



Castle Newnham

TRADITIONAL VALUES, BRIGHT FUTURES, ONE JOURNEY

Home - School Communications Charter

For September 2025

We value communication between school and families and want it to be as effective as possible in supporting learning, progress and wellbeing.

Our families can expect of Castle Newnham that we will:

Communicate about progress regularly:

- Consultation Evenings take place with your child's class or subject teacher(s).
- You can contact any teacher to ask for an appointment to discuss specific questions or concerns throughout the term by emailing the school office.
- Written reports will be sent home each year and the calendar for these will be published on the website.

Communicate openly and frequently with families, sharing news and seeking feedback where possible:

- Updates via the 'Castle Newnham Connect' newsletter which will include key reminders and dates for the month to come and a celebration of the half term passed.
- Within this school newsletter regularly update with additional supplements on staffing or building changes when appropriate.
- Send out curriculum newsletters half termly to outline what pupils in a particular year group have been learning to help with home support and follow-up.
- Regularly update the school's website to include the school calendar, term dates, any newsletters and key information about the school.
- Use the school's social media accounts (Facebook and Instagram) for informal updates and daily news of events
- Ask for families' views through Quick Questions regularly to help inform school development.
- Listen to and respond to individual issues raised by families .
- Inform the child's family on the same day if a child has sustained an injury to the head.
- Inform families when serious behaviour concerns arise and/or when any situation occurs that may affect the health, safety and wellbeing of your child.
- Use primary planners from Reception to Year 6 and the appropriate office for all year groups for general communication between teacher and family.
- Use 'My Child at School - BromCom app' in secondary to communicate homework, deadlines and completion, in addition to informing families of rewards and sanctions occurred during the school day (whole school).

Castle Newnham expects families to:

- Attend Consultation Evenings to understand more about their child's learning and progress.
- Make every effort to attend information evenings, e.g. Meet and Greet evenings, options evening, curriculum evenings.
- Keep all contact details up to date by informing the relevant school office.
- Return documents, forms and payments on time.
- Read the school newsletters and look at the website regularly to remain up to date with the school's events.
- Tell us about any medical or personal issues that might impact on your child's learning as soon as possible.
- Support with and communicate regarding homework.
- Discuss any concerns they may have, which may be affecting your child's learning or wellbeing, with teachers. We advise families to approach their child's class (primary) or CORE tutor (secondary) in the first instance – the easiest way is via an email to the school office.
- Use the platforms provided by the school to track information about children and information about changes to school life
- Keep to a policy of 'praise publicly, criticise privately' and avoid using social media as a forum for personal complaint.
- Think carefully about the timing and tone of any communication to a member of staff, keeping in mind that it can be worrying and distressing for staff to receive an email late at night, potentially reading it when alone, and unable to take immediate action or to seek advice. ***Staff are asked not to respond to emails outside of normal working hours.***

Who do I contact if?

Our school office is the central hub for communication at Castle Newnham. If you have a compliment or a concern please email the school office. You can find the relevant contact information for each school office below:

South Site - Nursery to Year 4

Goldington Road

MK40 3EP

01234 303403 option 3

cnprimary@bestacademies.org.uk

North Site - Year 5 and 6

Polhill Avenue

MK41 9DT

01234 303403 option 2, then 2

cnprimary@bestacademies.org.uk

North Site - Year 7 to 11

Polhill Avenue

MK41 9DT

01234 303403 option 2

cnsecondary@bestacademies.org.uk

The school offices are open 8:30am - 4:00pm, Monday to Friday. The school office is not open on weekends. All email enquiries will receive an automated response from the office to acknowledge receipt. Office staff will forward emails onto the relevant staff member.

Email Enquiries

Staff are expected to check their mailbox at least once each school day and will aim to reply to email enquiries within 48 hours, either with an answer to the query or an indication of how long it will take before they are able to respond.

Families of secondary pupils should not use their child's school email address to communicate with staff. In addition, pupils should not use personal email addresses to email staff members

Safeguarding

If you are concerned about a child's welfare and safety, contact the safeguarding team via CN-Safegaurding@bestacademies.org.uk

The Designated Safeguarding Leads are:

Primary DSL

Secondary DSL

Mr Matt Cleaver

Miss Beverley McWilliams

I have a pastoral concern relating to my child, who should I contact first?

