

Communications Policy

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Date of Policy Review	Autumn 2027
Name of Responsible Manager	Headteacher
Governors' Sub-Committee	Finance, Staffing & Resources
Statutory/Non Statutory	Non-Statutory
Published to Website (Internal/External)	External

Rationale

Optimum performance by the school depends on co-operation between parents or carers, pupils and staff. Effective co-operation requires efficient and convenient channels of communication. The three participant groups must be mutually aware of the priorities, concerns and requirements of each other. Something run-of-the-mill and routine for a member of staff can be a worrying ordeal for a parent or carer whose child has only one attempt at a particular activity, project or examination. It is essential that parents or carers can conveniently contact an authoritative, informed and understanding representative of the school if they have concerns regarding any aspect of school activity.

Channels of communication

Parents or carers must be informed of the appropriate person and mode of contact for the many varied types of enquiries that they might need to make. Parents or carers whose first language is not English should be made aware that additional assistance or translation for school communications can be made available if required. A list of staff members designated to deal with enquiries, together with their telephone extensions will be provided to all parents or carers at the start of each school year.

Telephone communications

All members of staff must be aware of the importance of dealing promptly, efficiently and diplomatically with calls. The switchboard is staffed from 08:00 to 16:30. If the receptionist is unable to take an incoming call, the system will be configured so that these calls are automatically redirected to other free extensions within the administration office where a 'live respondent' is available. Where a caller needs to be phoned back, this normally takes place within 1 school day, of the original contact.

The school will keep a record of home, work and mobile phone numbers of parents or carers. This will be kept securely on our management information system, Arbor and updated annually or as notified.

Written Communications

All incoming written communications should be receipt-dated and passed to the appropriate person for action. Correspondence requiring a response should be answered as soon as practicable, and within five working days. If more time is required to deal fully with the subject matter, a holding letter must be sent within five days.

Letters received personally by a member of staff, and referring to school business that falls outside the recipient's remit, must be date stamped and referred to the appropriate line manager. The content of outgoing letters must be approved by the Senior Leadership Team before issue and copied to file for future reference in case of need.

The Headteacher's weekly newsletters will be posted on the website, school social media and emailed to parents.

Electronic Communications

Email is our primary method of communication with parents and carers, and the school will keep a record of e-mail addresses of parents or carers. This will be kept securely on our management information system, Arbor and updated annually or as notified. If parents or carers have no access to a computer or email system, we can arrange for paper copies.

Anyone wishing to contact the school can also use the main email address admin@toynbee.hants.sch.uk

All school email accounts for staff, automatically respond to the sender with a template (appendix 1) response to acknowledge their email and advise them of response times and key contacts in emergency.

Home / School Agreement

Our home-school agreement is a requirement of the School Standards and Framework Act 1988. It explains the schools' aims and values, the school's responsibility towards the children, the responsibilities of parents or carers and carers, and what the school expects of the children. We ask parents or carers and carers plus pupils to sign this agreement when joining Toynbee and to renew it each year.

Public Access Documents

All statutory school documents and policies are available on the school website or on request.

Social Networking

The school has social media accounts which are overseen by the Senior Leadership Team and administered by the Senior Administration Assistant. The PE and Art Department have their own social media accounts which are monitored by the PE and Art department staff, the activity on these accounts is monitored by the Senior Leadership Team.

The school has the following social media accounts:

- www.facebook.com/ToynbeeSchool
- www.twitter.com/ToynbeeSchool
- www.instagram.com/ToynbeeSchool

- www.facebook.com/ToynbeeCommunity
- www.twitter.com/ToynbeeTogether
- www.instagram.com/ToynbeeCommunity
- www.instagram.com/TeamToynbee
- [www.instagram.com/Toynbee Art Department](https://www.instagram.com/Toynbee_Art_Department)

All other accounts are not associated with Toynbee School.

Visitors

Reception is staffed between 08:00 and 16:30 during term time. Visitors must sign in and agree to our safeguarding and Health and Safety documents. They then become the responsibility of the member of staff that they have come to see and must sign out when leaving school.

Complaints

The school complaints policy can be found on our website, or a copy is available from reception on request.

Appendix 1 – Auto Response Template

Thank you for contacting Toynbee School. This is an automated response to acknowledge safe receipt of your email.

We will endeavour to respond to email within three working days from receipt. This is because the matter may need investigation or indeed, because colleagues are engaged in teaching, or other school commitments. We do not expect our staff to read or respond to emails outside the hours of 08:00-16:00.

Please find below some key contacts:

To report an absence: Log the absence on the attendance section of the 'Arbor App' - further details can be found here: Logging absences on the Parent Portal and Arbor App <https://support.arbor-education.com/hc/en-us/articles/19947254592029-Logging-absences-on-the-Parent-Portal-and-Arbor-App>

For safeguarding concerns: safeguardingteam@toynbee.hants.sch.uk

In an emergency, please contact the school 02380 269 026.

Guidance Manager and tutor contact details can be found on our website, please select the relevant year group:

<https://www.toynbee.hants.sch.uk/about-us/>

Thank you for your understanding and support.
Toynbee School