



Outstanding Catholic education for all pupils. As a family of schools, we will enable our young people to develop spiritually, morally, intellectually and personally, putting their faith into action, through serving Christ in others, in the church and in the world

1.0

Staff briefings Calendar Governor Hub	Letters Management Information System /Parent App (Arbor) Formal reporting (to parents/others)
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It is important to note that school staff want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of staff time is taken up working directly with children, teaching and preparing for lessons. Staff responsibilities also extend beyond the classroom, and they may be unable to respond on the day a query is made. It has also been agreed with staff that there is no expectation to respond to queries during their personal time.

Communication by telephone, email or student planner (secondary school) are the preferred initial methods for a parent to contact the school.

The main visitor reception number is available to leave a message for a staff member to contact you:

- Visitor reception staff will relay messages to staff as soon as possible
- If a call is urgent, such as a family emergency, child protection or safeguarding matter, parents are asked to inform the visitor receptionist who will find a designated safeguarding leader/officer (DSL/DSO) or senior member of staff to speak to them
- Staff will try to respond within three working days if it is not possible to contact on the same day. Part-time staff may take longer to reply due to their contracted hours
- Parents are asked to take note that lessons or student-centred activities will never be interrupted for staff to take telephone calls

The preferred email address for parents to use is the main school administrative email address [admin@stmarysmenston.org](mailto:admin@stmarysmenston.org). This can also be found on the school website. If a parent does attempt to email a staff member, following the procedure stated below under 'Arranging a Meeting in a BWCAT Secondary/Primary School', via their direct email address they should be mindful of the following:

- Staff members are not in a position to check emails consistently throughout the day because they are working directly with children at this time and the school does not expect work emails to be checked during a staff member's personal time
- Staff aim to respond as soon as possible and within three working days. Part-time staff may take longer to reply due to their contracted hours.

Parents are reminded of the following when sending emails:

- Be mindful of the tone of your email – do not convey negative thoughts, feelings and/or negative feedback
- Avoid the use of capital letters, bold or coloured fonts, underlining and enlarged fonts
- Avoid sending an email when emotionally charged or upset
- Be mindful of the timing of the email, especially if it contains bad news or issues e.g. try to avoid the end of the working day or the end of the week
- Do not expect a reply if an email is sent out of working hours

- Direct the email to one person so that it is clear who should respond and avoid sending emails to multiple people

In a secondary school, notes in a student planner are the best way to get a message to a

The school's preferred method of contacting parents is via email ([admin@stmarysmenston.org](mailto:admin@stmarysmenston.org)).

*with the school. We wish to maintain a positive working environment at the school which is built on mutual respect.*

#### Step 2: Internally Report the Incident and Head teacher Consideration

If a higher-level adult incident involving violence, threatening behaviour, harassment or a abuse does occur then an internal incident report form (Appendix 1) should be completed by the member of the school staff against whom the abuse was directed. This should be submitted to the Head teacher for consideration and further action if required.

The Head teacher may firstly email the person(s) to remind them of the BWCAT Communications Policy and the expectations adopted by the school. The Head teacher may decide to invite the person(s) for an informal conversation regarding the incident, either via telephone or in person. The Head teacher and an unrelated member of staff will be present during this conversation. It will be put to the person(s) that such behaviour is unacceptable, and an assurance will be sought that such an incident will not reoccur. Any communication will be recorded and filed in case of further incidents. If further unacceptable behaviour occurs, then it will result in escalated action being taken.

#### Step 3: Written warning

If a further incident occurs involving the same person(s), the Head teacher will formally write to the person(s) informing them again that this conduct is unacceptable (Appendix 2).

#### Step 4: Final Written Warning

If a further incident occurs involving the same person(s), the Head teacher would refer the case to the Chair of the Academy Council who will review the case and consider whether to give a final written warning (Appendix 3). The police may be contacted if there is a repetition of this conduct.

#### Step 5: Invitation to Recommendations

If an incident reoccurs, or the initial incident is serious enough to warrant being banned from entering or being on school premises, the Academy Council will invite the person(s) to present and make representations regarding the incident (Appendix 4). This is an opportunity for the person(s) to voice their side in relation to the incidents which have occurred.

The person(s) does not need to attend, and if they choose not to attend their representations will be taken into consideration when the Academy Council determines whether they should be banned from entering or being on school premises.

The Academy Council may decide to impose a temporary ban on entering or being on school premises until the representations have been made and the Academy Council has had the opportunity to decide the outcome.

#### Step 6: BWCAT Exclusion Letter and Involvement of the Police

If an incident reoccurs, or the initial incident is serious enough, the Academy Council will seek to enforce any action deemed necessary. This may involve the BWCAT Board of Trust Directors/CEO and/or the police and may result in a person(s) being banned from the school premises (Appendix 5)

If, following a decision to

the primary school to the secondary school on transition. This will include any information on verbal or written warning.

The ban from entering or being on school premises will be subject to a review. On which the person(s) will be entitled to make representations as to how their behaviour has changed since they have been banned from the school premises. These representations must be received 5-school days prior to the review.

Information of any incidents of a abusive or threatening behaviour will be passed from the primary school to the secondary school on transition. This will include any information on verbal or written warning.

Digital communication is an integral part of how a school communicates to stakeholders both internally and externally. If used correctly it is a powerful and effective tool to get instant key messages and actions to multiple people. Email can be a useful form of communication, but high volumes can cause new pressures for staff and have a detrimental effect on mental health and wellbeing. It is important that staff are able to enjoy life outside of directed time, and so these guidelines aim to alleviate the pressure of perceived expectations, and contribute positively to work-life balance.

As a guideline, staff are not expected to check emails outside of their directed time, or over the weekend. For those who want to prepare for the week ahead, a Sunday evening check should be enough. It is a good idea to draw a line under a working day, to maintain a distinction between work life and school life.

During the hours of the school day, staff should be mindful of the emails they are sending and should consider workload and wellbeing before communicating. The below protocols aim to reduce the volume of emails sent and received within the school day, especially those sent to 'All staff'. Please note, all emails must have a descriptive heading to make it clear what the email is about. These protocols will be kept under regular review.

Lost/Found Property	No email	Send student to check in the lost property area at break/lunchtime
Matters relating to teaching and learning (deadlines, approaching, CPD meetings etc)	Email	Consider the demands on staff when constructing the email
Issues about students not being sat together	No email	Issued on Weekly Bulletin and in Briefing
Email requests for drivers needed for trips	Email	To all staff
Students out on trips	Email	To teachers of specific students via ARBOR



*Please note that the above are examples only and by no means an exhaustive list*

When sending emails, staff members should ensure they are following the expectations as outlined in the BWCATICT Acceptable Use Policy.

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use of the staff intranet/Microsoft Teams, Governor Hub, use of the school website, parental newsletters, parent management information apps.

