



Communications Policy for Parents

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Mr Andrew Harvey
Headmaster
October 2021

To be reviewed Sep 2022

Routine Communications

1. Newsletter and School Calendar

A successful partnership between Twyford School and parents/guardians is based upon open communication. We foster links with the community, with you and your sons and daughters and with former pupils. A weekly electronic newsletter (The Twyford Link) is sent to all families giving details of events and activities, such as sporting events, plays and concerts. The Twyford Link is the perfect forum in which to celebrate success and to convey information. All parents and guardians are also provided with a calendar every term: a copy appears on the parent's portal, and a printed copy is sent to every family. Each calendar includes the dates of the ensuing three terms in order to assist families with planning holidays.

All sports teams are published on the Twyford School Sports app before matches.

<http://www.twyfordschoolsports.com/>

2. Letters to Parents

The Headmaster writes to all parents to give information on a range of matters that are likely to be of interest to all parents as a whole. This will tend to relate to forthcoming major changes in staffing or organisation of the School, and initiatives that we would like parents to become involved with. Senior Staff, Form Teachers or Tutors will also write to parents from time to time about matters of concern to a particular group of pupils, such as a trip or visit involving one year group. These letters will be sent, on the whole, by email. We will contact you directly if we have any concerns, and hope that you will reciprocate.

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Revision: 13

Last saved: 06 November 2021

3. Email

Parents may wish to use email for contacting staff; email addresses for individual staff can be found on the parent portal. We will never use email for sensitive or confidential information. We do not use it for “bulky” attachments either, preferring to send you a short email with a hyperlink to the parents’ password protected section of the parent portal, or simply to let you know that something is ready to be picked up from the School Office!

4. Telephone

Your son or daughter is able to telephone from one of the phones that are either in the School Office or in Matrons, free of charge. These phones have free emergency (999) numbers. Mobile phones may be brought in only by weekly boarders, but must be handed in at Matrons immediately on arrival at School. They are issued solely for the limited period they wish to make a telephone call in boarding time, and then collected in again. The cameras on mobile phones must not be used in such a way as to harass or cause distress to another pupil or member of staff. Failure to observe this rule is likely to result in your son or daughter being disciplined.

5. Emergency Communications

We ask you to ensure that we always have your current contact telephone numbers and email addresses so that we can contact you in an emergency. We will telephone you at once if your son or daughter is injured or taken seriously ill. The information we hold you can be found on the school parent portal.

Where an incident affects the whole school community, such as power failure, or snow, we will send all parents:

A bulk SMS (short messaging service) text message, and

An email,

Place an announcement on the School Website

directing them to a special message posted onto the school’s web site/portal. If the school is closed for more than one day, due to adverse weather or some similar problem, we will update the website at least once a day.

In the unlikely event of a more serious incident, our response will, inevitably, depend on the circumstances. For example, we might respond differently if staff or pupils were injured on a trip or visit, from our response to the loss of a building in a fire. The important point is that you, as parents and guardians, should know that our first and greatest priority will always be to look after our pupils. Our second priority will be to give all of you the fullest possible account of events as soon as possible. Where we do not have the full story, we shall say so. We will always tell you personally if your son or daughter has suffered some mishap.

Mass communication is useful for communicating rapidly with large numbers whose children are not directly affected. We shall use technology, possibly including local radio, to communicate rapidly. We may well use our website to post the answers to “frequently asked questions”, when we believe that this is likely to be effective and helpful. Where the whole school community has been affected by, for example, a major fire, we will hold a series of meetings with parents by year group as quickly as possible, so that we minimize any period of uncertainty.