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**Home - Provision Communication Policy**

**Life Lodge Alternative Education**

**2024 – 2025**

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| **Reviewed by:** | Directors | **Date:** June 2024 |
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# Ethos

Life Lodge Alternative Education have a caring and committed team of highly qualified, trained, and experienced emotionally available adults to provide a safe and nurturing environment for children, young people, and staff to feel safe, be safe, and develop and thrive as British citizens. Our provision is committed to the principles, policies, and practices outlined in all Children and Young people’s legislation and always ensure that we understand, keep fully updated, and implement best practices and procedures according to ‘Keeping Children Safe in Education’ (Department for Education [DfE] 2023 &2024). Life Lodge Alternative Education implement policies, procedures, and practices that promote, provide, and enable effective safeguarding that prevents, protects, and promotes the social, emotional, and physical well-being of children, young people, and staff. Life Lodge Alternative Education is committed to supporting the delivery of effective early help and early intervention by using the Multi-Agency Levels of Need and Response Framework and working in partnership with parents/carers, and collaboration with statutory agencies and organisations.

Children and young people experience a broad range curriculum that includes psychosocial education, social emotional literacy, and health and well-being support to promote their welfare and enable them to acquire the skills, knowledge, and values to be able to be safe and promote and enhance their personal, social, physical, emotional development, and support and enhance wellbeing. Our Curriculum and personal development support prepare young people for adult life, with particular regards to developing their knowledge and skills for independent living, citizenship, personal and professional relationships, and family life. Our teaching, care, and support promote young people’s well-being and enable them to participate and contribute as British citizens to the wider aspects of keeping people and communities’ safe and contributing to a healthy, cohesive, and prosperous society.

**1.Introduction and aims.**

At Life Lodge we believe that working in partnership with our pupils/students and their parents/carers is vital. Working together in a mutually respectful ways, improves pupils’ and student’s overall wellbeing and supports their academic and personal success.

We wish for our pupils/students to thrive and flourish with us. To achieve this, we believe that high levels of reciprocal understanding, support, and cooperation between parents/carers and staff team members within our provision community is vital.

Clear, consistent, and open communication between the provision and parents/carers positively impacts on pupils’ and students’ learning because it:

 Gives parents/carers the information they need to support their child’s education.

 Helps the provision improve, through feedback and consultation with parents/carers.

 Builds trust between home and provision, which helps the provision better support each child’s

educational and pastoral needs.

 Ensures that we understand issues outside of provision that may be relevant to the child’s learning.

The aim of this policy is to promote clear and open communication by:

 Explaining how the provision communicates with parents/carers.

 Setting clear standards for responding to communication from parents/carers

 Helping parents/carers reach the member of provision staff best placed to address their specific

query or concern so they can get a response as quickly as possible.

 Ensure that our responses are consistent and accurate, delivered by a staff member who is cognizant of all the facts.

In the following sections, ‘parents’ refers to both parents and carers and ‘students’ to pupils and students.

## 2. Roles and responsibilities

### 2.1 Directors

The Director is responsible for:

 Ensuring that communications with parents are effective, timely, appropriate and follow policy.

 Regularly reviewing this policy

#### 2.2 Staff

All staff are responsible for:

 Responding to communication from parents in line with this policy and the provision’s ICT and internet acceptable use policy

 Working with other members of staff to make sure parents get timely accurate information.

Staff ***will not*** respond to communications outside of provision hours (830am to 5pm) or their working hours (if they work part-time), or during provision holidays. The only exception to this is regarding the safeguarding and welfare of students, parents, and members of the public or post a serious incident at provision. In this instance a designated safeguarding lead or senior member of staff would be involved in such communication and actions outside of the usual provision hours.

#### 2.3 Parents

Parents are responsible for:

 Ensuring that communication with the provision is always respectful.

 Making every reasonable effort to address communications to the appropriate member of staff in the first instance.

 Respond to communications from the provision (such as requests for meetings) in a timely manner.

 Checking all communications from the provision via letters, email, text and accepting phones in terms of the provision accessing the emergency contact details for our students.

**3. How we communicate with parents.**

The sections below explain how we keep parents up to date with their child’s education and what is happening in provision. Parents should monitor all the following regularly to make sure they do not miss important communications or announcements that may affect their child.

#### 3.1 Email

We use email to keep parents informed about the following things:

 Upcoming provision events

 Scheduled provision closures (for example, for staff training days provision surveys or consultations)

 Updates on timetabling, class activities or specific teacher requests

 Pupil interim and annual progress reports (if the parent has elected to receive them by email)

#### 3.2 Text messages

We will text parents about:

 Short notice changes to the provision day.

 Emergency provision closures (for instance, due to severe weather)

#### 3.3 Provision calendar

Our Provision website includes a full provision calendar for the year.

