

Purley Partnership Federation



Purley Nursery School
Achieving and growing together



Christ Church Primary School
Nurturing lifelong learners with God's guidance

External Communications Policy

Written Oct 2020, for review May 2021 and every three years thereafter

This policy is intended for the normal operation of the federation schools. Please see [appendix 2](#) for parent/carer communication whilst the school is fully open but subject to Covid 19 safety measures, and [appendix 3](#) for parent/carer communication during school closure in term time.

Aims

In order for the schools within the Purley Partnership Federation to thrive, effective communication with pupils, parents and other members of the wider schools' communities needs to be effective. This can only happen if all communications are clear, professional, timely, appropriate and relevant.

Communication is more than an exchange of information; attitude, behaviour and listening are just as important as the message being conveyed. Good relationships underpin effective communication, for if people feel involved they not only feel able to convey what they are thinking and feeling, but also are prepared to listen and absorb the same from others. With this in mind, communication in this policy refers not just to the transfer of information, but also to how that process is carried out.

Objectives

All communications should:

- ensure all stakeholders know what to expect in terms of communication
- keep staff, pupils, parents, carers, governors and any other relevant individuals informed
- be written in plain English and contain no jargon so they are easily understood
- be actioned within a reasonable timeframe and in a professional manner

- use the method of communication that is most effective and appropriate given the message, context and audience
- be in line with other relevant policies, eg. those relating to e-safety, safeguarding
- be compatible with the schools' missions and visions, and relevant documents, eg. development plans.

Responsibilities

At Christ Church:

School office staff will:

- act as the first port of call for parents/carers
- maintain confidentiality at all times
- triage communication appropriately to class teachers and senior leaders as necessary
- have an automated email response in place for emails that are providing information only, for example, notifying of a child's absence
- give as much notice as possible for school events
- for school trips, try and provide three weeks' notice plus a reminder the preceding week and day
- notify parents/carers if their child is on a waiting list, for example for an after school sports club.

For specific enquiries, certain members of staff may be more appropriate to contact. This information is contained in [Appendix 1](#).

Note that the school office uses three routes of communication; face to face, email and telephone.

Please note that information is shared between office staff only as appropriate, so a member of the team will not necessarily know the details of a prior conversation with one of their colleagues.

Senior leaders will:

- send out newsletters at regular intervals and upload these to the school website
- be present in the playground at the beginning and end of each school day
- respond as quickly as possible to phone calls, emails and requests for appointments, where appropriate, but certainly within five working days
- handle complaints in line with the Complaints Policy.

Class teachers will:

- be present at the end of the school day for quick conversations
- be available for appointments **and reply to emails** within five working days
- **address emails to parents/carers as Mr/Ms/Mrs Surname.**
- regularly post on Seesaw so parents and carers can get a taste for what children do during the school day
- issue letters about school trips, visits and activities
- use Seesaw for **sharing children's learning**, reminders about trips and home learning. **However they will not be checking private messaging regularly. Parents/carers will need to use email to get urgent messages to teachers.**
- publish their email addresses to the families within their class at the beginning of each academic year - see [appendix 4](#)

- Check their email daily up to half an hour before school starts. **After this time, urgent messages for the day will need to be sent to the teacher via the school office as teachers may not be able to check email during the school day.**
- **teachers will** set up an **automated response** for their email addresses which reiterates much of the above information, plus who to contact if the matter is urgent.
- add the school footer to their email signature
- check emails at the end of each working day for information forwarded from the office about children in their class
- be available for parents' evening consultations.

Teaching Assistants will:

- ensure class teachers are appropriately briefed about children they have worked with.

Parents/carers should:

- ensure the school has up to date contact information, including promptly notifying of any changes to mobile phone numbers and email addresses
- notify the school on the first day of an absence, stating the reason, via email or a phone call other than in exceptional circumstances
- use the school office as the first port of call for relaying information to the class teachers and/or senior leaders by either phoning or using the office1@christchurch.croydon.sch.uk email
- ensure any communication that is sent via their child has reached the appropriate member of staff
- check their child's book bag daily for any communication from the school, for example first aid slips
- not use Seesaw for private messaging about concerns
- adhere to the above channels of communication and home school agreement.

