Communications and Conduct Policy

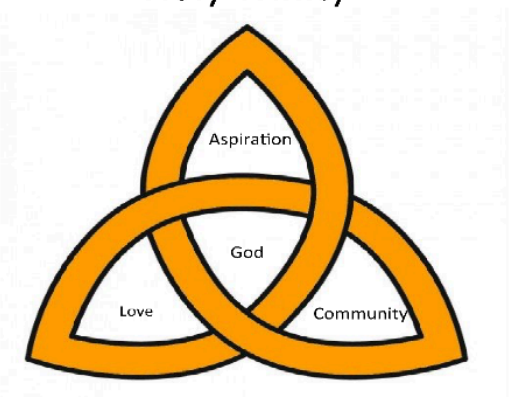
Vision

Our vision is that children are nurtured to love learning, love one another and love God.

'Love learning, love one another, love God.'

"I have come so that you might have life – life in all its fullness." John 10:10

Holy Trinity



Last Reviewed: Feb 26

Date to be reviewed: Feb 29

1. Purpose and scope

At Holy Trinity, we believe it is important to:

- Work in partnership with parents to support their child's learning.
- Create a safe, respectful and inclusive environment for pupils, staff and parents.
- Model appropriate behaviour for our pupils at all time.

Our aim is for school and parents to be ready at all times to engage in a respectful and responsible way in order to ensure the very best outcomes for the children. To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct), pupils (through our Behaviour Policy) and parents (through the Communications and Conduct Policy)
This policy aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil.
- Anyone caring for a child (such as grandparents or child-minders).

We use the term 'social media' to refer to websites and applications that enable users to create and share content or to participate in social networking.

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with language and behaviour.
- Seek a peaceful solution to all issues.
- Address their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach the right member of school staff to help resolve any issues of concern, as per the communications and conduct policy.
- Respect the decisions and outcomes made by the school.

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Swearing, or using offensive or abusive language.
- Displaying a temper, or shouting at members of staff, pupils or other parents.
- Threatening another member of the school community.
- Sending abusive or personal comments to another member of the school community, including via text, email, WhatsApp or other forms of social media.
- Posting defamatory, offensive or derogatory comments about the school, its staff or <u>any</u> member of its community, on social media platforms.

- Using social media to publicly challenge school policies, decisions or anything that goes on in school, including lessons or activities.
- Using social media to discuss issues about individual children.
- Malicious complaints.
- Use of physical punishment against any child while on school premises.
- Any aggressive behaviour (including verbally or in writing) towards another child or adult.
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event).
- Arriving at the school in a state of intoxication.
- Possessing or taking drugs (including legal highs).
- Bringing dogs onto the school premises (other than guide dogs).

The school takes safeguarding responsibilities seriously and will deal with any reported incidents appropriately.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may take any of the following actions:

- Send a warning letter to the parent.
- Invite the parent into school to meet with a senior member of staff or the headteacher.
- Contact the appropriate authorities (in cases of criminal behaviour) Seek advice from the Local Authority or the Southwark Diocesan Board of Education regarding further action (in cases of conduct that may be libellous or slanderous).
- Exclude the parent from the school site for a period of time.
- Limit the means of communicating with the school (eg. in writing only, to a designated person).

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher. The headteacher will consult the chair of governors before excluding a parent from the school site.

5. School communications

Methods of School Communication

- **Weekly Newsletter:** This will be the main established way of communicating the latest news to the school community with notices and timely reminders of upcoming events plus occasional updates from individual class teachers, governors and the PTA. This will be sent by ParentMail.

In addition:

- **E-mail:** Where required the school will use e-mail to send out notifications and more urgent updates from the school.

- **Class/year group weekly updates:** For news specific to your child's class/year group.
- **Uploads on Google classroom:**Mainly linked to home learning
- **Website:** As the school continues to improve the website we aim to make this the destination to catch up on all key communications. All of our policies and full governing board minutes are available here, as well as all key general information about the school, its staff and its ethos.
- **ParentMail:** This is for all general letters and communications. It will also be used for extra-curricular and holiday scheme information. Parents may also be contacted directly by ParentMail as an individual or family. It is an expectation that all parents named as a primary carer on the school database will register with ParentMail and read the information that is sent.
- **SMS Text Message:**These may be sent with a message that requires a quick response.
- **Letters:** Occasionally letters have to be sent to parents and carers to ensure they are delivered to you rather than being reliant on technology. This will either be by post or placed in the children's book bags as appropriate.
- **Telephone:** Contact via telephone is for urgent issues where the school need a response quickly or need to inform a parent or carer personally.
- **Reading Diaries:** This is a log of your child's reading, and provides the school and the parent body the means to monitor the progress of a child. These should only be used for this purpose only.
- **Seesaw:** Our Nursery uses Seesaw, an online journal to record the learning of the children. This journal can be shared with parents too.
- **Parent Meetings:** These are held twice yearly on dates decided at the start of each school year. They are appointment-based, via ParentMail, and offer a chance for parents/carers and teachers to discuss and ask questions around the progress of their own child. Ad-hoc meetings can be arranged with the class teacher at any point in the school year, should you have concerns.
- **Annual Teacher Report:** This is a written report on a child's progress completed by the teacher in the Summer Term, but with contributions from the child and headteacher summarising the child's learning journey.