Where possible, we try to give parents at least 2 weeks’ notice of any events or special occasions (including special assemblies or visitors, or requests for pupils to bring in special items or materials).

#### 3.4 Phone calls

 As per the agreement between you and your child’s key worker i.e., weekly check-in calls  As per your agreement wellbeing check-in phone calls as part of the daily timetable of activities and support. These are in the morning and whenever appropriate during late afternoons and are made by provision wellbeing staff –

 Other calls will only be made in the event of an emergency or if your child is distressed and needs your support in any way, unless there is a specific agreement in place with the provision, as part of a support plan.

 If your child has been involved in a serious incident at provision.

#### 3.5 Letters

The following communications will be regularly sent home:

 Letters containing information about educational trips and visits.

 Consent forms

 Letters and post cards to celebrate your child’s achievements. This may be their positive attitude,

personal development, improved attendance, or progress in their academic or vocational learning.

 Letters may also be sent home if we have concerns about your child’s progress, attitude to provision and self, or if there are any incidents that cause us concern and require more serious responses and discussions by provision and home.

**3.6 Homework books/Home-Provision Diaries.**

Teachers, staff members, parents, and students can communicate with each other via the student’s homework book or the home-provision communication diary, if this arrangement is in place. Homeprovision communication diaries can be requested by contacting us at admin@lifelodge.co.uk

**3.7 Reports**

Parents receive reports from the provision about their child’s learning, including:

 An end-of-year report covering their progress and achievements in each area of the curriculum, their attendance and attitude.

 A report of the student’s external examination results (where applicable).

 Information about vocational qualifications or credits gained towards these (where applicable)

We also arrange regular meetings where parents can speak to their child’s key worker about their achievement and progress.

#### 3.8 Meetings

We hold formal parents’ meetings twice per year. During these meetings, parents can talk to teachers about their child’s achievement and progress, the curriculum or schemes of work, their child’s wellbeing, or any other area of concern.

The provision may also contact parents to arrange meetings between parents’ evenings if there are concerns about a child’s achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to discuss these. For students with an Education, Health and Care Plan (EHCP), statutory annual reviews are held each academic year.

#### 3.9 Provision website

Key information about the provision is posted on our website, including:

 Provision times and term dates

 Notice of significant events and announcements.

 Curriculum information

Important policies and procedures

 Contact information.

 Information about before and after-provision provision

Parents should check the website before contacting the provision.

**4. How parents and carers can communicate with the provision.**

#### 4.1 Email

Parents should always email the provision about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

Email address: admin@lifelodge.co.uk

If a query or concern is urgent, and you need a response sooner than this, please call the provision.

(Telephone Number: 0161 243 0716)

#### 4.2 Phone calls

Working with parents is exceptionally important to us and we want to ensure you have the information and support you require in the best way possible. However, our classroom team members including senior teachers/managers will not be able to answer calls or respond to telephone messages during normal provision hours (830am to 5pm).

During provision hours our priority is ensuring that your child is safe, settled, and educated to the highest standard possible. This is where our provision team’s focus must be. For this reason, we are asking parents who need to speak to a specific member of staff about a **non-urgent** matter to please email the provision office. The appropriate member of staff (or their colleague in their absence/ unavailability) will contact you within 2 working days and aim to have fuller communication with you within 5 working days.

We are asking parents to work with us on this so that we can focus on promoting the education and wellbeing of our students by concentrating our time and all our attention on them. Therefore, please do understand that our staff team are not available during the provision day and that we will get back to you within the timescales stipulated in this policy.

If your issue is urgent, such as a family emergency or safeguarding or welfare issue, then please call the provision office.

If the issue that you want to discuss related to your child’s attendance, or related issue, then please call our office number.

For education, attainment and progress please only use the following email to request information and or to request a meeting with our provision: selina@lifelodge.co.uk

### 4.3 Meetings

If you would like to schedule a meeting with our provision team, please email the appropriate address or call the provision to book an appointment.

We try, wherever possible, to schedule all meetings within 7 working days of the request, during term time.

Your child’s form teacher is available once per week to for a regular check-in with you. They will also contact you every fortnight to discuss your child’s attendance; attitude to learning, self, and provision and the social, emotional, and academic progress they are making.

If you need to speak to the form teacher about an urgent matter, such as:

 Any concerns you may have about your child’s learning.

 Updates related to pastoral support, our child’s home environment or their wellbeing.

Please use the following email to book an appointment.

admin@lifelodge.co.uk

This arrangement is ***not*** for urgent safeguarding and welfare issues – for those matters please contact office.

## 5. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every year.

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

Policy can be found on the provision, website or requested via admin@lifelodge.co.uk