



*Stimpson Avenue Academy*  
*Stimpson Avenue Northampton NN1 4LR*  
*Telephone: 01604 346800*  
*E-Mail: [office@stimpson.emat.uk](mailto:office@stimpson.emat.uk)*

*Head of School: Mrs L Clapton*  
*Executive Head: Mrs Z McIntyre*

## Parent-School Communication

Wednesday 6<sup>th</sup> September 2023

Dear parents/carers,

We believe that clear, open communication between our school and parents/carers has a positive impact on pupils' learning. It gives parents/carers the information they need to support their child's education, helps the school improve through feedback and enables trust to be built so we are all better able to support each child's educational and pastoral needs.

As part of this clear and open communication, we want to:

- Explain how the school communicates with parents and carers.
- Have clear standards and expectations for responding to communication from parents/carers.
- Help parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

## Communication with parents and carers

We keep parents and carers up to date with their child's education and what is happening in school through:

- ✓ email
- ✓ text message
- ✓ letters
- ✓ the school website ([Stimpson Avenue Academy \(emat.uk\)](http://Stimpson Avenue Academy (emat.uk))) which includes a full school calendar for the year and access to a wide range of information.
- ✓ weekly newsletter
- ✓ termly learning conferences (Autumn and Spring terms)
- ✓ individual reports (Summer term)

Parents and carers should monitor all of these regularly to make sure they do not miss important communications or announcements that may affect their child.

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). Any such event will be included in the school calendar.

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.



East Midlands Academy Trust is a company limited by guarantee registered in England and Wales under registered number 08149829. Orchard Academy, Shepherdswell Academy, Castle Academy, Hardington Academy, Stimpson Avenue Academy, Prince William School and Northampton International Academy are all business names of the East Midlands Academy Trust



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### **Parents and carers communication with school**

We expect parents and carers to

- *Ensure that communication with the school is always respectful.*
- *Make every reasonable effort to address communications to the appropriate member of staff in the first instance.*
- *Respond to communications from the school (such as requests for meetings) in a timely manner.*

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

If the issue is urgent, parents should call the school office who will direct them to the most appropriate member of staff. Urgent issues might include things like:

- *Family emergencies*
- *Safeguarding or welfare issues*

Staff will **aim** to respond to communication during core school hours or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so. Parents should not expect staff to respond to their communication during school holidays.

Communication and relationships with our families is vital to us working well together so we very much appreciate you taking the time to read this guidance.

Yours sincerely,

Luci Clapton  
Head of School



MUSIC MARK  
SCHOOL  
2022 - 2023



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**Appendix 1: Who to contact.**

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher <b>OR</b> James Mackness ( <b>Pastoral Lead</b> )
Payments	Main school office on 01604 346800 or via email <a href="mailto:office@stimpson.emat.uk">office@stimpson.emat.uk</a>
School trips	Main school office on 01604 346800 or via email <a href="mailto:office@stimpson.emat.uk">office@stimpson.emat.uk</a>
Uniform/lost and found	Main school office on 01604 346800 or via email <a href="mailto:office@stimpson.emat.uk">office@stimpson.emat.uk</a>  Lost property will be displayed on the playground at the end of each week.
Attendance and absence requests	If you need to report your child's absence, call the main office on 01604 346800.  If you want to request approval for term-time absence, contact the school office. You will need to complete a leave of absence request form.
School events/the school calendar	Main school office on 01604 346800 or via the website <a href="http://Stimpson Avenue Academy (emat.uk)">Stimpson Avenue Academy (emat.uk)</a>
Special educational needs (SEN)	Our SENCo is Carol Hamblett and she can be contacted by emailing <a href="mailto:carol.hamblett@stimpson.emat.uk">carol.hamblett@stimpson.emat.uk</a>
Before and after-school clubs	Main school office on 01604 346800.  Send completed booking forms to <a href="mailto:office@stimpson.emat.uk">office@stimpson.emat.uk</a>
Catering/meals	Main school office on 01604 346800 or via email <a href="mailto:office@stimpson.emat.uk">office@stimpson.emat.uk</a> Meals will need to be ordered via the Arbor APP.



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## Appendix 2: Key Staff

Staff member	Role
Mrs Luci Clapton	Head of School
Mr Graham Trotter	Deputy Headteacher
Mrs Zoe McIntyre	Executive Headteacher
Mrs Carol Hamblett	SENCO
Mr James Mackness	Pastoral Lead
Mrs Jen Kenny	Year 5/6 Phase Lead
Mrs Julie Higgs	Year 3/4 Phase Lead
Mrs Ashley Carroll	Year 1/2 Phase Lead



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