



Gascoigne Primary School

Code of Conduct and Safe Working Practices for the Protection of Children and Staff September 2023

A Rights Respecting School

This Policy should be read in conjunction with the Gascoigne Safeguarding- Child Protection Policy and Procedures.

Introduction

The Governing Body of Gascoigne Primary School is required to set out a Code of Conduct for all members of staff and volunteers.

In addition, all staff employed under the Teachers' Terms and Conditions of employment have a statutory obligation to adhere to the 'Teachers' Standards 2012'.

1. Purpose Scope and Principles

1.1 This Code of Conduct is designed to give clear guidance on the standards of behaviour all school staff and volunteers are expected to observe to safeguard and promote the wellbeing of pupils and colleagues by creating and maintaining a safe and respectful learning environment.

1.2 School staff and volunteers are in a unique position of influence and must adhere to behaviour that models the highest possible standards for all pupils, parents and colleagues within the school. As members of the school community each individual has a responsibility to maintain their reputation and the reputation of the school, whether inside or outside working hours.

1.3 The public are also entitled to expect the highest standards of conduct from school staff, governors and volunteers and to have trust and confidence in their integrity.

1.4 All adults working in Gascoigne Primary School must therefore act with the utmost good faith with regard to the business of the school and not do anything which may adversely affect its reputation.

1.5 The following Code has been drawn up with a view to reducing the risk of staff being accused of improper or unprofessional conduct in all aspects of their work. It aims to help staff work safely and professionally and clarify what behaviour constitutes safe practice and what is unacceptable and/or illegal.

2. Scope

2.1 The Code applies to all adults working in the school whatever their position, role or responsibility and is therefore aimed at all school-based staff and volunteers.

2.2 The Code is predominantly geared towards safe working practices for the protection of children and in this regard should be read in conjunction with Gascoigne Primary School's Safeguarding and Child Protection Policy and Procedures. However, the Code also encompasses other general aspects of conduct expected within Gascoigne Primary School.

2.3 The Code cannot cover every eventuality. Its purpose is to show the standard expected of employees, but it does not replace the general requirements of the law.

3. General obligations

3.1 Staff should understand the responsibilities that are an intrinsic part of their employment or role. They should make a professional judgement about their actions and behaviour and seek to avoid conduct which would lead any reasonable person to question their motivation or intentions.

3.2 If there is an incident where staff feel there may be a concern, they should discuss the circumstances that informed their action, or their proposed action with a member of SLT, to help ensure that the safest practices are employed, and the risk of actions being misinterpreted reduced.

3.3 Records should be made of any incidents and decisions made or further actions agreed, with their justifications, in accordance with school policy.

3.4 All staff should know the Designated/Deputy Safeguarding Leads, be familiar with school child protection arrangements and understand their responsibilities to safeguard and protect children and young people.

3.5 Staff should understand their responsibility to voice any general concerns that they might have about practice within the school, in accordance with Gascoigne Primary School's Whistle Blowing policy.

3.6 Staff should also be aware of and comply with Gascoigne Primary School's financial and administrative regulations and any other procedural arrangements.

3.7 Unlawful, unsafe or inappropriate behaviour may result in disciplinary action being taken.

Staff set an example to pupils. They will:

- Maintain high standards in their attendance and punctuality;
 - Never use inappropriate or offensive language in School;
 - Treat all stakeholders with dignity and respect;
 - Show tolerance and respect for the rights of others;
 - Not undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs;
 - Express personal beliefs in a way that will not overly influence pupils, and will not exploit pupils' vulnerability or might lead them to break the law;
 - Understand the statutory frameworks they must act within;
 - Adhere to the Teachers' Standards and job descriptions.
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- If discussing stakeholders of the school, ensure it is done positively and respectfully

4. Good practice guidelines

The following Code and guidelines set out specific areas of conduct and behaviour that constitute expected and safe practice.

If staff are in any doubt about any aspect of this guidance or need to seek further clarification about a particular situation in the absence of specific guidance, they are advised to speak to a member of SLT.

4.1. Propriety and Behaviour

4.1.1 All adults working with children and young people are in a position of trust in relation to the individuals in their care. Staff are expected to adopt high standards of personal integrity and

conduct and behave in such a way that does not compromise their position both within and outside Gascoigne Primary School.