Your child's class teacher (primary) or CORE tutor (secondary) is able to give general advice on how to support their learning. Class teachers/CORE tutors have responsibility for overseeing a pupil's overall progress and wellbeing. Any concerns about general progress should be discussed with them in the first instance [through the school office](#).

Phase Lead and Head of Year/Pastoral Support Managers

The next line of communication following class teacher and/ CORE tutor is your child's Phase Lead (primary) or Head of Year/Pastoral Support Manager (secondary). These members of staff are able to provide additional support and advice should it be needed.

You can contact any of these members of staff via the relevant [school office](#).

Primary

Early Years Phase Leader	Mrs Jo Kearney Collins
Year 1 & 2 Phase Leader	Ms Jodie Wallbank
Year 3 & 4 Phase Leader	Mrs Ruth Grassi
Year 5 & 6 Phase Leader	Mr Rob Tuffrey

Secondary

Head of Year 7	Ms Maria Newbury
Head of Year 8	Mrs Hannah Clements
Head of Year 9	Ms Ambia Waheed
Head of Year 10	Mr Jamie Saunders
Head of Year 11	Mrs Samantha Cash

Pastoral Support Manager - Year 10	Miss Cerys Davies
Pastoral Support Manager - Year 11	Mrs Charlotte Carroll

I have an academic concern relating to my child, who should I contact first?

Your child's class teacher (primary) or CORE tutor (secondary) is able to give general advice on how to support their learning. Class teachers/CORE tutors have responsibility for overseeing a pupil's overall progress and wellbeing. Any concerns about general progress should be discussed with them in the first instance [through the school office](#).

Secondary Subject Teachers

For secondary pupils, the subject teacher should be contacted if you need subject specific advice on how to support your child's learning, or if you would like to discuss any aspect of the course being studied. Concerns about a pupil's progress in a particular subject should be discussed with the subject teacher in the first instance. Please contact subject teachers [through the school office](#).

If you still have concerns after speaking to the class teacher, CORE tutor and/or the secondary subject teacher then you should ask for the issue to be referred to the Subject Leader or Head of Department for the Curriculum Area.

Secondary Heads of Department

Head of English	Mrs Lorna Wood
Head of Mathematics	Mr Eric Boakye
Head of Science	Mrs Phillipa Dawe
Head of Modern Foreign Languages	Mrs Rachael Hambley
Head of Geography	Mrs Katherine Mohrasri
Head of History	Mr Darren Winter
Head of Music	Miss Emily Green
Head of Drama & Dance	Mr Luke Skeel
Head of Physical Education	Mr Craig Phillips
Head of Creative and Technical Arts (DT)	Mr Phil Cook
Head of Creative and Technical Arts (Food)	Mrs Amy Dyer
Head of Art	Miss Emily Robinson
Head of Religious Studies, PSHE & Citizenship	Mrs Rachel Moore
Head of Classics	Mrs Amy Scott

You can contact any of these members of staff via [the relevant school office](#).

Senior Leadership Team

If your concerns or questions (either pastoral or academic) have not been resolved by any of the staff above, you may wish to speak to the relevant senior leader.

For concerns around Pastoral that have not been resolved by the Class Teacher or CORE Tutor, Phase Lead or Head of Year, please contact:

Assistant Headteacher - Primary Pastoral

Miss Hannah Baxter

Assistant Headteacher - Secondary Pastoral

Mr Jonathan Mills

For concerns around Curriculum that have not been resolved by the Class Teacher or subject teacher, Subject Leader or Head of Department, please contact:

Assistant Headteacher - Primary Curriculum Design & Delivery

Mr Paul Dawson

Assistant Headteacher - Secondary Curriculum Design & Delivery

Mr Shaun Stevens

Deputy Headteacher - Primary Assessment & Outcomes

Mrs Hayley Grady

Deputy Headteacher - Secondary Assessment & Outcomes

Mr Matthew Herridge

For matters pertaining to the community and communications across the school, please contact:

Assistant Headteacher - School Community & Communications

Mr Luke Skeel

[All senior leaders can be contacted via the relevant school office.](#)

Deputy Headteachers

If your concerns or questions have not been addressed by any of the senior leaders above, you may wish to speak to the Deputy Headteacher.

Deputy Headteacher - Primary

Mrs Hayley Grady

Deputy Headteacher - Secondary

Mr Matthew Herridge

[The Headteachers can be contacted via the relevant school office.](#)

Headteachers

If your concerns or questions have not been addressed by any of the senior leaders above, you may wish to speak to the Headteacher.

