



Communication at Northenden Community School

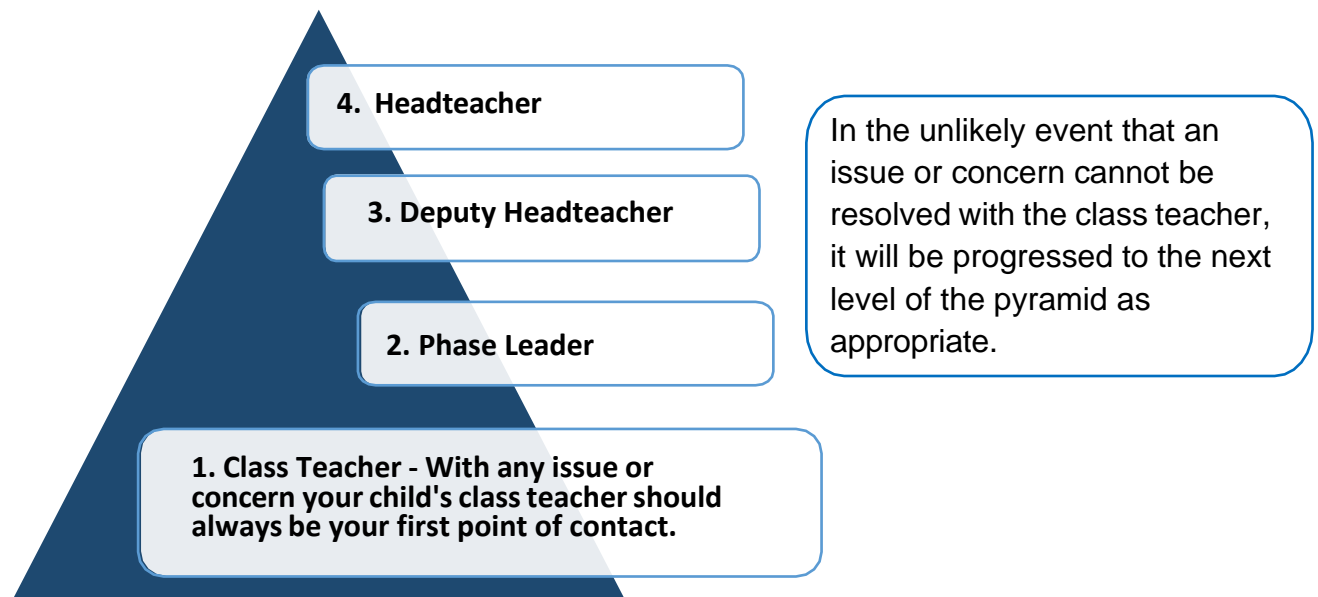
At Northenden Community School, we want to promote and sustain the valuable relationship between parents, pupils and the school through positive, reliable and transparent communication systems. This document sets out the roles and responsibilities of the school and parents/ carers with regards to communication and explains the different communication systems we use in school and their purpose.

School responsibility:

- To ensure all documents relating to Parents/ Carers are accessible and useful to the entire school community.
- To communicate the curriculum clearly to Parents/ Carers.
- To keep the website up to date with detailed information about the school calendar, curriculum information and other supporting resources.
- To regularly keep Parents/ Carers informed of their child's progress.
- To inform Parents and Carers of all school events within appropriate timelines
- To inform Parents and Carers about the types of data that the school holds concerning pupils.

Parent/ Carers responsibility

- To read the key communications circulated by the school and respond/ act on communications.
- To visit the school website for detailed information about the school.
- To inform the school of medical conditions or allergies.
- To inform the school of any change in circumstances.
- To inform the school of child protection matters, legal issues or relevant duties with appropriate documentation.
- In the first instance, parents should approach the following members of staff who are responsible for your child in the following order:



Class teacher availability

Class teachers will be available to discuss pupil's progress and any concerns before the start and at the end of the school day. Meetings should always be pre-arranged at a conveniently mutual time. Sometimes a parent/ carer may begin a conversation with a teacher on arrival at school. Once the children enter school, the teaching staff must prioritise supporting the children and a conversation would need to be postponed until another more appropriate time.

Urgent meetings

If parents urgently need to have a meeting with a member of staff, for instance if there is a serious family emergency or a child protection issue, please phone the school office and the reception staff will do their best to find a senior member of staff to see parents. Lessons will not be interrupted to accommodate parents needing to speak to a teacher.

