

# Heavers Farm and Selsdon Primary Schools

## Email Policy for Staff

### January 2016

#### 1. Checking Emails

During the school day, staff should only check (or send) email when they are not teaching. Outside of the school day staff are, obviously, free to check and read their email at any time, to suit their preferred working pattern.

#### 2. Sending/Replying to Emails

No email should be sent to staff between the hours of 7:00pm and 7:00am. This curfew is applied to encourage a better work-life balance and to make staff think more carefully about the emails they are sending. During the curfew, staff can draft emails and replies, but these must not be sent until 7.00am the following day. Further, staff should not email at weekends. The weekend curfew is in effect between 7.00pm Friday and 7.00am Monday.

In terms of replies to both staff and parents, we expect that any emails are responded to within a 48 hour time period. It is highly inappropriate to chase someone up for a response to an email before 48 hours have elapsed. If a response is required urgently, it may be best to consider another form of contact rather than an email. Staff may not always monitor their email accounts during the school holidays, so they may not be able to respond within 48 hours.

The school policy is to avoid using personal devices at home for emails. It may be unavoidable in some circumstances, when you may have to login on your personal computer. But we advise all staff to refrain from having work emails on their mobile phones/tablets or signed in on their personal computers. This is to ease the pressure on staff to constantly be replying to emails.

#### 3. 'All Staff' Emails

Only the Heads of School and Executive Leadership team should be emailing using the "All Staff" email list. We have done this in order to cut down on the amount of unnecessary email that was coming into staff inboxes. Moreover, we have sought to encourage greater 'intention' when it comes to email. Only send email to the relevant people. Use the 'CC' tool correctly, which is to keep other people 'looped in' with no expectation of a reply from them.

We have the daily staff briefing at each school every day at **8.15am**. All staff are invited to attend to keep up to date with happenings in the school. If you

would like something to be mentioned to the staff, please write it in the briefing book (left in the staffroom) before 8.15am.

#### **4. Email Etiquette**

##### *Forwarding emails:*

Do not forward emails without the permission of the original sender, unless they are addressed to the wrong person or should have been sent to somebody else – e.g. a question that somebody else is far more qualified to answer. Staff and parents should have the expectation that their emails are private and will only be read by their intended recipient.

Further, the recipient of the email should be aware of who else is receiving the email, so you should not “BCC” somebody else. If you wish for someone else to receive the email, please “CC” them in full sight of the recipient.

Emails sent to the School Office must, of course, be forwarded to specific people, as this is the first point of contact for many parents and outside agencies/individuals.

##### *Language in emails:*

This is a professional environment, and as such, we expect all emails to be written in a professional manner and using correct language.

With email often being our first point of contact with outside agencies, it is vital we present ourselves as well as we can. As staff at a school, we are expected to have a good knowledge of the English language and spelling. Therefore we expect some effort to be made to email using correct grammar, punctuation and spelling, especially when interacting with parents or outside individuals.