Headteacher - Primary

Mrs Kat Edwards

Headteacher - Secondary

Mrs Sara Levesley

[The Headteachers can be contacted via the relevant school office.](#)

Chair of Governors

To contact the Chair of Governors, please email the school office

Ms Helen Ryan

Other Contacts

Finance

The finance department can support with enquiries around 'Top Up' dinner money accounts, trip costs and other payment items including refunds and can be contacted via the details below:

Finance Department	cnfinance@bestacademies.org.uk	01234 303403 option 1
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Absence

If your child is absent from school, please report the absence through:

Logging on MCAS, phoning the school and leaving a message emailing the relevant office.

Please report your child's absence before 9am on the day of the absence and each subsequent day of absence (unless agreed otherwise), and advise when they are expected to return.

Care Club (Primary)

If you have an enquiry, please speak to Mrs Carmichael, Care Club Leader or email her at

cn-careclub@bestacademies.org.uk

Pupil & Family Support (PFS)

Our Pupil and Family Support (PFS) Teams are based in school and provide pupils with information, advice and guidance on a wide range of issues concerning their personal safety and welfare.

Primary PFS Team	cnprimary@bestacademies.org.uk	01234 303403
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Secondary PFS Team	cnsecondary@bestacademies.org.uk	01234 303403
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SEND Department

Issues relating to Special Education Needs and Disabilities should be referred to the SENDCo of the phase. They can be contacted as below:

Primary SENDCo(s)	Miss Emily Allen	cnprimary@bestacademies.org.uk
	Mrs Hannah Lee	01234 303403

Secondary SENDCo	Mr Richard Francis	cnsecondary@bestacademies.org.uk 01234 303403
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Exams & Data Team

If you have an enquiry regarding examinations, please contact the Exams and Data Office

Exams Manager	Ms Charlotte Jordan	cnexams@bestacademies.org.uk 01234 303403
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Performing Arts Department & School Box Office

If you would like to enquire about your child learning an instrument or participating in a performing arts activity, please contact the Performing Arts & Box Office.

If you have a query about an event which is ticketed through the box office, please also contact the Performing Arts & Box Office.

Performing Arts & Box Office cnperformingarts@bestacademies.org.uk 01234 300801

PE Department

If you have an enquiry relating to sports clubs and activities, fixtures and PE kit. Please contact the Physical Education department.

PE Department cnsecondary@bestacademies.org.uk 01234 303403

Careers Information and Guidance

For enquiries regarding Careers support or interviews, please contact.

Careers Lead Mr Alex Stark cnsecondary@bestacademies.org.uk
01234 303403

Lettings

For enquiries and communication around our school lettings, please contact:

Lettings cnlettings@bestacademies.org.uk
01234 300801

Library

For enquiries and communication around our school lettings, please contact

Primary Librarian Mrs Katie Litchfield
Secondary Librarian Mrs Hayley Manley

Parent & Teacher Association

The contact information for the primary Parent & Teacher Association is hello.cnpta@gmail.com

The contact information for the secondary Parent & Teacher Association is
cnsecondarypta@bestacademies.org.uk

Communication Pathway (Primary)

1. Class Teacher

2. Phase Lead

3. Senior Leadership Team

Assistant Headteacher – Primary Pastoral

Miss Hannah Baxter

Assistant Headteacher – Primary Curriculum

Mr Paul Dawson

Assistant Headteacher - School Community & Communications

Mr Luke Skeel

Deputy Headteacher – Primary Assessment & Outcomes

Mrs Hayley Grady

4. Headteacher - Primary

Mrs Kat Edwards

5. Chair of Governors

Ms Helen Ryan

All staff can be emailed through either office:

cnprimary@bestacademies.org.uk

Communication Pathway (Secondary)

1. CORE Tutor	and/or	Subject Teacher
2. Head of Year & Pastoral Support Manager	or	Head of Department
3. Senior Leadership Team		
Assistant Headteacher – Secondary Curriculum		Mr Shaun Stevens
Assistant Headteacher – Secondary Pastoral		Mr Jonathan Mills
Assistant Headteacher - School Community & Communications		Mr Luke Skeel
Deputy Headteacher – Secondary Assessment & Outcomes		Mr Matthew Herridge
4. Headteacher - Secondary		Mrs Sara Levesley
5. Chair of Governors		Ms Helen Ryan

All staff can be emailed through the office:

cnsecondary@bestacademies.org.uk