4.1.2 The Department for Education also sets out the minimum professional standards for the regulation of the teaching profession and recognises that 'professionalism involves using judgement over appropriate standards of personal behaviour'.

Staff should not:

- behave in a manner, which would lead any reasonable person to question their suitability to work with children or act as a role model;
- use their power to intimidate, threaten, coerce or undermine pupils, staff members, parents or any other stakeholder;
- make (or encourage others to make) unprofessional personal comments which scapegoat, demean or humiliate other individuals or might be interpreted as such.

Gascoigne Primary is a Rights Respecting school and staffs' interactions with adults and children should be in line with the school's values.

Reporting a Low-Level Concern about a Member of Staff (including Supply Teachers), Visitor or Contractor

This section outlines the action the school will take when dealing with concerns (including allegations) which do not meet the harm threshold outlined in the Safeguarding and Child Protection Policy.

It is the aim of the School to create and embed a culture of openness, trust and transparency in which our core values and expected behaviour are constantly lived, monitored and reinforced by all staff.

The school promotes an open and transparent culture in which all concerns about all adults working in or on behalf of the school (including supply staff, volunteers and contractors) are taken seriously, dealt with promptly and appropriately.

All staff should be clear about professional boundaries (as set out in this and associated policies) and act within these boundaries and in accordance with our school ethos.

Appropriate behaviour and professional boundaries are included in our safeguarding induction, this policy and also repeated during regular safeguarding training and updates.

A low-level concern would not be referred to the LADO but will be taken seriously. It is when a staff member behaves in a way that is not consistent with the staff code of conduct, including inappropriate conduct outside of school. Examples of such behaviour could include:

- being over friendly with children;
- having favourites;
- becoming 'friends' with a current or recent former pupil on social media;
- taking photographs of pupils on their mobile phone;
- engaging with a child on a one-to-one basis in a secluded area of the school;
- using inappropriate sexualised, intimidating or offensive language.

It is important that any such concerns are shared responsibly with the Head and recorded and dealt with appropriately. It might be that a staff member has a 'nagging doubt' about something they have seen or heard, and staff are regularly reminded of the importance of reporting these concerns and of the need to adhere to the staff code of conduct.

The school will:

- ensure staff are clear about what appropriate behaviour is and confident about what this looks like in terms of teacher-pupil relationships. This is addressed through staff induction, safeguarding training and regular updates.
- ensure staff feel confident to share low-level concerns with the Head by creating a culture of openness, transparency and trust.
- address unprofessional behaviour and support the individual to correct it at an early stage.
- provide a responsive, sensitive and proportionate handling of such concerns when they are

raised;

- identify any weakness in the school safeguarding procedures through the annual audit.

Sharing Low-Level Concerns

Low level concerns should be reported to the Head teacher and if the concern is about the Headteacher, it should be reported to the Chair of Governors.

The school encourages staff to come forward and self-refer if they have found themselves in a situation that could be misinterpreted or if they feel they have behaved in a way that would be considered below the expected standard.

If the low-level concern relates to a person employed by a supply agency or a contractor the concern should be shared with the Head and the supply agency should be informed, so that any potential patterns of inappropriate behaviour can be identified.

Procedures for recording and responding to low-level concerns are detailed in the Safeguarding and Child Protection Policy.

Staff Attendance and Punctuality

All staff are expected to arrive in plenty of time to enable them to start their shift on time; it would be sensible to arrive at least 10 this means earlier to be on duty for the start of their working hours. If staff members are delayed, they should make contact with their line manager so that arrangements may be put in place to cover them if needed. This is a safeguarding responsibility.

All staff must ensure that they sign-in and sign-out when entering / leaving either building.

Staff should remain at work until the end of their working hours; if they need to leave site then they should speak with the Headteacher or a Deputy Headteacher.

Staff attendance is monitored as a high-level of absence will impact negatively on the day to day running of the school and the pupils' education. Please see policies Sickness Absence and Leave of Absence for further information.

4.2 Confidentiality and Information disclosure

Please refer to Gascoigne's GDPR policies.

