Parent Communications & Engagement Policy

Review Timetable:

The Policy will be reviewed either: • Annually • When statutory guidance changes • When incidents may dictate the need for review		Date
Policy created by:	Mathew Rogers	February 2024
Updated, with more explicit information covering the recording of meetings on devices	Mathew Rogers	September 2025
Updated, no changes	Mathew Rogers	September 2026
School policy ratified by Local Governing Board:	Peter Howarth	October 2026

Rationale

As an inclusive Academy which values aspirational learners, we wish to engage visitors and involve parents in the education of their children as much as possible in order to achieve this mission.

Educational research has shown that parental engagement is the most significant factor around children achieving their potential in their education. This is separate to parental involvement, which is also valued by the Academy and encouraged.

Visitors and Parents Code of Respect

The Albion Academy wants to engage with parents, listen to parental opinions and resolve any issues for parents quickly and amicably. However, this parental feedback has to be delivered through the value of respect. As such, The Albion Academy has a visitor and parent code of respect for how its staff need to be treated, which includes:

- All visitors or parents are to use polite language and tone to staff, including on public social media forums
- All visitors or parents are to refrain from making threats to property and/or staff, including on public social media forums
- All vistors or parents are to refrain from recording of meetings on phones which staff do not consent to
- All visitors or parents are to understand that enquiries will take 48 hours to resolve, the Academy cannot promise or pledge that enquiries will be resolved before this time.
- All visitors or parents must immediately respond to any staff requests to leave the site in order to allow enquiries to be dealt with and resolved within 48 hours.
- Parents must not contact their children's mobile phone directly over the day in an attempt to get their child to contact staff about a concern
- We do not consent to the recording of meetings on electronic devices in the school but will offer a note taker should parents request this

The Albion Academy will not tolerate any threats to property or person, verbal abuse, aggression or refusal to leave the school site from visitors or callers. Behaviours such as this may result in:

- A warning letter from the Principal about future conduct
- A temporary ban from the site and resort to written communication only
- A more permanent ban from the site and resort to written communication only
- A report to Greater Manchester Police

All temporary bans will be put in place for a series of weeks and will be reviewed at the next appropriate start of half term or start of term point. The review will take into account the nature and tone of communication since the ban was put in place and a decision on revoking the ban will be sent in writing by the Principal.

Parental Engagement

Parental engagement means parents being actively involved in supporting their child's learning whilst at school. This does not mean that parents need subject expertise in order to engage and support their child to learn well at school. There are effective parent engagement habits which all parents can do which have been proven to make a positive impact on outcomes for their children.

At The Albion Academy, we strongly encourage the following effective parental engagement habits to maximise your child's learning whilst being on roll at The Albion Academy:

- Modelling the behaviours of respect when dealing with staff at the Academy
- Having high expectations of your child's behaviour at the Academy
- Working with us to ensure that your child meets the Academy's uniform standards

- Working with us to ensure that your child's levels of absence are kept below 10% (18 days) per Academic year
- Ensuring that your child has a clear bedtime routine which does not involve having a usable phone in their room overnight
- Ensuring that your child is up and ready for school so they can be punctual to the Academy for an 8:25am start to the day
- Providing a quiet space and putting in place a home routine for your child to do their homework and exam revision
- If you have not got access to a quiet workspace then encouraging your child to attend our in school homework clubs or local libraries to carry out their studies
- Encouraging your child to read at home for at least 20 minutes a day
- Encouraging your child to attend our clubs and societies to build their character
- Dealing with any complaints or concerns privately following our visitor and parent code of respect, and not in front of your child directly

Parental Involvement

Parental involvement is also important in creating a partnership where your child can reach their potential at The Albion Academy. Parental involvement is defined as taking an active part in school life to support your child. As part of this, The Albion Academy strongly encourages the following parental involvement habits to maximise your child's learning whilst on roll at The Albion Academy:

- Attending all parent evening events to discuss your child's progress with their teachers.
- Attending any transition days for Year 6 into Year 7 to support your child
- Attending any welcome evenings and/or ambition and aspiration evenings to support your child
- Attending any SEND mornings if you have a child with SEND to support your child's learning
- Attending Principal drop-in sessions as needed to involve yourself in school life and discuss your child.
- Reading any communications sent home by The Albion Academy so you are aware of daily school life and can discuss this with your child

Parental Communication

We encourage parental communication and involvement in order to ensure that all pupils are learning effectively at The Albion Academy in a safe space. In order to communicate with us effectively and allow reasonable response times to respond to enquiries, The Albion Academy has introduced 'Talk with The Albion' via the website. This allows parents to raise an enquiry, for that enquiry to be passed to the relevant member of staff and for that enquiry to be answered within 48 hours. Parents should use this method of communication for the majority of enquiries.

