



The Federation of the Church Schools of
Shalfleet and Freshwater & Yarmouth
Together for a Brighter Future

COMMUNICATION STRATEGY

The purpose of the Federation of the Church Schools of Shalfleet and Freshwater & Yarmouth is to educate children in an atmosphere of Christian love where all achieve the very best they can, now and throughout their lives.

Everything we do within our Federation is underpinned by our three Christian values:

- Respect
- Resilience
- Relationships

This includes the [Conscious Community](#) we work in. This is where we acknowledge the important responsibility that everyone within our Federation has. That is to be and do the best you can; to be aware of all that you do and feel and to be aware of others and what they are doing and feeling as well (see Appendix 1).

Our communication strategy is an extension of the [Conscious Community](#).

Our communication strategy will also be underpinned by the Respect Charter agreed by schools across the IOW which aims to facilitate a whole school community ethos of respect; promote dignity in the work place for our staff and promote resilience through restorative approaches. It also highlights unacceptable forms of communication across schools and their wider communities (see Appendix 2)

Parent to Staff Communication



Federation Communication Flowchart

As a Federation, we value the communication that we have with our parents and the support that it provides for our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly and effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be reassured that they will get back to you within a realistic timeframe.

Please visit our website www.fosay.co.uk in the first instance for information regarding [diary dates](#) and view [school lunch menus](#).
All these underlined options above are clickable links that will take you straight to the page you need.

Tier 1		
Tier 1 should always be used as the first point of contact between families and school.		
Class Teacher	Children and Families Team	Office Staff
<p>The following queries are to be raised with your child's class teacher in the first instance.</p> <ul style="list-style-type: none"> • Behaviour issues/concerns • Learning concerns including initial SEND queries • Home/pastoral/friendship concerns <p>To speak with the class teacher, you can:</p> <ul style="list-style-type: none"> - Message them via the DOJO App/Website - Call the office and leave a message with them to pass on to the teacher 	<p>URGENTLY - Need to talk?</p> <p>While teachers cannot always get back to you straight away, Mrs Eggleton (Inclusion Officer) and/or Adam Tucker (Community Connector) is available to offer support.</p> <p>They are here to support not only the children in school but also those other very important people in their lives – you, their family</p> <ul style="list-style-type: none"> • Behaviour concerns at home • Personal worries (you or your child) • Pastoral concerns • Mental Health concerns <p>You can call to book an appointment via the school office</p>	<p>The following queries can be dealt with directly through the office.</p> <ul style="list-style-type: none"> • Reporting an absence • Requesting a leave of absence • Club issues e.g. spaces at a club or cancellation • Payment queries • Medication/injuries • Appointments
<p>If a matter is urgent, please call the office and they will get a message to the teacher or another suitable member of staff as soon as possible.</p>	<p>We appreciate that these lists are not exhaustive. If you are unsure of who to contact to help deal with your issue/concern, please contact the school office in the first instance; they will take some details from you and arrange for the most suitable person to get back to you.</p>	<p>When contacting the office, Mrs Bucket (Freshwater and Yarmouth) and Mrs Cool (Shalfleet) will ask you for some information to enable them to contact the relevant person and give an appropriate timescale for response. Please share enough information with the office staff to support them with this.</p>

Tier 2		
<p>If further support is required, members of SLT are available to support in their specific areas as detailed below.</p> <p>Either a teacher, a parent or a combination of the two can request a conversation/meeting with the SLT member most closely related to the nature of the concern. Again, these requests can be made through the school office or via the teacher with whom the original concern was raised. There is also a dedicated email for SEN related queries.</p> <p>If the relevant member of leadership is not available, the office may put you in touch with another member of the team to take your query in the first instance.</p>		
	<p>Mr Cook (Freshwater and Yarmouth) Mrs Thompson (Shalfleet)</p>	<p>Mrs Westhorpe (Deputy Headteacher) Mrs Eggleton (Inclusion Officer)</p>
Tier 2	<p>General queries or concerns Teaching and Learning Curriculum Safeguarding</p>	<p>Behaviour, Welfare and Inclusion Looked After Children Safeguarding Special Educational Needs (Please use this dedicated email for anything SEN related - senco@fosay.co.uk)</p>