Non-urgent meetings

For non-urgent meetings between parents and members of staff, the school will aim to meet parents within five working days. The school will determine the level of urgency in requests for meetings, which will aid in managing multiple demands.

General enquiries

For general enquiries, parents are required to phone the school office, which is open from Monday to Friday between 8.00AM and 4.00PM on 0161 9984825.

Non-urgent enquiries

For non-urgent enquiries, Parents/ Carers can email the school using admin@northenden.manchester.sch.uk. All emails to the school should specify the member of staff that the query is addressed to. All emails to the school will be treated as confidential, unless there is a specific reason not to do so. Parents/ Carers should expect a response to emails within 3 working days from the school admin team in the first instance.

The school staff will decide whether it is appropriate to either reply by email, speak to you over the phone or arrange to have a meeting in person. Formal written responses to enquiries or concerns are only appropriate at the formal stage of the complaints procedure.

Special Educational Needs and Disabilities (SEND)

For those families who would like to discuss any concerns about their child's Special Educational Needs and Disabilities, the class teacher should still be your first point of contact. Your child's class teacher is responsible for your child's attainment and progress and they ensure every pupil in their class has the appropriate personalised learning to reach their full potential.

My Learning Plans

Children who are on the SEND register have a meeting with the class teacher three times a year to discuss their child's My Learning Plan (MLP) where targets are reviewed and set.

Education Health and Care Plans

Those children who have an Educational Health and Care Plan (EHCP) will also have an additional EHCP review meeting with the SENDCo once a year.

SEND in school

At Northenden Community School we have our own referral system which class teachers access to ensure your child receives the right support from the SEND team. There may be occasions where parents need to meet with the SENDCo but this is the decision of the school.

Wraparound Care

Our Before School Club (BSC) runs from 7.30am until the start of the school day. Breakfast is provided between the hours of 7.45am and 8.15am. Parents/ Carers are able to drop their children at BSC as and when needed for £3.00. This will be increasing to £5.00 from September 2025.

To book your child into After School Club, please contact Tracey Beardsall on 07806425181 or email asc@northenden.manchester.sch.uk. Please ensure you book your child's after school place a week in advance to ensure we have availability. Our After School Club runs from the end of the school day until 6.00pm. A light tea is provided at 4.30pm, which is included in the fee of £12.00 from September 2025.

Any questions or concerns relating to our Wraparound Care should be directed to Tracey Beardsall.

Methods of Communication

At Northenden Community School we use the following methods to communicate with Parents and Carers.

- School Website
- ReachMoreParents app. Emails, smartphone messages, surveys and forms.
- Information evenings – E.g. Curriculum Information, Early Years Induction
- Parent/ Carer Consultation Meetings
- Tapestry
- Schoolgrid
- Phone calls

Our School Website is ever expanding and we are working hard to make as much information as possible available for our school community. The school website will be utilised to communicate information regarding the following:

- Curriculum coverage
- Curriculum support resources
- Enrichment activities
- Extended school provision
- Family support and guidance
- Governance
- Parent Teacher Association
- Policies
- Pupil safety
- School hours
- School meals
- School Performance
- School uniform
- Special Educational Needs
- The School Calendar – This is kept up to date with all events happening in school



Reach more parents is an electronic communication system which we use to provide consistent communication with Parents and Carers. Only school staff are able to access and use the messaging system.

Information evenings

These take place both online and in person. They are organised to help share with parents/ carers what children are learning in school and how families can support their children at home. E.g. RSE presentation and the Robinwood information evening.

Parent Consultation Meetings

The school hold parent consultations in both the autumn and spring term and are booked through an online form. You will also receive a school report in the summer term which explains a child's progress and attainment. Parents and Carers are able to make an



appointment with their child's class teacher to discuss their child's school report.

Tapestry is a secure online Learning Journal to record photos, observations and comments, in line with the Early Years Foundation Stage curriculum, to build up a record of your child's experiences during their time

with us. For Nursery and Reception children, teachers will communicate with families about their child's progress and celebrate their achievements through Tapestry



At Northenden we offer a variety of meal choices every day. We encourage all Parents and Carers to use school hub to order their child's school dinner at home. By ordering at home, families can ensure their child is choosing a balanced choice of meals each week and they understand what the meal choices are.



ParentPay is an online payment system that allows parents to manage and make payments for various school-related expenses, such as clubs and trips securely and conveniently. Eliminating the need for children to carry cash to school and simplifying payment management for parents.