



Home-School Communication Action Plan

May 2016

The following action plan was drawn up following consultation at the Parents Forum event of 27th April 2016 and reviewed in July 2016.

Action	Update (July 2016)
Put communication policy and FAQs in more prominent place on website and advertise this to parents more often	Now at the top of the 'Parent Communication' section of the website
Launch mobile app to include details of attendance, behaviour, rewards (and to be used for sending messages)	Being trialled with a group of parents this term and, assuming no major technical problems, will be launched to all parents in September
Make provision for a desktop version of the App for families without internet phones or tablets	As above
Launch new website, with mobile-friendly version	One or two technical issues have delayed this, but it will be ready for the start of the new school year in September
Ensure new Year 7 parents are given very clear guidance as regards communication with school and are encouraged to contact us with any questions/queries	This is happening and was reiterated at the transition evening on 7 th July
Put teacher email addresses on website (with details of who the Heads of Faculty/Subject are)	These are now on the website (at the end of the FAQ's document on the Parent Communication section)
Send text messages with link to Headteacher's bulletin each week (or push notifications once mobile app is in place)	This has been happening for the last few weeks and will continue. We will stick with text messages for the time being, (even after launching the App) and will review next year.
Update list of extra-curricular activities on website – and keep it updated more regularly	Information is being gathered for next year at the moment and will be available online for September. Our new Heads of Ethos will be responsible for keeping it up to date.
Set up dedicated email address for Student Services	Now in place: StudentServices@lymmhigh.org.uk
Explore options for making online calendar clearer, more detailed and/or more specific to each year group	There is a bigger calendar available on the website than the smaller one that appears at the side of the page. This will be easier to find on the new website. We are also now publishing upcoming dates at the end of every weekly bulletin.
Ensure any early closures (e.g. Open Evening) are marked clearly on the calendar and on the Term Dates page	These are now on the 'Term Dates' page on the website, in the new parent handbook and will appear on the online calendar (to be published before the end of the school year)
Explore options for a 'Year Group Planner' and/or termly bulletin and/or include more reminders of upcoming events in Headteacher's bulletin	Following further discussion, it was felt that the simplest and most effective system would be to include important upcoming dates on the Headteacher's weekly bulletin; we have been doing this for the past few weeks and will continue.
Check why Reception might not have answered phone on Friday evenings	Reception is manned until 4.30pm every night and, if for any reason, the receptionist cannot answer, the call will go through automatically to Student Services (also manned until 4.30pm). We don't know what happened to the parent who raised this, but please let us know if it happens again.



Publish C+ timetable on website	We are overhauling the C+ programme for next year and re-naming it the 'Life' Programme. Details will be available on the Curriculum section of the website from September, including dates of sessions.
Check systems for adding all new parents to text message lists	Done. The first contact given by parents on the induction forms is used. Parents are asked to make sure they let us know if any contact details change.
Encourage staff to ensure opportunities for trips are advertised to parents as well as students	Staff have been asked to do this and we will mention opportunities in the Weekly Bulletin more often, from September.
Provide more information on exams in Years 7-10. (eg: when they are taking place, details of revision needed and how parents can help support)	We are working on a section on the website to contain all of this information. This will be ready early in the new school year and we will let parents know when it is ready.
Ensure sports results are more consistently up to date on website (n.b. girls sport)	We have a new system for ensuring this does happen from September. They will also be in a place on the website that is easier to find.
Explore options for more consistent system for informing parents when sports fixtures are cancelled	Twitter will be used at the primary method of communication. Information will be posted as soon as we know an event is cancelled. Please note that we often get very little notice ourselves if our opponents cancel.
Remind teachers of certain aspects of policy regarding Show My Homework (e.g. students can't be expected to complete homework if it is not uploaded in plenty of time)	Completed. Regular reminders are given to staff. Parents are encouraged to contact teachers if there are issues with homework and, if the issue persists, to contact the Head of Subject or Faculty (email addresses in the 'Communication FAQs' document).
Update information relating to what is being taught in each term by each subject	This is being updated at the moment and will be ready for the new school year.
Update 'stretch and challenge' homework activities on website and remind parents of expectations regarding homework	Being updated at the moment and will be on the website in time for the new school year. Parent Guide to Homework and FAQs have been placed in a more prominent place on the Homework section of the website and reminders will be issued in September.
Press ahead with work on new reporting system for KS3 based on the principles outlined at Parents Forum meeting. Make absolutely sure that the new system (including new GCSE grades etc) are fully explained.	Work on this is almost complete and parents will receive the new reports at the first Progress Report point next year. We will send a letter with a clear explanation of the new system with the first set of reports. As ever, please do contact us if you are unsure of anything.
Make sure parents are aware that they can contact teachers who they are not able to meet at parents evening	Reminders were issued before the last couple of parents evenings and we will continue to issue reminders before future parents evenings.
Ensure events are advertised more consistently on Twitter	We are already trying to do this. There is so much going on in school that we might miss the odd one, but we are trying our best!
Move Year 7 parents evening to earlier in the year	This has been done for next year. The calendar will be available online by the time school starts in September.