Specific situations

Absences should be emailed to office1@christchurch.croydon.sch.uk putting the word 'absence' in the subject line.

Urgent school messages eg. closures due to severe weather will be communicated via the website and group call.

Complaints should be emailed to office1@christchurch.croydon.sch.uk or if this is a whistleblowing matter (see whistleblowing policy) this must be emailed to chairofgovernors@christchurch.croydon.sch.uk

At Purley Nursery School:

School office staff will:

- act as the first port of call for parents/carers
- maintain confidentiality at all times
- triage communication appropriately to staff and senior leaders as necessary
- give as much notice as possible for school events
- for school trips, try and provide three weeks' notice plus a reminder the preceding week and day
- notify parents/carers if their child is on a waiting list, for example for an after school sports club.

Note that the school office uses three routes of communication; face to face, email and telephone.

Please note that information is shared between office staff only as appropriate, so a member of the team will not necessarily know the details of a prior conversation with one of their colleagues.

Senior leaders will:

- send out newsletters at regular intervals and upload these to the school website
- be present during the nursery school at the beginning and end of each school day
- respond as quickly as possible to phone calls, emails and requests for appointments, where appropriate, but certainly within five working days
- handle complaints in line with the Complaints Policy.

Lead Teacher will:

- be present at the end of the school day for quick conversations
- be available for appointments and reply to emails within five working days
- regularly post on Seesaw so parents and carers can get a taste for what children do across a nursery week
- issue announcements about upcoming events, visits and activities in the nursery
- use Seesaw for sharing nursery learning experiences, reminders and home learning.
- check emails regularly for information forwarded from the office about children in nursery
- be available for parents and key worker conferences.

Key worker staff at nursery will:

- ensure the nursery team are appropriately briefed about children they have worked or observed during the nursery session
- coordinate with lead teacher to post on Seesaw so parents and carers can get a taste for what children do across a nursery week
- be present at the end of the school day for quick conversations
- coordinate with the Lead Teacher to post on Seesaw so parents and carers can get a taste for what children do across a nursery week
- use Seesaw for sharing nursery learning experiences, reminders and home learning.
- check emails regularly for information forwarded from the office/ Senior staff about children/ teaching and learning practice/ school events
- be available for parents and key worker conferences.

Parents/carers should:

- ensure the school has up to date contact information, including promptly notifying of any changes to mobile phone numbers and email addresses
- notify the school on the first day of an absence, stating the reason, via email or a phone call other than in exceptional circumstances
- use the school office as the first port of call for relaying information to the nursery staff and/or senior leaders by either phoning or using the office@purley.croydon.sch.uk
- email
- ensure any communication that is sent via their child has reached the appropriate member of staff
- be discouraged to not use Seesaw for private messaging about concerns regarding children/ staff/ other parents

Specific situations

Absences should be emailed to office@purley.croydon.sch.uk putting the word 'absence' in the subject line.

Urgent school messages eg. closures due to severe weather will be communicated via the website and email.

Complaints should be emailed to office@purley.croydon.sch.uk or if this is a whistleblowing matter (see whistleblowing policy) this must be emailed to chairofgovernors@christchurch.croydon.sch.uk

Related policies:

- digital literacy
- home school agreement
- whistleblowing
- attendance
- complaints.

Appendix 1 - Office staff who can best help with specific enquiries

For certain queries, it may be more appropriate to contact specific members of the office team rather than emailing the general address.

Mrs Leigh (administrator; Monday to Thursday only) can help with: general queries

- parents evening arrangements
- admissions
- individual letters such as proof of attendance
- passport queries
- health-related issues
- medication
- first aid forms and health-related issues.

Her email address is office4@christchurch.croydon.sch.uk

Ms Freeman (finance officer) can help with:

- Parentpay
- other payments, for example for trips and school events.

Her email address is office2@christchurch.croydon.sch.uk

Ms Accarpio (administrator) can help with:

- trips and events
- clubs (though not selection for inclusion which is the responsibility of the club leader)
- attendance
- first aid queries
- Parentpay queries related to trips and clubs.