Contacting the school

Who to contact:

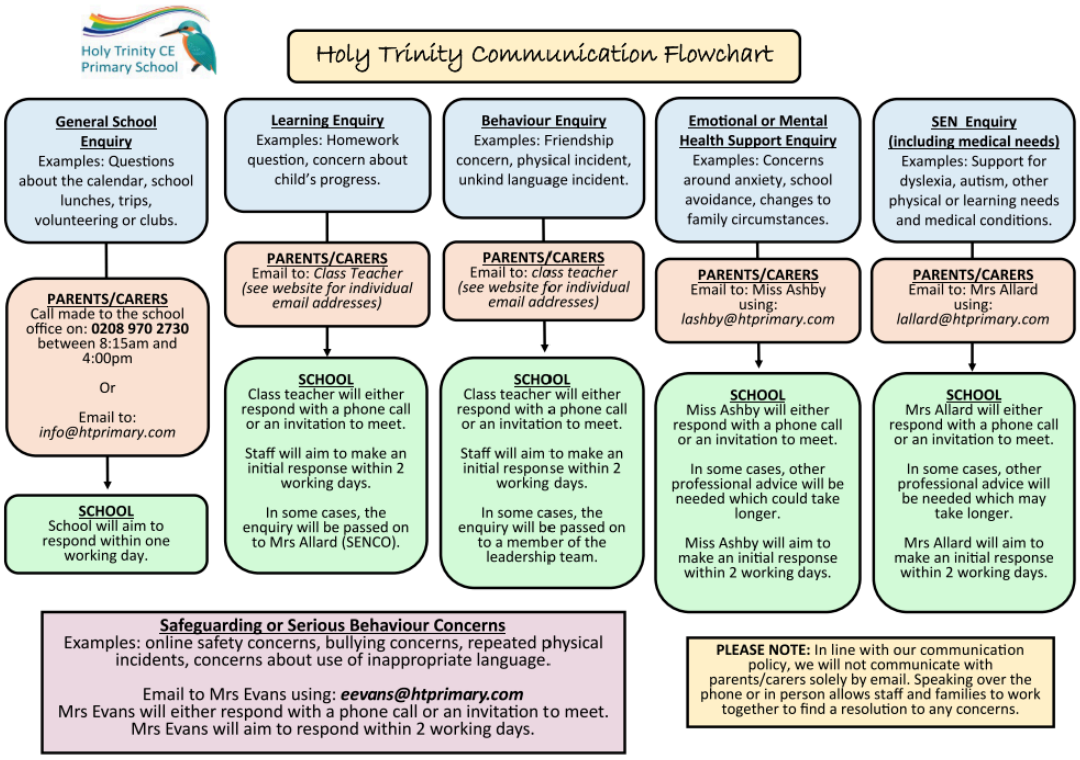
- **School Office:** For any questions or issues <u>not</u> specific to your child's education or progress. This could be around uniform, ScoPay, information on trips or classes and school events.
- **Teaching Staff:** In the first instance, please raise any issues in person with your class teacher. It may then be escalated to a member of the SLT if necessary. You should speak to teachers with any specific questions around your child and relevant teaching and learning. For simple questions there may be an informal chance after school once the children have been dismissed, but in most cases please request an appointment via email giving a brief description of the reason for the meeting along with your availability. Staff email format - initialsurname@htprimary.com eg jsmith@htprimary.com
  There is not enough time for the teachers or ATs to engage with parents regarding any issues before school. Therefore to ensure that staff are able to fully engage with the children from 8.45am and maximise teaching time, if you need to speak to a teacher, please pass a handwritten message to the class teacher first thing which will be read once the register has been taken. Please do not advise teachers or assistant teachers about absence or appointments as this should be communicated to the school office.

- **Senior Leadership Team:**If you feel there has not been a satisfactory outcome to your enquiry this can be referred to a member of the Senior Leadership Team via email.
- **Headteacher:** In the vast majority of cases enquiries should go through the Senior Leadership Team and teachers. If you have a safeguarding concern please share your concern or request directly with the headteacher.
- **The Governing Board:** Governors are there to steer the strategic direction and vision of the school, oversee the management of the school's finances and hold the headteacher to account. Governors do not get involved in the day-to-day running and decision making at the school. However if a parent feels they have the need to raise an issue with the governors, please inform the Clerk to the Governors via the email address on the Governors page of the school website.

Ways of contacting

- **The School Office:** The school office is open between 8.00am and 4.00pm each school day for parents where required. Report absence via ParentMail or email cbell@htprimary.com
- **E-mail:** It is unhelpful for staff to receive lengthy emails from parents regarding any issues or concerns around children. Emails should be brief and used to request a meeting with the relevant staff member, allowing staff to focus fully on teaching and learning during the school day. Staff are very happy to meet in person or arrange a call to discuss any concerns. Staff will respond to emails when they are able but are not expected to do so beyond 5.30pm or during the weekend or their holidays.
- **Letters:** The school is happy to receive handwritten letters as an alternative to email. Responses will be made by phone, email or in writing, as appropriate.
- **Telephone:** Parents and carers are required to inform the school office to flag any urgent situations around sick leave and absence or contact cbell@htprimary.com. The school telephone number is 02089402730.
- **Appointments:** You can make an appointment via any of the methods above with the relevant member of staff who will be able to deal with your request directly.