4.2.1 Staff should not use any information obtained in the course of their duties to the detriment of Gascoigne Primary School or for personal gain or benefit or pass this information on to others who might use it in such a way.

4.2.2 Staff must also take all reasonable steps to ensure that the loss, destruction, inaccuracy or disclosure of information does not occur as a result of their actions, including information relating to school business and pupil data.

4.2.3 There are some circumstances in which staff may be expected to share information about a child, for example, when child protection issues arise. In such cases staff have a duty to pass information on without delay in line with local procedures. If staff are in any doubt about whether to share information or keep it confidential, they should seek guidance from a Designated/Deputy Safeguarding Lead or member of SLT.

- staff should not use their position to gain access to information for their own advantage or to intimidate, humiliate or embarrass a child, parent, colleague or any other stakeholder;
- staff are expected to treat any information they receive about children, young people or family members in a discreet and confidential manner;

- staff need to be cautious when passing on information to others about a child/young person and if in any doubt about sharing information, seek the advice of a senior member of staff, or those with Designated Safeguarding Lead responsibilities.

4.3 Equality issues

4.3.1 All staff should adhere to the Gascoigne Primary School policies:

- Equal Opportunities;
- Equality Information and Objectives.
- SEND
- Behaviour and Self-Regulation

In addition to the requirements of the law:

- staff should not discriminate in recruitment and employment practices, nor in the delivery of services;
- staff should also ensure that in their dealings with parents and other members of the public, they ensure the provision of an efficient and impartial delivery to all individuals.

Reporting Incidents

Staff should always take seriously any concerns reported to them by parents, children, colleagues or visitors. These should be reported following the school's procedure.

4.4 Employment matters

4.4.1 All staff involved in appointments and/or tendering process should ensure that these are made on the basis of merit.

- staff should not be involved in an appointment or decisions relating to discipline, promotion or pay adjustments for any individual who is a relative or with whom they are in a close personal relationship;
- all relationships of a business or private nature with external contractors, or potential contractors should be made known to the Headteacher.

4.5 Public duty and private interest

4.5.1 It is important that staff do not put themselves in a position where their duty to Gascoigne Primary School and their private interests' conflict.

Staff should not allow their own personal, religious or political opinions to interfere with their work and the provision of a balanced and professional service, ensuring that they work to the professional standard required.

4.6 Other employment/private work

4.6.1 Any external work that staff undertake must not bring Gascoigne Primary School into disrepute or conflict with the school's interest.

4.6.2 Any copyright created by a member of staff during their employment with Gascoigne Primary School becomes the property of the school.

- staff should not set up a business or accept employment with a business that is engaged in work, which is in direct competition with Gascoigne Primary School.

- private work should not be undertaken in the school's time, or using the school's premises or equipment, without prior approval of the Headteacher

4.7 Dress and Appearance

4.7.1 Staff should ensure that they are dressed decently, safely and appropriately for the tasks that they undertake according to Gascoigne Staff Dress Code and that through their appearance, they promote a positive and professional image.

Gascoigne Primary School we believe that staff are role models for pupils and should dress accordingly. To ensure consistency across the school it is important that the message given to pupils about expectations for clothing is reflected in the professional clothing choices of all staff, e.g. No jeans or flip-flops, uncovered shoulders (i.e. no "spaghetti straps" on summer clothes), or sports clothes when not teaching sports etc.

Whilst it is not possible to list every possible clothing option here, it is expected that staff will support the safer code of professional conduct and will dress in a way that reflects the high esteem in which we are held by children and their families.

Staff should wear PE clothes and trainers when teaching PE and Games lessons. To be consistent with the expectations for the children, staff should change into these for the morning or afternoon period whenever the lesson is taught, and PE clothes should not be worn throughout the day.

Teaching and Learning Advocates attending to support the learning of pupils in a PE or Games lesson should at a minimum have a change of appropriate footwear.

Whenever in school e.g. undertaking PPA or subject leadership responsibilities staff should maintain a high standard of professional dress.

To maintain a professional appearance and to be consistent with the high expectation placed on children and the families of Gascoigne Primary School, the wearing of casual items such as jeans, sports clothing, football team clothing or items of clothing that could be deemed by others as too revealing should avoided.

