



Dear Parents and Carers

Re: Communication, Community respect and expectations

I wanted to write to you and share the focus of my assemblies this week and the response to student, parent and staff feedback that they represent. Please do view a recording of the assembly delivered to all students this week at the following link https://youtu.be/xbj87S6g_Yk and discuss its contents with your son or daughter.

You will see that it is a direct representation of the student voice in their feedback survey from last term. It was felt by all members of the school community that the impact of sustained disruption to school routines, expectations and community interaction have had a detrimental impact upon the actions of a minority of students and it was necessary to re-state our expectations and the importance of respect for ourselves and others.

At open evening, induction evening and other parental events we talk about the importance of school staff, parents and carers and the students themselves working together to enable them to thrive at school and develop the character and confidence to succeed beyond their school years. In light of this, we would value your support in reinforcing the key messages at home with your child. In essence:

- We follow **routines** and rules
- We **respond appropriately** and with **respect**
- We respect personal space: **No unnecessary physical contact**
- We **represent** our school within our local community

Use of Satchel One in support of keeping parents informed

To facilitate your support of your child and the school community we have been developing our use of Satchel One. As well as being the means by which home learning is set by the school, we are now able to communicate a number of elements of what occurs in school including house and behaviour points, incidents and detentions. As such we ask that all parents download the app or regularly access the webpage via their web browser and reinforce rewards, praise and recognition given to students alongside our expectations and sanctions set by the school. Please see the attached letter from Mr Seward with instructions as to how to access your parental account for Satchel One and contact the school should you have any issues in doing so.

In accordance with our home school agreement, I thank parents/carers for supporting the school and its rules, policies and procedures including school sanctions.

Communications with staff at school

Whilst our staff enjoy and appreciate very positive and supportive relationships with and communications from parents and carers, in a small minority of cases telephone, face-to-face and e-mail contact with staff have recently been and can be inconsiderate and/or threatening. I wanted to take this opportunity to remind parents and carers of the following:

- Points of contact in school for relevant communication
- Consideration of workload and demands on teachers' time in respect of e-mail and telephone contact with the school
- Courteous and considerate communication with staff

Headteacher: Mr P Foster BA (Hons) MA NPQH
Address: Tithepit Shaw Lane, Warlingham, Surrey, CR6 9YB
Telephone: 01883 624067 Email: info@warlinghamschool.co.uk
Website: www.warlinghamschool.co.uk

Tandridge Learning Trust

A School within the Tandridge Learning Trust

Points of contact in school for communication

The school endeavours to acknowledge contact and communications from parents and carers within 24-48 hours. In the event of an emergency, a member of the office team and/or senior colleagues will contact parents/carers or will acknowledge or respond to urgent enquiries.

Your first point of contact for pastoral enquiries is your child's form tutor. The first point of contact for teaching enquiries is the subject teacher. The easiest way to get in contact with your child's form tutor is by e-mail, letter or a note in the students' planner.

There will be circumstances where parents/carers do not receive a response or acknowledgement within 48 hours (this may be due to staff absence). Should you not receive a response to non-urgent contact with the school within 48 hours, you are asked to send a further request to the relevant member of staff and may additionally request support and follow up from the relevant Head of House (for pastoral issues following contact with a form tutor) or from the relevant Head of Department (for teaching/subject issues following contact with a subject teacher).

E-mail contact details are published on the school website. Additionally, general enquiries can be sent to our school e-mail address info@warlinghamlt.co.uk (they will be forwarded to the relevant staff member for response).

Consideration of workload and demands on teachers' time in respect of e-mail and telephone contact with the school

The average teacher spends 90% of their time during the school day in the classroom teaching classes with additional time allocated to planning, marking and carrying out administrative tasks. Teachers at Warlingham commit additional time at lunch and at the end of the school day to providing extra-curricular activities, running detentions and supporting students with revision and study/catch up clubs. I also recognise that a teacher's work is never done and that, alongside personal and family commitments, my colleagues spend time at home in the evenings, at weekends and during holidays planning lessons, preparing resources and assessing students' work.

Whilst Heads of House, Heads of Department and members of the Senior Leadership Team have a reduced timetable, all teach classes and undertake additional duties.

In light of staff members' teaching and other commitments they may not access e-mails in advance of a lesson. We would therefore encourage the use of the planner or a note to be passed by your child to the class teacher/tutor should it be important that a message is read/received on the same day.

Courteous and considerate communication with staff

Warlingham School respects the work life balance of its staff. We do not expect staff to provide an immediate response to e-mails sent and received outside normal working hours. I therefore ask that parents/carers consider the wellbeing of teachers and school staff should they be communicating by e-mail at these times.

Whilst I understand that there may be instances where an incident has taken place in school or outside school concerning your child, which causes upset or frustration; parents and carers are requested to raise concerns and respond to concerns in a constructive and mutually supportive way with members of school staff. Our staff have the right to work in a safe environment without fear of intimidation, assault or verbal abuse from anyone with whom they come into contact (including e-mail, telephone and face-to-face communication).

Staff members are expected to act in accordance with school policies and procedures. They will listen, investigate and respond to concerns and queries as soon as possible alongside their teaching and other commitments. I thank you for allowing my colleagues to explain or investigate a situation before jumping to a conclusion, especially

since we recognise that there are times when children and young people may have misunderstood or misrepresented a situation (unknowingly or otherwise). In cases where a staff member experiences shouting or verbally abusive behaviour, staff members may politely terminate meetings or telephone calls.

My colleagues and I thank you in advance for your support of the school. We remain committed to ensuring all students are safe, happy and successful in school and look forward to working with you to support them and celebrate their achievements throughout this year.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Foster', with a long horizontal flourish underneath.

Mr P Foster

Headteacher