

# How we communicate with parents and carers

Together, we **CARE!**



*"Be kind and loving to each other".*

Ephesians 4:32 (ICB)

**Mepal & Witcham Primary School**  
**a part of Ely Diocese Multi Academy Trust**

**Approved by the Governing Body:** *Joy Walker*

22/01/25

**Signed:** Mr C Snuggs

**Date:** Sept 2024

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## **Communicating in-person**

### **1. Pick-up and drop-off**

We value the importance of physical presence at the beginning and end of the day. Where possible, staff will be available on the playground, at the office and at the entrances to pass on any quick messages. Staff are here to support the transition between parents and school and will support the children coming into school to reassure them as quickly as possible.

Should you require a longer conversation, please arrange a meeting.

### **2. Meetings**

If parents would like to schedule a meeting with a member of staff, they should email the school office at [office@mepalwitcham.cambs.sch.uk](mailto:office@mepalwitcham.cambs.sch.uk), or call the school to book an appointment. We try to schedule all meetings within five working days of the request. While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- SEND meetings
- Updates related to pastoral support, their child's home environment, or their wellbeing

We hold two parents' evening(s) per year. During these meetings, parents can talk with 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 school 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 address these additional needs.

## **Other forms of communication**

### **3. Phone calls**

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will contact them as soon as possible. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within five days of your request. If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Emergency medication updates

For more general enquiries, please call the school office.

#### **4. Questionnaires**

Pupil, parent and staff questionnaires are really useful in engaging and understanding what is working well and what we can focus on next. Annual questionnaires are generated to gather a range of information across the whole school. We strongly encourage as much engagement with these to allow us to get a true reflection of our strengths and next steps.

#### **5. Governors**

The governing body are another pillar of support for the school and community and welcome communication in a number of ways: email, face-to-face and over the phone. The governors connect with the community through the newsletter and website, alongside being visible and approachable throughout the school year, including attendance at school events.

#### **Keeping up-to-date**

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

#### **6. MCAS - (My Child At School app)**

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

- Key dates
- Newsletters
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests Consent forms/permissions
- School trips
- Reports
- Clubs
- School dinners
- Online payments

You can connect to MCAS by downloading the 'MCAS' app on any smartphone or device. If parents are unable to connect to MCAS, please email [office@mepalwitcham.cambs.sch.uk](mailto:office@mepalwitcham.cambs.sch.uk) for login support.

#### **7. First aid**

We use SmartLog medical tracker to email and inform parents of any accident or incidents that results in first aid treatment.

#### **8. School calendar**

Our newsletter includes key dates for the half-term/term. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).



## **9. Letters**

We send the following letters:

- Attendance
- Requests for absence
- Hard copies of digital documents if requested (as school's discretion)

## **10. Reports**

Parents receive reports from the school about their child's learning, including:

- An end of year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance •
- A report on Key Stage 2 SATs tests; Year 1 phonics, Year 4 Multiplication Timetables Check and Reception Good Level of Development data.

These are sent via MCAS

## **11. School website**

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

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Please note that we are currently reviewing all documentation on our school website to ensure it is up-to-date.

## **12. Record Keeping**

In conjunction with our Code of Conduct policy and Safeguarding Policy, it is the duty of the staff member to make written records of relevant and necessary information discussed between the school and relevant parties around the child. These will be recorded securely and will adhere to the Data Protection Policy.