Due to health and safety reasons the wearing of flip flops and baring shoulders is not allowed.

4.8 Financial inducements, gifts, hospitality and sponsorship

4.8.1 Staff should ensure that they use public funds entrusted to them in a responsible and lawful manner and that they do not give or receive any gift, loan, fee, reward or advantage, which might be misinterpreted.

4.8.2 Although staff should not give or receive gifts from pupils or parents on a regular basis or of any significant value, it is acceptable however for staff to receive small tokens of appreciation, such as at Christmas time.

- staff should not seek or receive preferential rates for themselves by virtue of their dealings on behalf of the school;
- staff should ensure that gifts are declared if they are received;
- staff should only give gifts to an individual young person as part of an agreed whole school system and the gifts should be purchased by the school.

4.9 Use of School Time and Facilities

4.9.1 The School's property and facilities (e.g. stationery, computers, photocopiers) may only be used for school business unless permission for their private use has been granted, for example through lettings.

4.10 Publication of Books/Articles

If staff want to publish books, articles, letters, dissertations etc. that they have written in connection with their duties and in which they describe themselves as holding an appointment with the school they must consult the Headteacher.

4.11 Infatuations

4.11.1 In cases where a young person develops an infatuation, there is a high risk of words or actions being misinterpreted and for allegations to be made against staff.

Staff should report to a member of SLT any clear/apparent indications (whether they are verbal, written or physical), that suggest a pupil may be infatuated with them and respond sensitively to such situations in order to maintain the dignity of all parties.

4.12 Social contact

4.12.1 Staff should not establish or seek to establish social contact with pupils to secure or strengthen a friendship. This includes giving any personal details to a pupil such as a home/mobile phone number, home or email address. Only in exceptional circumstances can this be with the prior approval from the Headteacher.

- Do not give out personal details such as home/mobile numbers, home address or e-mail address to pupils.
- staff should always approve any planned social contact with pupils with members of SLT, for example, when it is part of a reward scheme or pastoral care programme;
- staff should advise senior management of any regular social contact they have with a pupil, where it is apparent that it may give rise to a concern.

4.12.2 Staff should ensure that they do not post any comments, photographs, images or conversations on social networking websites which may bring themselves or Gascoigne Primary School into disrepute. Security settings should be maintained at the highest level in order to prevent members of the public accessing personal information.

4.12.3 Staff should not have contact with pupils or former pupils under the age of 16 on social media.

4.13 Physical contact

4.13.1 It is unrealistic to suggest that teachers should never touch pupils. There are occasions when it is entirely appropriate and proper for staff to have physical contact with pupils, such as when a distressed pupil needs comfort and reassurance or as an integral part of some lessons such as PE and music (see also behaviour management, section 4.15).

4.13.2 However, innocent actions and appropriate physical contact can often be misconstrued, and it is therefore crucial that staff only initiate physical contact for the minimum time necessary and in ways appropriate to their own role and the needs of the child.

4.13.3 Staff should use their professional judgement at all times. Where feasible, staff should seek the child's permission before initiating contact. Where a member of staff thinks that an incident could have been misinterpreted it should be reported to the headteacher.

4.13.4 Any formally agreed plan for children with SEN or physical disabilities should be understood and agreed by all concerned and staff should be provided with relevant information about vulnerable pupils in their care where it is relevant for this to be provided in order for staff to be able to undertake tasks appropriately.

4.13.5 Extra caution may also be required where it is known that a child has suffered previous abuse or neglect. Many such children are often needy and seek out inappropriate contact, thereby leading staff to be vulnerable to allegations of abuse.

In this regard, staff should:

- be aware that even well-intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described;
- never touch a child in a way which may be considered indecent;
- always explain to a pupil the reason why contact is necessary and what form that contact will take;
- look at alternatives, where it is anticipated that a pupil might misinterpret contact and consider involving another member of staff, or a less vulnerable pupil in a demonstration;
- never indulge in horseplay, tickling or fun fights;
- always tell a colleague when and how they offered comfort to a distressed child and record any situations, where they think they may give rise to concern;
- adhere to the school's physical intervention policy and be acquainted with DfES Guidance in respect of physical contact with pupils and meeting the medical needs of children and young people in school.

