

Our Family Communication Charter

This charter has been co-produced with our Family Partnership Group.

We know that families want:

- To receive regular communication about their child
- To receive communication which includes information about learning and behaviours, including a balance of what has gone well and what their child has found difficult
- To know as soon as possible if there has been a difficulty during the day
- To be informed so they can support and prepare their child at home
- To receive advance notice of any changes or special arrangements to avoid inconvenience to family life
- To tell us when they are worried about their child and to know that adults in school are aware of this and will help support during the day
- To work with the school in partnership to support their child
- To be able to adjust the frequency of communications depending on the need of their child
- To understand the school curriculum and know what their child will be learning
- To understand the school's therapeutic approach to behaviour and support its implementation
- To be listened to and understood

School can deliver this by:

- Sending emails twice a week, outlining what has gone well and what could be better, covering the NeneGate pillars and behaviours in school
- Using Evidence for Learning to communicate WOW moments and give regular information about learning and progress
- Being flexible so that communications can be more frequent if individual circumstances warrant this
- Following up emails with a phone call if required, particularly if the day has been difficult
- Ensuring that parents receive at least a week's notice of school visits. If the visits are rewards trips when the child is notified the day before, then the school commits to ensuring that everything is provided for the child, to minimize the impact on family routines
- Ensuring that there is a clear process that parents can follow for getting in touch with school in the morning if there is something they think we need to know about their child
- Publishing a regular newsletter highlighting key dates and events
- Maintaining an updated Facebook page, which enables parents to see what has been happening in school
- Planning a schedule of events that give parents information about the school and its curriculum
- Ensuring that there are regular opportunities for parents to meet the Head Teacher and other key staff
- Listening to feedback from the Parent Partnership group and other sources to keep improving the quality and consistency of communication