For absence calling we will still be operating our absence line and for urgent safeguarding information we will still have our telephone lines open for parents. Please see the table below for more information on how to communicate with us:

Parental Enquiry or Communication	**How to Talk with The Albion Academy**
Daily absence reporting for your child	Please call us on 0161 359 5100, Option (1)

Urgent safeguarding communication such as: ○ A sudden change in family situation such as a bereavement, close family member illness or injury ○ Reporting a crime committed against the child or family which the Academy would need to know in order to help safeguard the child ○ Other urgent family news which the Academy would need to know on the day to safeguard or support the family or child on that day	Please call us on 0161 359 5100. Your message will go directly to the Designated Safeguarding Lead from Main Reception for a call back within the school day today (8am – 4pm)
Enquiry about our policies, procedures and/or events in the Academy and how they are impacting your child	Visit 'Talk with The Albion' on our website, complete the form and the Academy will be in contact within 48 hours with a response from the most appropriate member of staff to deal with your enquiry
Parental complaint about the Academy	Visit 'Talk with The Albion' on our website, complete the form and the Academy will be in contact within 48 hours with a response from the most appropriate member of staff to deal with your enquiry

'Talk with The Albion Academy' Communication Procedure

We have taken feedback from families and have set up what we are calling 'Talk with The Albion Academy'. This is a tool to contact school for all requests and enquiries including passing a message to a member of staff, requesting a member of staff to call you back, requesting a meeting, uniform queries, plus all general queries and enquiries.

Please use the 'Talk with The Albion' facility and avoid telephoning the main office unless for urgent safeguarding situations and calls to our absence line. Informing us of your child's absence should continue as normal through the absence lines.

To contact us with your request/enquiry please:

- Visit our school website www.albionacademy.org
- At the top of the page next to the telephone number please click on 'Talk with The Albion Academy'
- You can also find the 'Talk with The Albion Academy' link on our parents page at www.albionacademy.org/parents
- Complete the drop down form
- Add in your email and telephone phone number so we can contact you back
- Add a quick comment so we know the details of your enquiry
- The form will be sent to the relevant member of staff who will contact you back by telephone and/or email within two working days of your enquiry

- The member of staff will record the enquiry and their resolution quickly on our CPOMS system so there will be a record of the enquiry and how we resolved this

A few points to remember:

- The school working day is 8:00am – 4:00pm but you can send an enquiry at any time of the day.
- You will receive a response as soon as you complete your form.
- Any enquiries/requests received during school holiday time will be responded to on the first day back in school.

Benefits of using 'Talk with The Albion Academy':

- Your enquiry will be logged.
- You will sent an acknowledgement, telling you we have received your email and giving you a timescale to expect a response by.
- Your enquiry will be sent to the most relevant person in school with a deadline to respond by and you will receive a response within the timeframe given.
- You will not waste time through having to wait in a telephone queue or by having to leave us a message and then repeat this later to another staff member
- Your enquiry will be dealt with more quickly with less waiting time for you as a busy parent

Parental Meetings and Recording of Meetings on Mobile Devices

Following consultation with Stone King LLP who provide United Learning with legal guidance, we never consent to recording of meetings on devices in the school because:

a. Even if parents pledge it will not go any further, the device could get lost, stolen or taken by another and the data processed that way, placed online etc.
b. The data could be processed in future without consent, ie: played to a fellow professional, which would be a breach of the rights of the individual who was recorded to keep control of their own data
c. We cannot reasonably guarantee control of that data therefore due to (a) and (b)
d. We are not legally required to allow recordings on devices in a school setting in any case
e. The recording could accidentally pick up childrens' voices, the voices of other adults and normal school life which would not be appropriate to be stored on a device which is then taken outside the school ((a) and (b) apply here also)

If a parent cites a disability which means they have issues with memory or the processing of information leading to the recording of a meeting on a device being a reasonable adjustment under the Equality Act of 2010 the following will apply:

- We offer a note taker
- We advise the parent that anything they feel is of real significance to immediately ask the notetaker to ensure they have that written down
- We allow the parent to regularly check the notes as the meeting progresses to ensure that they are content with the records as they are being done
- This may elongate certain meetings but allows for the regular checking of the notes and is reasonable adjustment

- Notes are then sent to all parties for final checking and approval