4.14 Showers and Changing

4.14.1 Children are entitled to respect and privacy when changing clothes.

4.14.2 However, there does need to be an appropriate level of supervision to safeguard young people and satisfy health and safety considerations. Any supervision must therefore be appropriate to the needs and age of the young people concerned.

- staff should avoid any physical contact when children are in a state of undress or any visually intrusive behaviour where there are changing rooms;
- staff should announce their intention of entering a changing room and avoid remaining in the room unless pupil needs require it;
- staff should not change in the same place as or shower with children.

4.15 Behaviour management and physical intervention

4.15.1 Corporal punishment is unlawful in all schools and physical force should never be used as a form of punishment; to do so is likely to constitute a criminal offence.

4.15.2 However in some circumstances, it is necessary for staff in schools to use physical intervention for the shortest period necessary to restrain pupils. The Education and Inspections Act 2006 provides the legal power for school staff to use reasonable force to prevent pupils from causing injury to themselves or others, damage or disruption.

- staff should try to defuse situations before they escalate;
- staff should keep parents informed of any sanctions;
- staff should adhere to Gascoigne Primary School policies on Behaviour Management and Positive Handling;
- where it is identified that staff are likely to have to restrain on a regular basis they should have received appropriate training;
- All incidents of physical restraint/handling must be recorded according to school policy.

4.16 Sexual contact with children and curriculum issues

4.16.1 It is a criminal offence for any adult in a position of trust to engage in any form of sexual activity with a young person under 18, even with their consent (Sexual Offences Act 2003). This also includes non-contact activities such as causing children to engage in or watch sexual activity.

4.16.2 There may be occasions when, as part of the curriculum, a teacher has to raise subject matter that is sexually explicit. In such situations, any lesson plan should highlight the areas of risk and sensitivity. Staff should respond to questions with careful judgement and avoid entering into inappropriate or offensive discussions about sexual activity.

In this regard, staff should not:

- use their status and standing to form or promote relationships with children, which are of a sexual nature;
- pursue sexual relationships with children and young people either in or out of school;
- enter into or encourage inappropriate or offensive discussion about sexual activity;
- make sexual remarks to a pupil (including email, text messages, phone or letter), or use any communication which could be interpreted as sexually suggestive or provocative;
- discuss their own sexual relationships with, or in the presence of pupils;
- discuss a pupil's sexual relationships in inappropriate settings or contexts;
- confer special attention and favour upon a child which might be misconstrued as being part of a 'grooming' process.

4.17 One to one situations and overnight supervision

4.17.1 When staff work regularly on an individual basis with children, they are generally more vulnerable to allegations.

4.17.2 To avoid such situations arising meetings should, wherever possible, be arranged so that staff are visible and/or audible and not in secluded areas of the school.

4.17.3 Staff should not arrange to meet a pupil away from the school premises without good reason, but if this is necessary, only with the expressed approval of parents and a member of SLT.

Staff should:

- ensure there is visual access and/or an open door in one to one situations;
- inform other staff of the meeting beforehand, assessing the need to have them present or close by;
- always report to a senior colleague any situation which gives rise to complaint, disagreement or misunderstanding or where a child becomes distressed or angry.

4.18 Transporting children

4.18.1 In such cases where children need to be transported between different locations, a designated member of staff should be appointed to plan and provide oversight of all arrangements.

4.18.2 Wherever practicable, an adult additional to the driver should act as an escort and all arrangements agreed with relevant parties in advance.

All staff:

- should avoid using private vehicles wherever possible;

- must ensure that they have the appropriate insurance (for business use) where they do have to use their private vehicle;
- should ensure that they are alone with a child for the minimum time possible;
- should be aware that the safety and welfare of the child is their responsibility until this is safely passed over to a parent/carer;
- should report the nature of the journey, the route and expected time of arrival in accordance with agreed procedures;
- should ensure that their behaviour and all arrangements ensure vehicle, passenger and driver safety, taking into account any specific needs that the child may have.

