

## **Communication Partnership Agreement**

Working closely with parents / carers and families is essential at Percy Hedley and we strive at all times to have open and regular communication between schools/college and home. Our philosophy of education, integrated therapy and care is a holistic twenty-four hour approach.

We are committed to communicating regularly with parents and believe a close and consistent approach is paramount to the development and progress of our pupils/students. However, we must also ensure that the valuable time we spend with your child/young person is high quality, face-to-face teaching and therapy.

There are various ways to contact staff at school:

### Email

Your child's/young person's teacher/tutor and therapists will share their email addresses with you in the class newsletter. Please include all of the team in any emails. We will aim to respond to all emails within **2 working days**.

### Telephone

Phone calls will not be put through to class during lesson times. Please leave a message with the office staff and all teacher/tutor/therapists will aim to return your call the same day or the following day.

### Diaries

Some classes in school/college have home/school diaries. The class team will record information about your child's/young person's day in the diary each day. Please add any information you wish to share with the team in this diary.  
**Due to Covid we have moved away from diaries going to and from school- as such all contact will be made via email/phonecall. A log of this will then be recorded on CPOMS.**

### Face-to-face contact

Parents are invited into school/college for parent visits in line with the annual review process. If you would like to come into school/college at any other time please feel free to contact your class team to arrange this. Please be mindful that this may take staff away from pupils/students in the classroom. If you wish to speak to member of staff as you are dropping off or collecting your child/young person please pre arrange this

with the class team as this can take staff away from their time with the pupils/students.

**Due to Covid we are currently offering Microsoft Teams video calls in lieu of face to face visits.**

We try to minimise disruption to lesson; however, if the staff team is needed to be contacted in an emergency, please ring the school/college office staff who will speak directly to the team and may then put you through.

Pupils/students who are at our residential provision will be contacted routinely on a weekly basis by the class team either by phone call or email. This will be to update on the pupils week at school/college and share any news, successes or concerns.

**Communication Contract**

Child/young person name		
	<b>Name and contact details (Email and telephone)</b>	<b>Preferred method of contact</b>
Teacher/Tutor		
Physiotherapist		
Occupational Therapist		
Speech and Language Therapist		
Parents		
Additional information as to the best times of contact will be shared in the class newsletter. Please comment below if there are certain times you would prefer to be contacted and we will do our best to match these needs.		



# The Percy Hedley Foundation

Signed: \_\_\_\_\_ Date: \_\_\_\_\_(Teacher)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_(Parent/Carer)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_(Parent/Carer)