



Every second to be
Valuable, Inspiring, Personalised



30th January 2024

Our ref: KA/DBA/063/KB

Dear Parent/Carer,

Re: Parent Communication

I am writing to share with you our commitment to improve communication between home and school. We recognise that for parents/carers it can be difficult to know who to speak to about a specific issue, especially because many of our pupils travel and therefore we can't provide beginning/end of day communication as other schools do.

We have four parent engagement and communication priorities which I have shared with you below:

Priority 1: All parents/carers will know the roles and responsibilities of the leadership team therefore knowing which leader to speak to based on the responsibilities (see below).

| Role | Named leader | Responsibilities | Campus | Contact email |
|------------------------------|-----------------|--|------------|--|
| Interim Headteacher | Kyna Adkins | Strategic whole school development | Cross site | Kyna.adkins@citacademies.co.uk |
| Designated safeguarding lead | Lizzie Papworth | Review and develop safeguarding policy and practice | Cross site | lizzie.papworth@ganf-cit.co.uk |
| SENCO | Alison Redfern | EHCP provision Access arrangements Transitions | GANF | alison.redfern@ganf-cit.co.uk |
| Deputy Headteacher | Kate White | Daily management Behaviour | Sandon | kate.white@ganf-cit.co.uk |
| Deputy safeguarding lead | Wendy Sorrell | Pupil wellbeing and safety | Sandon | wendy.sorrell@ganf-cit.co.uk |
| Curriculum lead | Julia Kay | Line manage subject leaders UNICEF lead | Sandon | julia.kay@ganf-cit.co.uk |
| Behaviour and attitudes lead | Ollie Maltby | Lead inclusion team Educational visit lead | Ambergate | oliver.maltby@ganf-cit.co.uk |

IF YOU REQUIRE ANY LETTERS TRANSLATING, PLEASE CONTACT THE SCHOOL

Ambergate Campus, Dysart Road, Grantham, NG31 7LP. Tel: 01476 564957 Sandon Campus, Sandon Close, Grantham, NG31 9AX. Tel: 01476 564994

enquiries@ganf-cit.co.uk



www.ganf-cit.co.uk



CIT Academies is an exempt charity and a company limited by guarantee registered in England with the name Community Inclusive Trust.

The company's registered number is 9071623 and registered office is: C.I.T Academies, Warwick House, Long Bennington Business Park, NG23 5JR. T: 03300 585 520
E: enquiries@citacademies.co.uk W: www.citacademies.co.uk





Every second to be
Valuable, Inspiring, Personalised



| | | | | |
|-----------------|---------------|---|-----------|--|
| Curriculum lead | Vicky Chapman | Lead on curriculum and teaching and learning Accreditation and exams | Ambergate | vicky.chapman@ganf-cit.co.uk |
|-----------------|---------------|---|-----------|--|

Priority 2: All parents/carers will know who and how to contact for urgent and non-urgent issues and when you can expect a response. Please note that when we say urgent, we mean that a pupil is at risk or immediate action is required.

Please can I remind parents/carers that it is your responsibility to inform school if your child is not going to be in due to illness and you can leave a message on the school voice mail. This helps us to safeguard all children so we know where they are and why they aren't in school.

A receptionist is available between 8:30am – 4:30pm however we also have a 24-hour answer phone system for non-urgent matters.

- **Sandon reception:** 01476 564994
- **Ambergate reception:** 01476 564957

| Enquiry | Level of importance | Contact | Response time |
|----------------------|--|-------------------------------|-------------------------------|
| General enquiry | Non urgent | GANF enquiries | 48 hours |
| Emergency issue | Urgent | Reception | Immediate |
| Safeguarding concern | Urgent | Lizzie Papworth/Wendy Sorrell | By 5:00pm on same day |
| Wellbeing concerns | Non urgent | Lizzie Papworth/Wendy Sorrell | 24 hours but not after 4:40pm |
| Emergency issue | Urgent | Reception | Immediate |
| Pupil sickness | Urgent | Reception | Non needed |
| Pupil appointment | Non urgent | Reception | Non needed |
| School refusal | Urgent | Reception | Before 10:30am |
| Medication query | Urgent | Reception | Before 9:30am |
| Behavioural concern | Non urgent | Kate White/Oliver Maltby | 24 hours |
| Trips and visits | Non urgent | Oliver Maltby | 48 hours |
| Transport concerns | Please contact your child's transport provider as we have no control over transport (please contact GANF enquiries for additional support) | | |