4.19 Educational visits and after school clubs

4.19.1 Staff should always take care to have another adult present during out of school activities, unless otherwise agreed with senior staff. Health and safety requirements should be strictly adhered to.

4.19.2 Staff should ensure that they display professional behaviour during activities that take place off the school site and ensure that their behaviour cannot be interpreted as seeking to establish an inappropriate relationship or friendship. Staff should therefore maintain a professional relationship with pupils at all times.

4.20 First aid and administration of medication

4.20.1 In cases where first aid or medication needs to be administered, all staff should adhere to Gascoigne Primary School Health and Safety policy

4.20.2 A health care plan should be drawn up in circumstances where the child needs to take regular medication and any such agreement between the child, parents/ carers and the school must be negotiated, agreed and recorded.

4.20.3 Where possible, children should be encouraged to administer the medication themselves, with the permission of parents.

4.21 Intimate Care

4.21.1 All children have a right to safety, privacy and dignity when contact of an intimate nature is required. A care plan should be drawn up and agreed with parents for all children, including those with special needs, who require intimate care on a regular basis.

In this regard staff should:

- adhere to the school's intimate care guidelines;
- make other staff aware of the task being undertaken;
- explain to the child what is happening;
- consult with colleagues where any variation from the agreed procedure or care plan is necessary and record the justification, sharing the information with parents.

4.22 Photography, videos and other creative arts

4.22.1 Many school activities involve recording images, but the use of such images needs careful consideration and handling and must be done in accordance with Gascoigne Primary School policy for Use of Images of Children.

4.22.2 The use of any images of children for publicity purposes will also require the appropriate consent of the individual concerned and their legal guardians.

Staff should therefore:

- be clear about the purpose of the activity and about what will happen to the photographs when the lesson or activity is concluded;
- ensure consent is gained from the pupil and their legal guardians where being used for publicity purposes;
- ensure that a senior member of staff is aware that the photography/image equipment is being used and for what purpose;
- ensure that all images are available for scrutiny in order to screen for acceptability;
- be able to justify images of children in their possession;
- never use mobile phones to take images;
- avoid making images in one-to-one situations.

4.23 Internet use

4.23.1 Accessing child pornography or indecent images of children on the computer is illegal. Under no circumstances should adults in schools access inappropriate images on the internet. The same rule applies to the use of the school's equipment by members of staff at home, e.g. use of laptops.

Staff should follow Gascoigne Primary School Acceptable Use Policy

4.24 Mobile Phone use

4.24.1 Staff are not permitted to make or receive calls or texts during work times. Phones should be kept out of sight / locked away and set on silent during these times. At break / lunch times phones may be used in areas where no children are present, for example the staffroom.

4.24.2 Staff are not permitted to use recording or photographic applications on personal mobile phones in school.

4.24.3 Mobile phones should never be carried into areas where children are changing, using toilets or receiving intimate or personal care.

Earbuds

Staff should not use earbuds whilst on duty. As for the use of mobile phones, the use of earbuds is only permitted at break and lunchtimes.

Smoking and Vaping

Smoking or vaping of any kind is absolutely prohibited on school premises.

4.25 Car Park

4.25.1 The school is under no obligation to provide parking for staff. However, where staff choose to park in the car park, they must accept that this is at their own risk and that the school accepts no liability for damage caused to vehicles.

4.25.2 Staff using the car park should adhere to the following code of conduct:

- do not double park; the definition being blocking the exit of another vehicle, so it is not able to leave the car park or parking in a location which makes it difficult for vehicles to access or leave a car park.

- do not park on yellow hatchings as this protects the access for emergency vehicles.

4.25.3 Due to limited car parking, the SBM will consult with staff to implement fair allocation of car parking spaces, this may incur a cost. Staff are free to opt in and out of this scheme.

