

# Communications Policy for Parents

## Twyford is a School:

- Where we promote an enduring love of learning.
- Where each child is respected as an individual.
- Where we engender a clear appreciation of the traditional ethical and spiritual precepts of our Christian foundation.
- Where children feel safe and unconditionally valued.
- Where excellence is identified and where each child may extend themselves.
- Where staff are our most cherished resource.
- Where pupils engage with technology as a means of extending systematic enquiry.
- Where there is a partnership between staff, pupils, parents and governors.

Written By:	Headmaster	November 2022
Reviewed By:		
Approved By:		

## Abbreviations, Acronyms and Definitions

Abbreviation / Acronym	Definition
EYFS	Early Years Foundation Setting

This Policy is for the whole School, Early Years Foundation Stage and Boarding

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## **Routine Communications**

### **1. Newsletter and School Calendar**

A successful partnership between Twyford School and parents/guardians is based upon open communication. The School fosters links with the community, its pupils and 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 convey information. All parents and guardians are also provided with a calendar every term: a copy appears on the parent 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 School Post. Parents are contacted directly if there are concerns about individual pupils.

### **3. Email**

Parents may wish to use email for contacting staff; email addresses for individual staff can be found on the parent portal.

### **4. Telephone**

Pupils are able to telephone from one of the phones. These are located in the School Office or in Matrons. 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. These phones are issued solely for the limited period pupils 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 a pupil being sanctioned.

## 5. Emergency Communications

The School asks that parents ensure contact telephone numbers and email addresses are kept up to date in case the School needs to make contact in an emergency. The School will telephone you at once if your son or daughter is injured or taken seriously ill. The information the School holds 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 the most appropriate form of communication, such as:

- A bulk SMS (short messaging service) text message
- An email
- An announcement on the School Website

These forms of contact may then provide a link to a special message posted onto the School's 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, the School's response will, inevitably, depend on the circumstances. For example, the School might respond differently if there were an incident on a School trip compared to the hypothetical response to a fire on the School site. The important point is that the School's top priority will always be the children in its care. The second priority would always be to give parents the fullest possible account of any notifiable event as soon as possible. Where the School does not have all the information, this would also be relayed to parents and any notification of injury would be made immediately.

Mass communication is a useful tool in select circumstances, though specifically targeted and individualised communication is always seen as the preferred option if time and resources allow.