



Outwood Academy City Communications Protocol

Preamble

One priority for Outwood Academy City for this year is to improve and clarify communication with parents and carers. This protocol outlines how and when parents/carers can expect to hear from the Academy. It also explains how parents/carers should contact the Academy with different types of queries.

Academy to Home

a. Provision of day-to-day information

- Useful information such as term dates is available on the Outwood Academy City website, <https://www.city.outwood.com/>
- Texts are sent to advise parents / carers when a relevant letter is on the website
- Twitter / X. @OutwoodCity. The purpose of this account is to celebrate the wonderful achievements of the students of Outwood Academy City
- The Academy will soon launch a 'parent portal' and will send further details as soon as they are available.

b. Provision of student specific information

- You will receive a Praising Stars report, sent home with your child, every half-term. This will also be available on the parent portal.
- If a student receives a C4 sanction, they are required to sit an after-school detention the next Academy day. A C4a will result in a 30min detention. A C4b will result in a 60 min detention. This will be communicated home through a sticker in the student's planner. If a student misses a detention, a text will be sent advising of this.
- Late detentions will be sat the same day and parents / carers will be notified via text message by 11:00am.
- Late detentions are as follow:
 - 8:26 - 8:40 arrival results in C4a (30min) detention
 - 8:40 - 9:10 arrival results in C4b (60min) detention
 - Arrival after 9:10 results in C4c (120min) detention
- If a student receives a C5 sanction in the Reflection Room, a text message will be sent home to notify parents / carers



- If a student receives a C6 suspension, a member of staff will call home to inform parents / carers, who may either collect their child from the Academy or give permission for the child to be sent home.
- Parents / carers will also receive a letter informing them of the duration of the suspension and the time and date of the reintegration meeting.
- The Academy Attendance team will text the parents / carers of all students marked as absent without authorisation by 9:20 am each day. Texts are then followed up with a telephone call by 10:30 am if no reason for the student's absence has still been provided.
- The Academy attendance team will make an unannounced home visit on the third day of absence if no communication has been received by parents / carers, unless there are extenuating circumstances why a visit should not be made.
- After six days of unauthorised absence, the attendance team will conduct a 'safe and well' check unless there are extenuating circumstances why this would be inappropriate.

c. Emergency communication

In the event of an Academy wide emergency, e.g. if the Academy needed to be closed at short notice for example due to bad weather, we would use a selection of the following to keep parents / carers informed:

- Text the primary contact for whom we have an up to date mobile number
- Email the primary contact for whom we have an up to date email address
- Post a message on the Academy website
- Post on the Academy Twitter / X account, @OutwoodCity
- Local Radio stations

Home to Academy

a. Routine enquiries

For routine enquiries, parents / carers can contact the Academy reception via telephone, on 0114 235 8120, or email. The first point of contact via email is enquiries@city.outwood.com. This enquiry will then be triaged to the relevant member of staff.

Please note: Outwood Academy City will endeavour to respond to all enquiries within three working days.

Student absences should be reported by 8:25am on each day of absence.



b. Dropping into the Academy

As many of Outwood Academy City's staff are teaching or with students throughout the day, it is not possible for parents / carers to make unannounced visits to be seen, or remain on site without an appointment. To book an appointment with a member of staff, the first point of contact will be via the enquiries email above.

c. Respectful communication

Outwood Academy City is very keen to support and communicate with our community. However, it is essential that all communication between the Academy and parents / carers is respectful and professional. Whilst it is recognised that situations may be frustrating, it is expected that all Academy staff are treated with respect. Verbal abuse will not be tolerated. Academy staff have the right to finish a phone call or end a meeting if this is not the case. In extreme cases, parents / carers may be issued with a 547 notice and banned from our site.