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E-bost / E-mail: questionECS@carmarthenshire.gov.uk

Annwyl Riant/Gofalwr,
Re: Cyfathrebu â Staff Ysgol

Ysgrifennaf atoch yn rhinwedd fy swydd fel Cyfarwyddwr Addysg Cyngor Sir Caerfyrddin. Mae ysgolion Sir Gaerfyrddin yn parhau i ddarparu safon ardderchog o addysg, ac rydym yn falch o gyflawniadau niferus ein disgyblion ledled y sir. Mae ymrwymiad ein staff, ynghyd â chefnogaeth rhieni a gofalwyr, wedi galluogi ein dysgwyr i ffynnu yn academaidd, yn gymdeithasol ac yn bersonol. Mae llwyddiant parhaus ein disgyblion yn dyst i'r partneriaethau cryf sy'n bodoli rhwng cartref ac ysgol.

Er mwyn cynnal a chryfhau'r perthnasoedd cadarnhaol hyn ymhellach, hoffwn atgoffa pob rhiant a gofalwr o bwysigrwydd cynnal cyfathrebu parchus a chwrtais gyda staff yr ysgol bob amser.

Mae ein staff wedi ymrwymo i ddarparu amgylchedd dysgu diogel, cefnogol ac effeithiol i bob disgybl. Gofynnaf yn garedig bod pob rhyngweithio—boed yn bersonol, dros y ffôn, e-bost, neu ffurfiau eraill o gyfathrebu—yn cael eu cynnal mewn modd sy'n gwrtais, adeiladol a pharchus bob amser.

Fel rhan o'r ymagwedd ysgol gyfan at les emosiynol a meddyliol ledled Cymru, mae lles gweithlu ein hysgol yn bwysig iawn. Rydym yn gwybod yr effaith y mae llwyth gwaith ac oriau gwaith yn ei chael ar les. Wrth arfer ein dyletswydd gofal fel cyflogwr, mae'n hanfodol bod staff ysgolion, yn enwedig arweinwyr ysgolion, yn cael cyfnodau o orffwys di-dor, yn enwedig ar benwythnosau a thrwy wyliau ysgol. Er mwyn darparu hyn, byddai'n ddefnyddiol os na chysylltir â staff yr ysgol y tu allan i oriau gwaith swyddogol oni bai bod amgylchiadau eithriadol sy'n gofyn am eu sylw ar frys. Ac eithrio mewn achosion o argyfwng, bydd cyfathrebiadau a dderbynnir y tu allan i'r oriau hyn yn cael eu trin cyn gynted ag y bo'n ymarferol yn ystod y diwrnod gwaith nesaf. Gofynnwn yn garedig i rieni hefyd ystyried faint o geisiadau a chyfathrebu maen nhw'n eu hanfon at staff yr ysgol. Mae'n bwysig caniatáu i staff ysgol ganolbwyntio ar eu gwaith i sicrhau amgylchedd dysgu hapus a diogel i bob disgybl. Diolch am eich dealltwriaeth a'ch cydweithrediad wrth sicrhau amgylchedd cadarnhaol a pharchus i bawb o fewn ein cymunedau ysgol ac am eich cefnogaeth barhaus i'n hysgolion a'n staff.

Yn gywir
Owain Lloyd
Cyfarwyddwr Addysg, Gwasanaethau Plant a Theuluoedd

Owain Lloyd
Cyfarwyddwr Addysg, Gwasanaethau Plant a Theuluoedd
Neuadd y Sir, Caerfyrddin, Sir Gâr SA31 1JP

Director for Education, Children and Family Services
County Hall, Carmarthen, Carmarthenshire SA31 1JP

Mae croeso i chi gysylltu â ni yn Gymraeg neu Saesneg | You are welcome to contact us in Welsh or English
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Cyngor Sir Gâr
Carmarthenshire County Council

Dear Parent/Carer,
Re: Communication with School Staff

I am writing to you in my capacity as Director of Education for Carmarthenshire County Council.
Carmarthenshire's schools continue to provide an excellent standard of education, and we are proud of the many achievements of our pupils across the county. The commitment of our staff, combined with the support of parents and carers, has enabled our learners to thrive academically, socially, and personally. The ongoing success of our pupils is a testament to the strong partnerships that exist between home and school.
In order to maintain and further strengthen these positive relationships, I wish to remind all parents and carers of the importance of maintaining respectful and courteous communication with school staff at all times.
Our staff are committed to providing a safe, supportive, and effective learning environment for all pupils. I kindly ask that all interactions—whether in person, by telephone, email, or other forms of communication—are conducted in a manner that is polite, constructive and respectful at all times.
As part of the whole-school approach to emotional and mental well-being across Wales, the well-being of our school's workforce is of utmost importance. We know the impact that both workload and working hours have on well-being. In exercising our duty of care as an employer, it is crucial that school staff, particularly school leaders, have periods of uninterrupted rest, especially at weekends and through school holidays. To provide this it would be helpful if school staff are not contacted outside of official working hours unless there are exceptional circumstances which require their urgent attention. Except in cases of an emergency, communications received outside of these hours will be addressed as soon as is practicable during the next working day. We kindly ask parents to also consider the volume of requests and communication they send to school staff. It is important to allow school staff to focus on their work in ensuring a happy and safe learning environment for all pupils.
Thank you for your understanding and cooperation in ensuring a positive and respectful environment for everyone within our school communities and for your continued support of our schools and staff.

Yours sincerely,
Owain Lloyd
Director of Education, Children and Family Service

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