4.26 Miscellaneous

Staff should be mindful of their conduct at all times and be aware that they are the role models for children whilst at work. The following expectations should be adhered to at all times:

- staff should not chew gum during working hours and especially in the presence of children, parents or any other professional;
- Staff should not eat in class in front of children during teaching times, unless this is a specific teaching activity and children are included.
- staff should not smoke or vape on school premises;
- staff should wear PPE to protect themselves and others when there is a need to use it;
- staff should wear a Hi-Viz jacket when on duty in the playground or on the gates at the start and end of the school day;
- staff should not wander around with coffee during session times, however, there may be arrangements in place which have been communicated to certain teams for example EYFS, but these will be risk assessed to ensure a safe system of work is in place;
- Staff should arrive at work before their start time so that they are on duty at the correct time; if they are delayed due to unforeseen circumstances, then they should contact their line manager and let them know as soon as is possible;
- Staff should not leave work before their end time unless this has been authorised by the Headteacher or Deputy in their absence.

Email

Governors and Senior Leaders are committed to ensure that there is a continued focus on addressing the wellbeing needs of all staff.

Effective communication is essential, especially in a large school such as Gascoigne Primary; the use of the email system supports this, and most emails sent will be for information only. However, there are agreed protocols which may support in managing this form of communication:

- Emails will only be sent during the working hours of SLT, between 7:30am and 5pm. This does not mean that you need to read them or respond to them during this time;
- Emails will not be sent out at weekends and after 5pm in the evenings.
- Emails may be sent during holidays, as this may be a time that leaders catch up with their workload, but you are not expected to respond.
- Emails must not be read or sent during teaching time.
- Leaders will ensure, wherever possible, that colleagues are given two weeks' notice of any deadlines; where this is not possible, there will be no less than one week's notice (7 days).
- When responding to a group email, please respond to sender rather than 'reply all';
- Always maintain professionalism when using the school's email system.

LAN Messenger

- Please turn the volume of your computer down to silent during lesson time, so that messages arriving do not disturb the learning.
- LAN Messenger should only be used for communicating safeguarding or important messages. Currently, this system is mainly needed for teachers and office colleagues to communicate with each other. Teachers can LAN Message DSLs when a vulnerable child has not arrived at school.
- LAN Messenger should not be used during teaching time, to have conversations with other colleagues.
- Please note that messages are recorded on the system and may be recovered if needed; always maintain professionalism when using LAN Messenger.

These lists are not exhaustive and may be added to or reviewed at any time.

Use of Radio

Radios are used by key members of staff so that calls for support and important messages may be broadcast quickly. Please note that the primary use of radios is to respond to safeguarding requests for support especially when a child goes into crisis.

- **Say the member of staff's name clearly** making sure the button has been held down first, followed by **'Are you receiving?'** or **'Where is your location?'**
- **Identify yourself** when beginning a transmission, you may use your surname.
- **Receiver should acknowledge that they are receiving**, by responding with 'receiving' or another user may ask for clarification of who the call is for.
- **Wait until they respond before giving further information**, it is important that a message is not broadcast and left without a response, as there is no guarantee that that member of staff has received the message.
- **Keep your communications brief** and to the point. Long-winded communications can block the channel for others who may need to relay a message. If a longer conversation is needed, either ask for their location and have a face to face conversation or call them on the phone.
- **Do not describe a pupil's behaviour over the radio**, please note that there are radios in the office and parents and visitors may overhear.
- **Know the NATO phonetic alphabet**. When referring to children, use this phonetic alphabet for their first name and surname only, it corresponds with each letter of the traditional alphabet to avoid confusion: Alpha, Bravo, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliet, Kilo, Lima, Mike, November, Oscar, Papa, Quebec, Romeo, Sierra, Tango, Uniform, Victor, Whiskey, X-ray, Yankee, Zulu.
- **When terminating a call**, say 'out' or 'thank you', this indicates the end of the conversation.
- **Remember that walkie talkie communications** are on a radio frequency, and that more than just your intended audience may be listening. Avoid saying anything via walkie talkie that may break confidentiality.
- **Make sure that your radio has been adjusted** to avoid squealing noises and crackling. These noises aren't just annoying; they can also impair another users' ability to understand what you're saying.
- **By mastering two-way radio etiquette**, you can ensure effective communications.

The 1 Second Rule

A common mistake made by first time users is pressing the talk button at the same time they start talking and then releasing the button at the very same time they stop talking. Often this can cut off both the first and last words of the message, which causes confusion! Be sure to hold the button down for 1 second before you start talking and the give another second at the end after you have finished talking.