IF YOU REQUIRE ANY LETTERS TRANSLATING, PLEASE CONTACT THE SCHOOL

Ambergate Campus, Dysart Road, Grantham, NG31 7LP. Tel: 01476 564957 Sandon Campus, Sandon Close, Grantham, NG31 9AX. Tel: 01476 564994

enquiries@ganf-cit.co.uk



www.ganf-cit.co.uk



CIT Academies is an exempt charity and a company limited by guarantee registered in England with the name Community Inclusive Trust.

The company's registered number is 9071623 and registered office is: C.I.T Academies, Warwick House, Long Bennington Business Park, NG23 5JR. T: 03300 585 520
E: enquiries@citacademies.co.uk W: www.citacademies.co.uk





Every second to be
Valuable, Inspiring, Personalised



Priority 3: All parents/carers will know the contact email for their child’s class teacher.

If you phone up to speak with a teacher, they will not be able to come out of class in the middle of a lesson but reception can pass on via email your message and they will endeavour to respond to you within 24 hours of your email.

Please note that teachers have a full teaching commitment so are only able to respond to email questions before or after school. We encourage our staff to have a healthy work/life balance, therefore please do not expect emails to be responded to before 8:30am or after 4:30pm and not at weekends.

If a teacher is off sick beyond a day, we will set an automatic response so if you try and contact a teacher via email you will receive an out of office response with confirmation of who to contact instead.

Below is a list of all teacher email addresses across the two sites:

SANDON CAMPUS

| Teacher | Class | Email |
|---------------------|----------------------|--|
| Sophie Chambers | Willow | sophie.chambers@ganf-cit.co.uk |
| Nikki Maltby | Cherry | nikki.maltby@ganf-cit.co.uk |
| Chloe Golland | Beech | chloe.golland@ganf-cit.co.uk |
| Liz Kennedy - Short | Apple | liz.kennedy-short@ganf-cit.co.uk |
| Leanda Evans | Maple | leanda.evans@ganf-cit.co.uk |
| Vicky Shores | Ash | vicky.shores@ganf-cit.co.uk |
| Sophie Marsden | Pine | sophie.marsden@ganf-cit.co.uk |
| Julia Kay | Post 16 Horticulture | julia.kay@ganf-cit.co.uk |
| Sarah Ellis | Post 16 Hospitality | sara.ellis@ganf-cit.co.uk |

AMBERATE CAMPUS

| Teacher | Class | Email |
|------------------|--------------|--|
| Amy Arms Rawden | Discoverers | amy.arms-rawden@ganf-cit.co.uk |
| Steph Wood | Explorers | stephanie.wood@ganf-cit.co.uk |
| Bethany Tambling | Trent Bridge | bethany.tambling@ganf-cit.co.uk |
| Molly Pavelin | Leamington | molly.pavelin@ganf-cit.co.uk |

IF YOU REQUIRE ANY LETTERS TRANSLATING, PLEASE CONTACT THE SCHOOL

Ambergate Campus, Dysart Road, Grantham, NG31 7LP. Tel: 01476 564957 Sandon Campus, Sandon Close, Grantham, NG31 9AX. Tel: 01476 564994

enquiries@ganf-cit.co.uk



www.ganf-cit.co.uk



CIT Academies is an exempt charity and a company limited by guarantee registered in England with the name Community Inclusive Trust.

The company's registered number is 9071623 and registered office is: C.I.T Academies, Warwick House, Long Bennington Business Park, NG23 5JR. T: 03300 585 520
E: enquiries@citacademies.co.uk W: www.citacademies.co.uk





