

A parents'/carers' guide to communication with school.

Effective communication between families and school is essential for the wellbeing and success of our pupils. This document is intended to give a guide as to how families can get in touch with school in an effective and appropriate way. Under each point of contact are some examples of possible reasons for getting in touch.

Administrator (8:30am-3:30pm)

Lesley Carter and Beth Horne can be contacted at the school office, by phone on 01905 424878 or by email office@oldburypark.worcs.sch.uk

- Pupil absence: please call each morning that your child will be absent from school before 8:45am and leave a message on the absence option of the phonenumber
- Changes to contact details
- Relaying messages relating to clubs, changes to collection arrangements
- Collection of administrative paperwork

Teaching staff

Messages can be passed on verbally on the playground at the end of the day when the rest of the class have been dismissed. Written messages can be written in reading/home learning diaries and handed in to class teachers. For sensitive or potentially complex issues, please make an appointment with your child's class teacher with an indication of what requires attention.

- Advice on home reading
- Pastoral issues (behaviour, relationships in school, changes to home life)
- How to support home learning
- Academic progress
- Medical issues
- First port of call for SEND concerns

Phase Leaders/ Teaching Teams

Each of our phases has an email address that is checked regularly. This may be easier for some parents and carers to communicate through as it is not restricted to school hours in the same way. Emails to these addresses will be responded to in a timely manner.

eyfsparents@oldburypark.worcs.sch.uk (For children in Reception)
KS1parents@oldburypark.worcs.sch.uk (For children in Years 1 & 2)
LKS2parents@oldburypark.worcs.sch.uk (For children in Years 3 & 4)
UKS2parents@oldburypark.worcs.sch.uk (For children in Year 5 & 6)

Principal – Angela Crawley/ Ben Irving

Available at the school gates most mornings to address simple queries. Contact via the main school office during the school day.

- Whole school issues
- Community issues
- Addressing concerns that could not be/have not been addressed by teaching staff
- Complaints (following our school complaints policy)
- Positive feedback – let us know what we are doing well to inform future school development

Designated Safeguarding Lead – Sarah Davies

In urgent cases, you can expect to see a Designated Safeguarding Lead immediately. For non-urgent advice, please make an appointment via the school office. Refer to our Safeguarding Policy and Early Help Offer on our website for further contact details for external agencies.

- Concerns for the welfare and safety of members of the school community
- Advice on sensitive family issues that impact on welfare
- Advice on support available locally relating to welfare issues

SENDCo – Esther Miller

By appointment through the office or on SEND@oldburypark.worcs.sch.uk

- Discuss provision relating to Individual Provision Maps (IPMs)
- Liaison regarding any assessments undertaken by outside agencies
- Seek advice about learning and development concerns

School Governors – Kirstin Bluck (Chair of Governors)

By email via the school office office@oldburypark.worcs.sch.uk or a message can be left at the school office requesting a phone call.

- Whole school issues that could not be/have not been addressed by the Principal
- Wider community issues

As a school we are committed to our community and therefore make ourselves available to parents and carers in the many ways listed above and will always seek to work alongside our families. Families are advised to exercise very careful judgement if discussing school issues on social media platforms.

If using email to contact staff please be advised that the response will be timely but not out of hours (between 5pm and 8am week days and weekends.)