Communication Flowchart for Parents (shared annually)



Social Media

As well as the official school social media presence, Holy Trinity welcomes the many ways that parents build their own communities around the school using social media such as WhatsApp. These are useful ways of keeping in touch around school updates, arranging the PTA and other events, and sharing information and notices with each other. This is an important part of our school community. However, social media should not be used for discussing school business or individuals when it could be to the detriment of the school's purpose, values and wider community. Please note that anything posted on social media, even in a private forum or private messenger group, could end up in the public domain.

Class WhatsApp Groups
These are a very useful and efficient way of communicating to the whole class. The aim of using WhatsApp is to send messages to an entire group, which are relevant to school. Please note that **school does not post directly on any WhatsApp parent groups.**

Parents should adhere to the following guidelines when using class WhatsApp groups:

- The group should never be used as a platform to air views/grievances regarding a teacher, child or parent in the class or school.
- The group is not a political platform for airing opinions on current affairs.
- The group should not be used for private conversations with anyone else using the group.
- The group should be used keeping in mind mutual respect and cultural sensitivity between all its members.

PTA Communication

The PTA communicate with the parent body via Classlist. School do not see these communications so cannot provide further information regarding anything that is shared by this means.

Governing Board
The governing board commits to publishing the full board meeting minutes on the School Website once the minutes have been signed off by the board.

Parents/Guardians/Carers

Should commit to:

- Read all communications issued by the school.
- Act on the communication (for example, attending special meetings) when required.
- Raise issues, concerns or feedback at the earliest opportunity with the school in the appropriate manner. *
- Abide by the Home School expectations (see point 5, below) in terms of discussion of school on social media/public forums and the expectations set out in the parent code of conduct (above).

** According to the 'methods of communication' section.*

Confidentiality
The school holds information on pupils in our school in a way that complies with GDPR regulations. From time to time we are required to pass some of this information to others to support a child's education and for safeguarding. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. The school is compliant with the Data Protection Act 2018 and KCSIE 2018. Parents can view the information we hold, and we have contact details of the agencies to which our information is passed. Governors oversee processes around confidentiality.

Safeguarding
To report a safeguarding concern, please telephone the school or come in person in the first instance and ask to speak urgently with one of our safeguarding team. The Designated Safeguarding Lead (DSL) isAndy George, the headteacher. There are four Deputy DSLs – Sophie Brunt, Louisa Allard and Claire Bell (also Lucy Ashby on maternity leave)

6. Home-school expectations

The document below provides a summary outline of the expectations for each of the members of our school community. At Holy Trinity, we expect all the members of our community to read, understand and uphold the expectations to demonstrate our shared commitment towards building a positive and productive school community.

Holy Trinity's Home-School Expectations

School	Parents	Child
At Holy Trinity school, we will…	As part of the school community, I/we will…	At Holy Trinity school, I will do my best to…
Provide a Christian ethos on which the vision and values of the school are founded	Ensure my child attends school with the correct named uniform, is punctual, properly equipped and ready to learn	Learn all I can by doing my best at all times
Encourage all to treat one another with respect and kindness, as they would wish to be treated	Inform the school office on the first day of absence, by 9.15am	Work hard and listen carefully to instructions
Create a happy, secure and caring environment	Raise concerns or problems that might affect my child's learning and support the school in helping my child to behave appropriately	Come to school every day, on time and in uniform
Deliver an inspiring curriculum which meets the needs of every child	Read, understand and respect school policies and the Communications and Conduct Policy	Follow the school and class rules
Listen to children and parents	Support my child with homework and listen to my child read daily	Behave sensibly at all times, so that we can learn and everyone is safe
Communicate regularly with parents through letters, messages, newsletters and emails	Attend parent meetings with the teacher to discuss my child's attainment and progress	Be polite, friendly and helpful to other children and all adults
Welcome and invite parents to share in the life of the school	Support the school's efforts to create a caring, inclusive, Christian ethos where all beliefs and cultures are valued	Tell somebody if there is something I am not happy about
Celebrate children's achievements	Read all letters, messages, newsletters and emails that are sent home	Do my homework regularly and return it to school on time
Update parents about the attainment and progress of children	Follow the correct lines of communication according to our Communications and Conduct Policy and refrain from airing grievances about school on any social media platform	Bring all the equipment I need every day including my PE kit, book bag and reading books
Celebrate difference, respecting other cultures and beliefs		Take good care of the school environment and equipment
Have the highest expectations for behaviour and will contact parents should any concerns arise		Take pride in my learning and appearance ensuring that I don't lose my uniform
Abide by our school policies and the terms of the Communications and Conduct Policy		