

## **DSB Communication Charter at Culloden Primary Academy**

Working Together Through Total Communication

### **Our Commitment**

At Culloden, we believe that effective communication is the foundation of strong partnerships with parents and carers. As a school with a Deaf Support Base using Total Communication, we are committed to ensuring that information is accessible, respectful, timely, and inclusive for all families.

We value the knowledge parents have about their children and work in partnership to support every child's learning, wellbeing, and identity.

### **What Total Communication Means to Us**

Total Communication means using a range of communication methods to meet individual needs. This may include:

- Spoken English
- Sign-supported English (SSE)
- British Sign Language (BSL)
- Visual supports (symbols, photos, timetables)
- Written communication
- Digital tools (email, apps, video, captions)
- Gestures, facial expression, and body language

We recognise that different families have different communication preferences, and we aim to respond flexibly wherever possible.

### **How We Will Communicate with Parents**

We commit to:





- Use clear, plain language and avoid unnecessary jargon
- Provide information in accessible formats whenever needed
- Share key messages through more than one method where appropriate
- Ensure staff are patient, respectful, and inclusive in all communication
- Allow additional time for discussions when needed
- Use interpreters or communication support when appropriate and requested


- Respond to queries within a reasonable and agreed timeframe
- Keep parents informed about their child's learning, progress, and wellbeing.

Please see below the ways in which the school communicates with parents/carers:

	Scheduled for	Total	Mode of communication
<b>Communication Book (DSB/intervention classes)</b>	Daily		Written messages
<b>Meet the teacher meeting</b>	September	1	Face to face
<b>Settling in 'catch up' session</b>	September	1	Face to face
<b>Parental Engagement Week</b>	Every half term	6	Face to face
<b>DSB Open Classroom</b>	Every half term	6	Face to face
<b>DSB Drop in sessions with the DS Manager</b>	Twice a week	76 (based on a 38 week school calendar year)	Face to face
<b>Academy Council Meetings</b>	Every half term	6	Face to face Virtual
<b>DSB Coffee Mornings</b>	Every half term	6	Face to face
<b>SEND Coffee Mornings</b>	Every half term	6	Face to face
<b>Weekly Coffee mornings</b>	Every week	38 (based on a 38 week school calendar year)	Face to face

Parent Consultations	Spring 1 Summer 2	2	Face to face Virtual Phone call
Annual Review	Once per academic year	1	Face to face Virtual
DSB Newsletter	Every half term	6	Website MCAS Printed copy
Whole school Newsletter	Every two weeks	20 (based on a 38 week school calendar year)	Website MCAS

Telephone: 	<b>020 7364 1010 (Office hours 8am-4pm)</b>  ➤ Class teachers will not be able to make calls to parents/carers during their working hours unless it is an urgent matter.
Email: 	<a href="mailto:info@cullodenacademy.org">info@cullodenacademy.org</a>  <b>Please expect a response within 24 hours</b>
MCAS App 	You will be able to access the following information about your child/dren via the MCAS app: -attendance -important dates and events -school reports -letters sent from school -make payments for trips -link to the newsletter
Website: 	<a href="http://www.cullodenacademy.org">www.cullodenacademy.org</a>  You will find all the necessary information about the school and your child's year group on the website. The newsletter is also published on the website and will feature updates and

	important dates.
<p>Face to face meetings</p> 	<p><b>You can request a meeting via an email, phone call or by directly asking the class teacher.</b></p> <p>a) Meetings can be arranged with teachers, year group managers, and the leadership team during their non-teaching hours. This is usually after 3.30pm.</p> <p>b) The following staff are available for face to face meetings during the school day:</p> <ul style="list-style-type: none"> <li>➤ Tahreena Ward-Principal</li> <li>➤ Shazeen Akhtar (home school support worker)</li> <li>➤ Charlotte Baker-Assistant Principal for Inclusion</li> <li>➤ Naz Karademir-Deaf Support Manager</li> <li>➤ Sabina Ali and Aisha Khatoon (Attendance Team)</li> </ul> <p>c) If you would like a meeting with Tahreena, please request so via the school email address.</p> <p>d) The school often hosts meetings with external professionals and parents.</p> <p><b>If you have requested a meeting and require an interpreter, you will have to arrange an interpreter to support you at the meeting. Subject to availability, we will be able to offer a translator providing the school has been given a two week notice period.</b></p>
<p>Steps on how to raise an issue/concern:</p>	<p>We always encourage parents/carers in the first instance to raise a concern or issue directly to the class teacher.</p> <p>Please follow the steps below:</p> <p>Step 1-Class teacher</p> <p>Step 2-Year Group Manager</p> <p>Step 3-Assistant Principal</p>

### Whole school events

- Winter Fair
- Winter Concert
- EYFS Winter Concert
- Eid Fair
- Easter Bonnet Parade
- Class Assemblies
- EYFS Workshops
- Toddler stay and play sessions
- Reception Graduation
- Y6 leaver's assembly
- Y6 production
- Sports Day
- Mother's Day Event
- Father's Day Event

- Well-being workshops
- E-safety workshops
- Summer Concert
- EYFS Summer Concert
- Transition workshops (N-R, R-Y1, Y2-Y3, Y5-Y6)

### **What We Ask of Parents and Carers**

To help communication work well, we ask parents to:

- Share their preferred communication methods with the school
- Inform us of any changes in contact details promptly
- Raise questions or concerns as early as possible
- Communicate professionally with all staff
- Support agreed communication strategies for their child
- Attend meetings when possible, or let us know if adjustments are needed

We recognise that communication is a shared responsibility, and we value open, honest dialogue.

### **If You Have a Question or Concern**

If you have a question or concern:

1. Contact your child's class teacher in the first instance
2. If needed, speak with the DSB Manager
3. If concerns remain, contact the Senior Leadership Team

We are committed to listening carefully and working together to find solutions.

### **Our Shared Aim**

- Together, we aim to:
- Build trusting and positive relationships
- Ensure every child feels understood, confident, and supported
- Celebrate diversity in communication and identity
- Create a school community where everyone's voice matters

This charter reflects our shared commitment to partnership, respect, and accessible communication for all.

Reviewed annually in consultation with parents, carers, and staff.