

Teach Outdoors – Family, Children and Young Person Communication Guide

How to Contact Us, When to Contact Us, and Which Method to Use

Our Commitment:

We aim to keep communication clear, consistent, and safe for children, families, and staff. This guide explains exactly **how families should communicate with Teach Outdoors** depending on the situation.

Our Safeguarding Promise

Teach Outdoors is committed to safeguarding and promoting the welfare of all children and young people.

To keep everyone safe, we only use **approved, secure communication methods**.

Children and young people (CYP) must **not** contact staff directly through any platform. Photos or images of staff must not be shared on social media.

How You Should Contact Us

Different situations require different communication methods. Please follow the guide below.

If Your Child/Young Person Is Unwell or Cannot Attend

Phone Call Only

Please call Jo Clanfield **as soon as possible**. Jo will contact the session facilitator. This ensures we receive the message immediately and can record attendance accurately.

Jo Clanfield:07961290883

Do NOT use: text, WhatsApp, social media, or email.

For Learning Updates or Sharing Home Activities

✓ Evidence Me

Use Evidence Me to:

- Share photos or videos through the observation area
- Ask questions about learning activities on the chat
- Receive updates from staff

This keeps all learning communication in one secure place.

For General Questions or Routine Communication

✓ Email Jen at admin@teachoutdoors.co.uk

The emails will then be direct to the most appropriate person.

- Queries about session plans
- Sharing general information
- Changes to learning needs
- Concerns about progress
- Requests relating to EHCP provision

✓ Termly Reviews with Kerri or Jo

All families will be offered **regular review meeting**.

These are the best time to:

- Discuss progress
- Review support
- Ask questions about provision
- Plan next steps

For Emergencies

✓ Phone Call Immediately

Examples:

- Last-minute changes to collection
- Urgent safeguarding worries
- Time-sensitive situations

Please do not phone facilitators during the session unless it is an emergency

Communication We Cannot Use

To protect children, families and staff, we **cannot** respond to:

- WhatsApp messages
- Text messages/SMS
- Social media messages
- Personal phone numbers
- Messages sent directly to staff outside working hours

These methods are **not monitored, not secure, and not part of our safeguarding systems**. If a member of staff is contacted via the above they will not respond or may ask you to use the agreed communication methods.

Communication From Children & Young People (CYP)

CYP must **not** contact staff directly.

All communication must come from a parent or carer.

If a CYP attempts contact:

- Staff will not reply
- A safeguarding record will be made

- Parents/Carers will be informed where appropriate

Who to Contact

- **For general queries:** Your session facilitator
- **For questions about provision or EHCP delivery:** Kerri Connolly
- **For financial or commissioning queries:** Jo Clanfield
- **For safeguarding concerns:** email safe@teachoutdoors.co.uk or Phone the Designated Safeguard Lead (Kerri Connolly) Tel: 07354376534 or the Deputy Lead (Jo Clanfield) 07961270883

Why This System Matters

Using this communication approach helps us:

- Keep children safe
- Respond efficiently
- Maintain accurate records
- Avoid mixed messages
- Provide the best possible support

Response Times You Can Expect

- We aim to respond to emails within **3 working days**.
- Evidence Me responses will be within **2 working days**.
- We do **not** monitor or reply to messages:
 - Outside staff working hours
 - At weekends or bank holidays
 - During staff annual leave

For any **urgent safeguarding concerns**, please call immediately.

Urgent vs Non-Urgent Communication

Urgent – phone immediately

- Child is sick/cannot attend
- Last-minute pick-up/transport changes
- Safeguarding concerns
- Immediate risk to a child

Non-Urgent – email/Evidence Me

- Questions about equipment
- Learning queries
- Routine information
- Requests for home activities
- Non-emergency updates

Quick Guide: Who to Contact and How

Situation	How to Contact	Who to Contact
Child unwell / not attending	Phone call	Jo - 07961270883
General queries	Email	Session facilitator CC Kerri and Jo
Questions about provision	Email	Kerri
Commissioning/finance queries	Email	Jo
Learning updates	Evidence Me	Observations -for learning related updates Chat - for general info and questions
Emergency safeguarding	Phone immediately	DSL (Kerri) or DDSL (Jo)

Termly review meeting	Email to request	Kerri or Jo
-----------------------	------------------	-------------

Parent/Carer Code of Conduct for Communication

We ask all families to:

- Communicate respectfully and constructively
- Use approved communication methods only
- Recognise that staff may not respond outside working hours
- Avoid aggressive, intimidating, or inappropriate messages

Where communication becomes inappropriate or persistent, Teach Outdoors may implement communication boundaries or follow the complaints procedure.

Accessibility & Additional Needs

We will make reasonable adjustments for parents/carers who require alternative communication methods.

Privacy & Data Protection Reminder

All communication is processed and stored in line with our GDPR & Data Protection Policy.

Contact Details

You may add the specific contact details here:

Leadership:

- **Jo Clanfield – Managing Director & Deputy DSL**
Email: jo@teachoutdoors.co.uk | Tel: 07961 270883
- **Kerri Connolly – SENDCO & DSL**
Email: kerri@teachoutdoors.co.uk | Tel: 07354 376534
- **Santana Scully – Outdoor Wellbeing & Active Learning**
santana@teachoutdoors.co.uk

- **Rhian Sherzad** – Outdoor Wellbeing & Active Learning
rhian@teachoutdoors.co.uk
- **Lisa Hurst** – Outdoor Wellbeing & Active Learning
lisa@teachoutdoors.co.uk
- **Sarah Lam** – Outdoor Wellbeing & Active Learning
sarahlam@teachoutdoors.co.uk
- **Lee Baker** – Outdoor Wellbeing & Bushcraft
lee@teachoutdoors.co.uk

Administration:

- **Jen Heppell** – jen@teachoutdoors.co.uk