PARENT AND CARER COMMUNICATION POLICY & PROCEDURE 2025–2026

Organisation: Manchester Top Team Youth Project (MTTYP) – Alternative Provision

Reviewed: 1 September 2025 | **Next Review:** 1 September 2026

Designated Safeguarding Lead (DSL): Daryl-Anne Baguley – 07523 983890

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1. Purpose & Core Principles

At MTTYP, we believe that active, open, and consistent communication with parents, carers, and guardians is vital to supporting pupil attendance, wellbeing, and academic/behavioural progress. This policy outlines our standards for parent engagement and sets out the mandatory systems used to record all parental interactions.

2. Channels & Frequency of Communication

- **Daily Attendance Contact:** If a student is absent or late without prior notice, staff contact parents/carers via phone call or SMS by 10:00 AM on the same day.
- **Regular Progress Updates:** Lead tutors/mentors provide weekly or bi-weekly brief updates regarding the student's engagement, achievements, and positive progress.
- **Formal Reviews:** Parents/carers are invited to participate in termly review meetings (alongside host school/LA representatives) to evaluate Individual Learning Plans (ILPs) and EHCP targets.
- **Emergency & Safeguarding Contact:** In the event of an emergency, illness, or urgent safeguarding update, parents/carers are contacted immediately by phone.

3. Recording Systems & Audit Trail

To ensure transparency, accountability, and compliance with UK GDPR:

- **Central Communications Log:** All routine communications (phone calls, emails, text messages, in-person meetings, and home visits) must be logged on MTTYP's secure central management system within 24 hours of occurrence.
- **Log Requirements:** Every recorded entry must include:
    - Date and exact time of contact.
    - Name of staff member initiating/receiving contact.
    - Name of parent/carer spoken to.
    - Method of communication (e.g., Phone Call, SMS, Email, In-Person).
    - Concise summary of key points discussed and any agreed actions/follow-ups.

- **Safeguarding Links:** Any parental communication involving disclosure of harm, family crisis, or welfare concerns must be escalated immediately to the DSL/DDSL and recorded on the confidential safeguarding log.

4. Professional Standards & Boundaries

- **Official Systems Only:** Staff must communicate with parents/carers exclusively through official MTTYP phone lines, business email addresses, or approved messaging tools. Using personal mobile numbers or private social media accounts is strictly prohibited under the *Staff Code of Conduct*.
- **Respectful & Constructive Dialogue:** All interactions must be conducted professionally, empathetically, and constructively.