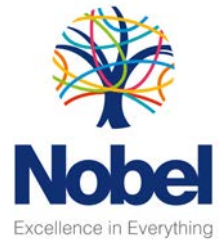


# Communication Strategy 2016



It is essential for the effective running of Nobel that there are clear and concise guidelines for all communications, whether internal or external. We want all students, parents and staff to feel involved, included and informed in our school community. Effective communication is key to preserving our positive partnerships between students, parents and our school. The following serves as a guide to communication for parents within Nobel's community.

## Consultation and communication by school with parents/carers

The following methods are used to support us all to improve our partnership with all parents/carers and gain the best outcomes for our students.

Communication	Purpose	Frequency
<b>School Prospectus</b>	Communicates school vision, ethos and core principles	Issued on expression of interest
<b>Home School Agreement</b>	Positive partnership between student, school and parent	Signed on enrolment
<b>Family Data and Permissions Booklet</b>	Up to date information on students to aid communication with home	Signed on enrolment
<b>Do now, don't leave</b>	Ideal 24 hour response time to all parental queries (48 hour maximum)	Ongoing
<b>School website, mobile app, Facebook and Twitter</b>	School information and events	Ongoing
<b>Outlook/telephone</b>	If relevant teacher or Head of Year has any subject or year-specific concerns, a chat or email exchange with the parent often easily resolves this	Ongoing
<b>Home/school planner</b>	Sharing information on progress of students. Relevant Form Tutor checks content weekly	Ongoing
<b>Parent calendar</b>	Daily events displayed	Ongoing
<b>Text messaging</b>	Whole school text system to alert parents to important issues and to ensure urgent information gets home quickly	As/when required
<b>Learning platform (Moodle)</b>	All students and parents have access to web portal – parent/carer is able to check student attendance, behaviour points, achievement points and gain access to school reports at anytime	As/when required

<b>School policies</b>	School information for parents/students	Ongoing
<b>Nobel newsletter</b>	Significant dates, celebration of achievement, events, general school news	Fortnightly
<b>Information leaflets/letters home</b>	Information on a variety of topics	As/when required
<b>Acknowledgment slips</b>	Confirmation of receipt/consent	As/when required
<b>Parent surveys and questionnaires</b>	Impact of service delivery	As required (use third party Kirkland Rowell)
<b>Friends of Nobel</b>	Fundraising for various school events	Twice termly
<b>Parent surgery</b>	Opportunity to meet with the headteacher 1:1	Termly
<b>Parents' forum/Parents' forum noticeboards</b>	Parent voice. Ensure positive parental partnership in leading school improvements. Minutes shared with wider parent population	Termly
<b>Student progress</b>	Formally reported on VLE, targeted at individual year groups	Ongoing
<b>Information evenings</b>	Targeted events intended to strengthen home/school partnership and equip parents with useful strategy/information	Ongoing, as required
<b>Parents evenings, informal and formal meetings</b>	Discussion about student progress	Termly and when required
<b>Year 6 induction day, followed by Year 6-7 transition process and Induction Trip</b>	Aid a smooth transition for year 6 students into secondary education, including a residential trip	Annually, every summer term onwards
<b>Year 7 coffee morning and related parent/student open evening</b>	Familiarise parents/new students with the school. Positive relationships established with new teachers	Annually, every September/October

<b>Form Tutor Evenings</b>	School information for prospective parents/students	Annual, every autumn term
<b>Subject Evenings</b>	Opportunity to meet with relevant Form Tutor to discuss student's progress	Annual, every spring term
<b>Year 9 and year 11 option evenings</b>	Consultation as regards GCSE and A Level/BTEC choices	Annual, every autumn term
<b>Year 9 and year 11 interviews</b>	Consultation as regards GCSE and A Level/BTEC choices with individual students and respective families	Annual, every spring term

The following methods are used to support us all to improve our partnership with Pupil Premium (PP) parents/carers and gain the best outcomes for our students.

<b>Communication</b>	<b>Purpose</b>	<b>Frequency</b>
<b>Pupil Premium newsletter</b>	Inviting parent/carer to attend related school events and relay related news	Termly
<b>Introductory letter to parent by PP Coordinator</b>	Introduction to PP Coordinator and invitation to attend 1:1 interview	On confirmation of enrolment
<b>Preliminary interview with PP Coordinator</b>	1:1 interview with PP Coordinator to build trust and confidence and address any concerns	On confirmation of enrolment
<b>Visit(s) by year 6 Transition Team</b>	If currently year 6 student, the year 6 Transition Team will make extra visits to primary school to meet with that student to ensure transition is as smooth as possible	Following confirmation of enrolment

The following methods are used to support us all to improve our partnership with SEN parents/carers and gain the best outcomes for our students.

