

Lincoln Carlton Academy

Parent/Carer Communications Guide



Purpose

This guide aims to clearly outline how Lincoln Carlton Academy (LCA) communicates with parents/carers. It has been co-constructed with parents following feedback at the end of the 2024/25 academic year.

We believe that clear, timely, and consistent communication between home and school is essential to:

- Support student learning and wellbeing
- Strengthen the partnership between school and families
- Ensure all stakeholders are well-informed and engaged in school life

We strive to ensure our communications are:

- **Timely and proactive:** Sharing key information in advance wherever possible
- **Accessible and inclusive:** Ensuring all families are supported in accessing key platforms
- **Two-way:** Encouraging parent/carers voice and feedback
- **Clear and consistent:** Using established channels with clear expectations
- **Respectful and professional:** Building positive relationships through constructive dialogue

How we communicate with parents/carers

MyChildAtSchool (MCAS) Parent App – *Primary Channel*

MCAS is our main communication platform. All essential and time-sensitive communication is delivered through the app or web portal.

Key Features:

- Attendance alerts
- Behaviour and achievement updates
- School reports and academic updates
- Letters, consent forms, and general notices
- Reminders (e.g. school closures, trips, events)
- Daily Digest email summary
- School meals, clubs and parents' evening bookings
- Payment management for school meals, trips and other items
- 'Student Events' notifications if your child has a head bump/receives first aid in school

Expectations:

- Parents/carers are expected to download and check the app regularly
- Announcements are reserved for urgent or significant updates

- Support for setup/login is available from the school office
- Annual instructions and guidance are emailed and also available on our website [here](#)

Tapestry Online Journal (Reception Only)

Used to document and share early learning progress with parents/carers through images, videos, and observations in line with the Early Years Foundation Stage curriculum.

Access & Expectations:

- Activated once consent is received
- Notifications sent when new observations are added
- Parents/carers can message Reception staff via the platform
- Staff are available to assist with technical issues

LCA Website

The [school website](#) is a central source of up-to-date information for everything you might need to know about life at LCA.

Includes:

- [Term dates](#) and [policy documents](#)
- [Dedicated year group pages](#)
- [Key contact details](#)

LCA Facebook Page

The [LCA Facebook page](#) is used to build community and celebrate school life.

Posts may include:

- Learning highlights and student achievements
- School and community event promotion
- Curriculum-related updates

Note:

- No personal/sensitive information is shared
- All content is posted with appropriate permissions
- Comments are moderated
- Families are encouraged to follow and engage positively

How parents/carers can communicate with us

We welcome regular, open communication from parents/carers. This helps us to address concerns early, share achievements, and strengthen our school community.

If you're unsure about any aspects of school life, please reach out - we're here to help.

Official channels:

- **Email:** Preferred method for non-urgent communication
- **Phone/face-to-face:** For issues that require discussion or urgent attention
- **Tapestry:** For Reception class communication
- **MCAS:** For school meals, clubs and parents' evening bookings and payments
- **Website:** [Communication page](#) lists key staff and department emails
- **Feedback forms/surveys:** Issued to gather parent/carer voice

Appointments:

- Please book in advance wherever possible so staff can prepare
- Teachers are available at scheduled meetings (e.g. parents' evenings)

Informal communication:

- Staff are often available briefly on the gate
- For safeguarding reasons, please avoid stopping teachers at classroom doors, particularly during morning drop-off

When to contact the school

You should reach out to us:

- At the **start of the school year** to share relevant information about your child (medical needs, SEND, family circumstances)
- If you have **concerns** about academic progress, behaviour, wellbeing, or relationships
- After **significant home events** that may impact your child (such as a family bereavement, divorce, or moving house)
- When **clarification** is needed on homework, events or policies
- During **scheduled meetings** (e.g., SEND reviews, parents' evenings or parent share sessions)
- To **provide feedback** or celebrate successes

Encouraging two-way engagement

We are committed to building a school community where parents/carers feel listened to and involved.

We encourage all families to:

- Attend **parents' evenings, information sessions and events**
- Participate in **surveys, workshops, and school improvement discussions**
- Join parent-led groups such as our **fundraising team**
- Share positive stories and achievements from home

Supporting accessibility

We understand that not all families have the same level of digital access, English Language capacity, or confidence.

- Our office staff are available to assist with MCAS, Tapestry or website navigation
- Alternative formats and languages can be arranged upon request
- In-person meetings can be arranged as needed

Monitoring and review

This guide will be reviewed annually, informed by parent/carer feedback, staff input, and emerging needs. Updates will be communicated via MCAS and the school website.

For more information:

Please visit the [communications page](#) of the school website or contact the school office.