Her email address is office3@christchurch.croydon.sch.uk

Mrs Joy (school business manager) can help with:

- complex medical needs and first aid queries
- catering liaison
- admissions
- attendance queries including authorised/unauthorised absences
- concerns about home situations that need to be passed on discreetly and confidentially.

Her email address is office1@christchurch.croydon.sch.uk

If you are unsure about which address to use, please use office1@christchurch.croydon.sch.uk and your email will be directed as appropriate.

Appendix 2 - Communication whilst the school is fully open but subject to Covid 19 safety measures

HOME SCHOOL COMMUNICATION ON THE DAY

For the safety of all, parents and carers are asked not to engage staff in conversations at the assigned door for drop-off and collection.

At Christ Church School:

Parents and carers may communicate with teachers about any specific classroom matter by using staff email addresses as detailed in appendix 4.

Any email that is important for the day and specific to the class teacher must arrive with teachers at least 30 minutes before the assigned start time for their class in order to ensure it is seen that day.

At Purley Nursery School:

Parents and carers may communicate briefly with nursery staff at arrival and collection at the Nursery classroom doors. If further discussion is needed, nursery staff will arrange a suitable time to contact the parent and carer by phone when it is convenient to both.

Parents and carers can request to speak to a member of the nursery team via the school office. Staff will aim to speak to parents and carers by the end of the working day if possible. If not possible, the following working day.

If you would like to speak to a member of the nursery staff in person, please ask them to call you.

At Christ Church School:

The office email office1@christchurch.croydon.sch.uk or school phone number 020 8660 7500 should be used for any communication that is urgent for the day after half an hour before the start of the school day or for any other general communication such as information about lunches, after school activities, school processes and concerns or late changes to collection arrangements etc.

At both Christ Church School and Purley Nursery School:

To help protect one another, any parent or carer invited into school to speak with a member of staff should wear a mask, the member of staff will also wear a mask.

Appendix 3 - Communication during school closure in term time

For those parents and carers who have children in school, please use the communication as outlined in [appendix 2](#).

For parents and carers at Christ Church School whose children are not in school, **they may communicate with teachers about any specific matters by using staff email addresses** as detailed in [appendix 4](#).

If you would like to speak to the teacher/ key worker in person, please ask them to call you.

Please note when staff are working from home, they have been advised to withhold their caller ID so the number that appears will be unknown.

Teachers/ key worker staff will be checking Seesaw more regularly if they are working from home so private messaging on Seesaw may be an effective way to communicate with staff at this time.

Appendix 4 - Christ Church Class teacher email addresses

Class	Teacher	Staff email address
Reception - Starlings	Mrs Chukwudinma	gchukwudinma@christchurch.croydon.sch.uk
Reception - Kingfishers	Miss Longworth	nlongworth@christchurch.croydon.sch.uk
1E	Mrs Emery	bemery@christchurch.croydon.sch.uk
1M	Miss Miller	jmiller@christchurch.croydon.sch.uk
2I	Mrs Imana	wimana@christchurch.croydon.sch.uk
2NM	Mrs Newman and Mrs Marro	fnewman@christchurch.croydon.sch.uk and nmarro@christchurch.croydon.sch.uk
3FH	Mrs Flood and Mrs Howell	vflood@christchurch.croydon.sch.uk
3O	Mrs Ofori	sofori@christchurch.croydon.sch.uk
4G	Mrs Gravett	mgravett@christchurch.croydon.sch.uk , redser@christchurch.croydon.sch.uk
4S	Mrs Sutton	lsutton@christchurch.croydon.sch.uk
5B	Mr Burke	jburke@christchurch.croydon.sch.uk
5L	Mr Lyne	jlyne@christchurch.croydon.sch.uk
6LA	Mr Lane and Mrs Amer	jlane@christchurch.croydon.sch.uk and camer@christchurch.croydon.sch.uk
6P	Miss Preston	cpreston@christchurch.croydon.sch.uk