Clearly labelling emails and letters

In emails or letters, it is essential that the student's name and form are clearly stated (in the **subject bar** in emails), with the surname of the student first. E.g. **SURNAME Forename, 10BT**

Example Issue	Who to contact	How
Reporting absences	School Office	email (depending on Year group): <a href="mailto:absences7-9@cherwell.oxon.sch.uk">absences7-9@cherwell.oxon.sch.uk</a> <a href="mailto:absences10-11@cherwell.oxon.sch.uk">absences10-11@cherwell.oxon.sch.uk</a> <a href="mailto:absences12-13@cherwell.oxon.sch.uk">absences12-13@cherwell.oxon.sch.uk</a> or telephone <b>01865 558719</b>
Enquiries about progress in one subject	Subject teacher	email <a href="mailto:office@cherwell.oxon.sch.uk">office@cherwell.oxon.sch.uk</a> or letter*
Enquiries about progress in several subjects	Form Tutor	email (address provided separately / via Sims Learning Gateway) or letter*
Planned medical appointments	Form Tutor	email (address provided separately / via Sims Learning Gateway) or letter*
General non-urgent queries	Form Tutor	email (address provided separately / via Sims Learning Gateway) or letter*
More urgent and serious concerns and queries	Deputy Year Leader & Year Leader	email (address provided separately / via Sims Learning Gateway) or letter*

### Summary of communications

\*Postal address: **The Cherwell School, Marston Ferry Road, Oxford OX2 7EE**

### Absence

To report **absences** you should contact the **School Office by telephone or email.**

Telephone: **(01865) 558719**

Years 7, 8 or 9: [absences7-9@cherwell.oxon.sch.uk](mailto:absences7-9@cherwell.oxon.sch.uk)

Years 10 or 11: [absences10-11@cherwell.oxon.sch.uk](mailto:absences10-11@cherwell.oxon.sch.uk)

Years 12 or 13: [absences12-13@cherwell.oxon.sch.uk](mailto:absences12-13@cherwell.oxon.sch.uk)

### **Please note that these are new email addresses**

Any emails should have the name and form of the student in the subject bar (as detailed above). You may be called back to check on the authenticity of the absence report.

### **Routine matters, queries and non-urgent pastoral/welfare issues**

Where time is not of the essence, you should contact the **Form Tutor by email or in writing**.

### **Matters relating to a particular subject**

Please contact the **subject teacher by email or by letter**. Emails for subject teachers should be sent to [office@cherwell.oxon.sch.uk](mailto:office@cherwell.oxon.sch.uk), with the student name in the subject bar and the name of the member of staff it is to be forwarded clearly stated at the start of the email. Please note that this may mean the email is not received by the teacher before a particular lesson.

### **Urgent/serious matters**

To discuss **more urgent or serious matters, including serious matters which require an overview of your child's experience at the school**, you should contact the **Deputy Year Leader by email or telephone**. The Deputy Year Leader, who is non-teaching, will keep the **Year Leader** informed and can arrange direct contact as needed. The relevant contact details are provided at the start of term and are also available from the school office.

### **Sharing Student success**

We know that students achieve many things outside of school which we are not always aware of and for us to know about students' activities and achievements outside of school would very much help Form Tutors and Year Leaders in particular, get to know their students. Students can find it difficult to share their achievements but we are delighted when Parents and Carers send us information. We are very proud of all our students and believe achievements and successes should be celebrated - from the quiet knowing word of a Form Tutor, to the sharing in assemblies and newsletters; how we use this information would be with your child's agreement. As such, please keep us informed by contacting your child's Form Tutor or Year Leader using the contact information that will be supplied separately to this letter.

### **The Cherwell Sims Learning Gateway**

We offer an online service to provide you access to a range of information about your child in real-time. The secure website includes:

- Attendance summary
- Their timetable
- Achievement and Behaviour information
- Progress Reviews
- Data collection sheets – allowing you to update any data such as address, phone numbers, emails, medical info etc.

You will be issued with a username and password, as soon as possible, when your child has started at The Cherwell School.

### **Use of student planners**

We ask that parents **sign planners** as a way of supporting the work in school and encouraging the accurate recording of homework and to give consent regarding early school closure and other practical matters, but **please do not write notes in student planners** as a way of communicating with school, rather please email, telephone or write a letter.

### **Mobile phones**

We ask staff not to provide their private contact details, including mobile phone numbers, to students or parents. Communication should always go through the methods detailed above. Arrangements for particular trips/activities may include the provision of a school mobile number.

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### **Contacting the Senior Leadership Team**

Should you have a particularly serious or whole-school matter of concern you may wish to contact a member of the Senior Leadership Team. An outline of the roles and responsibilities of the SLT is available on the school website via Information / *Leadership and Governance* page, and members of the SLT should be emailed via the office email address: [office@cherwell.oxon.sch.uk](mailto:office@cherwell.oxon.sch.uk)

### **Response time**

In all areas of the school we aim to reply to emails from parents and carers (and other correspondence, wherever possible) within 2 working days.

**Matters requiring more immediate attention should be communicated by a phone call to the school reception.**

### **Schoolcomms**

The school uses an email system called schoolcomms to send bulk communicates to parents. We find this an efficient and cost effective way of sending information to parents and carers with over 90% of parents currently registered. As such if you have an email address through which you are already receiving messages, please ensure that the school records are kept up-to-date. To inform the school of any changes to your email address or to add your email address to the system, please email [office@cherwell.oxon.sch.uk](mailto:office@cherwell.oxon.sch.uk). Parents and carers who do not receive information via schoolcomms will receive communication via student-post or Royal Mail delivery.

### **Staff-student communication**

We encourage students to talk to relevant members of staff whenever there is a need. Given the nature of a split site school, if a student is finding it difficult to locate a particular teacher we ask the student to talk to their Form Tutor who can then facilitate the contact between the teacher and staff member. We ask students not to email teachers unless they have been given permission to do so from the teacher in advance and preferably to only use their school email address, as well as to use appropriate formal language and keep to school matters. Teachers will only communicate with students via email using the school email system.

We hope you find these guidelines helpful.

Should you have any queries regarding our methods of communication, please contact Mrs Sally Carr (HR & Administration Manager) via [scarr@cherwell.oxon.sch.uk](mailto:scarr@cherwell.oxon.sch.uk)