Communication	Purpose	Frequency
<b>Attend Review Meetings with Statement/EHCP at student's current school</b>	SENDCo/Learning Manager SEND attends to add views, comment on needs, meet parents and the student	Following confirmation of enrolment
<b>Visit(s) by year 6 Transition Team</b>	All students identified as part of Transition Group have extra visits to Nobel to ensure transition is as smooth as possible	Following confirmation of enrolment

The following methods are used to support us all to improve our partnership with parents/carers of vulnerable students and gain the best outcomes for those students.

Communication	Purpose	Frequency
<b>Year 6 vulnerable student day</b>	Identified vulnerable students extra transition day	On confirmation of enrolment
<b>Year 6 transition interviews</b>	Transition team interviews for year 6 students/parents	On confirmation of enrolment
<b>Year 6 transition evening</b>	New parent evening presentation to outline school expectations for students/parents	Annually
<b>eCAF reviews for all new students</b>	Review for new students with open eCAF	Ongoing
<b>CLA student reviews</b>	Meeting with Virtual school, Social workers for students in the care system to ascertain student needs	Ongoing

## Consultation and communication by parents/carers with school

Communication	Purpose	Frequency
<b>Email or phone to Form Tutor</b>	If parent/carer/school has any concerns regarding a student's progress and/or well-being, a chat with the Form Tutor can often easily resolve this. A good route for sharing good news and out of school successes too	Ongoing
<b>Head of Year</b>	For more serious concerns or complex issues, parent/carer may wish to speak to the Head of Year having spoken to the Form Tutor first	Ongoing
<b>School Family Worker (SFW)</b>	For any aspect of support required, for advice about local services or just a chat to clarify any aspects of parental support, the SFW will be happy to help	Ongoing
<b>admin@nobel.herts.sch.uk</b>	School office will pass on messages and make arrangements for staff to contact a parent/carer	Ongoing
<b>parentsuggestions@nobel.herts.sch.uk</b>	Parent/carer may send an email to this address when have positive suggestion(s) for how the school could change something for the better where a long conversation is not needed	Ongoing
<b>Parents' forum</b>	Opportunity to discuss school issues where direct parental involvement can help shape future working. All welcome. Interest logged via: parentsuggestions@nobel.herts.sch.uk	Termly
<b>Coffee mornings</b>	School hosts coffee mornings with all welcome to attend. School will hear parent/carer views and be able to offer support or advice	Termly
<b>Headteacher surgery</b>	Published open invitation for parent/carer to meet with HT	Half-termly
<b>School Based Complaints Policy</b>	Policy and complaints procedure based on the Model Procedures for dealing with school-based complaints produced by Hertfordshire Children's Services	Ongoing

In an effort to assist all parent/carers, we've set out a couple of the more popular reasons for a parent/carer contacting our school below:

**My son or daughter has forgotten their PE kit, planners, homework, food ingredients, money, packed lunch or other such items, what can I do?**

We are a big school with over 1,500 students here at Nobel and we need to ask for your support with the following to minimise disruption at our reception.

Reception is not able to take forgotten items to students in their classrooms. Parents are of course welcome to bring in forgotten items that their children may collect from reception during their break/lunch time.

Similarly, reception is no longer able to call home for forgotten PE kits, planners, homework or food ingredients. We will however call home to ask parents for forgotten lunches and dinner money, which the students may collect from reception.

**How does Nobel meet the needs of young people with long-term medical conditions?**

We have a process for developing a student's Individual Health Care Plan (IHCP), as below (for more information see our Supporting Students with Medical Conditions Policy), see overleaf.

Parent or Healthcare professional informs school (SEN, HoY or Form Tutor) that the student has been newly diagnosed, or is due to start a new school, or is due to return to school after a long absence, or their needs have changed



SEN, HoY or Form Tutor co-ordinate a meeting to discuss student's medical support needs and identifies member of school staff who will provide support to the student.



Meeting to discuss and agree on need for IHCP to include key school staff, student, parent and relevant healthcare professional and medical/health clinician if appropriate (written evidence can be used instead)



Develop IHCP in partnership – agree who leads on writing it. Input from healthcare professional must be provided.



School staff training needs identified



Healthcare professional commissions/delivers training and staff signed-off as competent – review date agreed



IHCP implemented and circulated to all relevant staff



IHCP reviewed annually or when condition changes. Parent or healthcare professional to initiate.





## **Conclusion**

Effective and open communication is an essential component of any successful school. Here at Nobel, communication between all is continually monitored and amended to ensure our school functions in the most efficient and effective way possible.

**Martyn Henson**  
**Headteacher**