Tier 3		
<p>Having followed this flowchart through Tier 1 and Tier 2, if a matter needs further attention, it can be brought to the Headteacher. Again, this can be organised through the office or in collaboration with the member of SLT currently dealing with the query.</p>		
	<p>Mrs Grainger (Headteacher)</p>	
Tier 3	<p>In addition to concerns escalated through Tier 1 and 2, the following queries can be raised directly with the headteacher.</p> <ul style="list-style-type: none"> • Issues which relate to Safeguarding concerns (or another Designated Safeguarding Lead in her absence) • Requests for school appeals or reference requests can be made directly to the headteacher via the office. <p>NB. Anything that would normally be raised with Mrs Grainger can be raised with Mrs Westhorpe in her absence.</p>	

The Conscious Community



The Conscious Community

What is the conscious community?

Every person in our federation – including you and all adults – has an important responsibility. That is to be the best you can be. To do this you need to be aware of all that you do and feel; you also need to be aware of what others are doing and feeling too. This is what being in a conscious community is all about.

Conscious = Aware Community = All together

How do I make sure I am part of this?

By thinking about both your actions/feelings and the actions/feelings of others through 3 important values:

Respect

- Celebrate your skills and talents
- Recognise what makes you great
- Be proud of what you achieve
- Celebrate other people's skills and talents
- Recognise what makes other people great
- Be proud of what other people achieve

Resilience



- Making mistakes is great
- It's how we grow 
- It is important we always respect them and learn from them
- Ask yourself these questions about your actions or the actions of others...
 - Why do I/they feel this way?
 - Did I/they handle that situation in the best possible way?
 - What could I/they do to improve the situation?
 - Did I/they do the best I/they could?
 - What can we learn from this situation?
 - How can we move forward positively?

Relationships

Show a good understanding of yourself and others by knowing what inspires you both, what you want, your beliefs, your needs and what can cause you and them to feel a certain way.

In situations ask yourself and others...

- What is my/their point of view?
- What are my/their reasons?
- How am I/they feeling?
- What am I/they bringing to this situation?

In a conscious community...

We are open

We are honest

We listen

We ask questions

We speak up

We respect privacy

The Respect Charter



Respect Charter

The Federation of The Church Schools of Freshwater and Yarmouth and Shalfleet

At the Federation we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. We strive to ensure that our school offers a warm and nurturing environment. All members of the school community and visitors should demonstrate mutual respect, to feel safe, work together and to use restorative approaches as the foundation of our practice. Any behaviour that may lead to feelings of harassment, alarm or distress to members of our community, will not be tolerated and action taken.

Expectations

- o That all adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- o That no one - staff, governors, parents, carers, volunteers or children, be subjected to abusive behaviour or any form of threats from visitors on the school premises.
- o That physical attacks and threatening behaviour, abusive or insulting language verbal or written (including on social media), to staff, governors, parents, carers, volunteers, children and other users of the school premises will not be tolerated and may lead to a ban from school premises and/or police action.

Types of behaviour that are considered serious and unacceptable

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- o Shouting, either in person or over the telephone
- o Speaking in an aggressive/threatening tone
- o Physically intimidating, e.g. standing very close
- o The use of aggressive hand gestures/exaggerated movements
- o Physical threats
- o Shaking or holding a fist towards another person
- o Swearing and name calling
- o Pushing
- o Slapping, punching, hitting or kicking
- o Racist, homophobic or other hateful behaviour
- o Sexist comments or sexual innuendo
- o Disrespecting religion or belief
- o Inappropriate communications (posting on Social Networking sites, emails or letters, etc.) which could bring the school into disrepute or be deemed as bullying, harassment and/or a hate-related comment

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to any form of abuse in line with policy and procedure. If you choose to engage in these behaviours you may be asked to leave the site or the police may be called.

Thank you for your understanding and support