Every second to be
Valuable, Inspiring, Personalised



| | | |
|-----------------------------|-------------|--|
| Kelly Winter | Hampden | kelly.winter@ganf-cit.co.uk |
| Melissa Burridge | Aintree | melissa.burridge@ganf-cit.co.uk |
| Lucy Otter | Oval | lucy.otter@ganf-cit.co.uk |
| Sam Rose | Silverstone | sam.rose@ganf-cit.co.uk |
| Richard Butterworth | Wembley | richard.butterworth@ganf-cit.co.uk |
| Vicky Bond | Ascot | vicky.bond@ganf-cit.co.uk |
| Sarah Pell | St Andrews | sarah.pell@ganf-cit.co.uk |
| Andrew Walker | Olympia | andrew.walker@ganf-cit.co.uk |
| Rhonwen Humphries | Henley | rhonwen.humphreys@ganf-cit.co.uk |
| Liana Walsh | Twickenham | liana.walsh@ganf-cit.co.uk |
| Annemarie Kelly (Mon – Tue) | Wimbledon | annemarie.kelly@ganf-cit.co.uk |
| Hollie Ellis (Wed – Fri) | | hollie.ellis@ganf-cit.co.uk |

Priority 4: Parents/carers understand how to escalate a concern.

In line with the school complaints policy ([Complaints-Policy.pdf \(ganf-cit.co.uk\)](#) if you have a concern, please initially address this informally by contacting me via email Kyna.adkins@citacademies.co.uk. You can expect receipt of your concern within 24 hours of receiving the email and follow up phone call/email within 48 hours. Depending on the severity of the complaint you can expect a written outcome no later than 3 months however we hope to resolve this before this timescale on a case-by-case basis.

I hope this is helpful to build strong communication between home and school as this is when we can give the very best to all pupils.

I have included an appendix item to remind parents/carers of the Parent and Carer code of conduct policy at the end of this letter for your information.

As I have mentioned previously, I am working alongside Mr Daley Barber-Allen (Permanent Headteacher starting after Easter) and we have worked together on this to ensure a consistent approach during this transition period.

Should you have any questions, please do not hesitate to contact school.

IF YOU REQUIRE ANY LETTERS TRANSLATING, PLEASE CONTACT THE SCHOOL

Ambergate Campus, Dysart Road, Grantham, NG31 7LP. Tel: 01476 564957 Sandon Campus, Sandon Close, Grantham, NG31 9AX. Tel: 01476 564994

enquiries@ganf-cit.co.uk



www.ganf-cit.co.uk



CIT Academies is an exempt charity and a company limited by guarantee registered in England with the name Community Inclusive Trust.

The company's registered number is 9071623 and registered office is: C.I.T Academies, Warwick House, Long Bennington Business Park, NG23 5JR. T: 03300 585 520
E: enquiries@citacademies.co.uk W: www.citacademies.co.uk





Every second to be
Valuable, Inspiring, Personalised



Yours sincerely

Mrs Kyna Adkins & Mr Daley Barber-Allen

(Interim Head teacher) (Permanent Head teacher)

Appendix 1: Extract from parent/carer code of conduct policy.

Please note that in line with Parent and Carer code of conduct policy the following statement is included:

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply phoning in to report a child's absence or informing the member of staff at the gate when you drop your child off that they have forgotten their PE kit or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

However, please remember:

- How busy members of staff are during the school day, particularly first thing in the morning, and where you need to speak with a member of staff for more than a few seconds, make an appointment to do so at a time when they can give you their full attention.
- Approach the school to help resolve any issues of concern by making an appointment to meet with the teacher/tutor/keyworker in the first instance.
- If the matter is still not resolved asked to speak to the Headteacher.
- If you are still unable to resolve the issue, then follow the procedure in the CIT Complaints Policy which is available under the heading "Statutory Info" and then "Policies" on the CIT website.
- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face, or over the phone/on Teams, with members of staff to discuss any matters concerning your child's education or wellbeing in school, approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff, it will normally fall to you to make a mutually convenient appointment.

IF YOU REQUIRE ANY LETTERS TRANSLATING, PLEASE CONTACT THE SCHOOL

Ambergate Campus, Dysart Road, Grantham, NG31 7LP. Tel: 01476 564957 Sandon Campus, Sandon Close, Grantham, NG31 9AX. Tel: 01476 564994

enquiries@ganf-cit.co.uk



www.ganf-cit.co.uk



CIT Academies is an exempt charity and a company limited by guarantee registered in England with the name Community Inclusive Trust.

The company's registered number is 9071623 and registered office is: C.I.T Academies, Warwick House, Long Bennington Business Park, NG23 5JR. T: 03300 585 520
E: enquiries@citacademies.co.uk W: www.citacademies.co.uk

