



# Communications Policy 2026/27

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| <b>Policy Review Date:</b>         | August 2027 | Headteacher     | Signature | Date |
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|                                    |             | Signature       | Date      |      |

## Introduction

Positive communication is an essential element of the aims and vision of Barley Croft Primary School. This enables our children and families to feel valued and listened to. The

majority of this communication takes place through the frequent verbal interactions between families and staff as children are brought to and collected from school as well as by email, telephone and other electronic communication.

### Aim

To ensure that Barley Croft Primary School is a thriving and successful school, we must communicate effectively and respectfully with each other, with our children, with their families and with other members of the wider community. We need to ensure that communications between all members of the school community are open, honest, respectful, ethical and professional. We endeavour to deal with all concerns raised promptly. Please ensure that when speaking to staff that you are always polite and respectful. Where parents/carers use inappropriate language the school will refer to their adopted guidance - Managing Nuisance and Disturbance on Maintained Educational Premises Section 547, Education Act 1996 – guidance for school and explanation of procedure. September 2024

### Contact details

The school holds emergency contact details for all children on the School Information Management System (SIMs). Families are expected to inform the school immediately if contact information needs to be revised/updated. Depending on the nature of the information being shared, the school will use the most practicable means to contact families.

### Communications with Families

*Hereafter the term 'families' will be used to refer to all those individuals who have a role in the up-bringing and care of the child.*

Outside of teaching their designated class, all staff have additional duties which they perform either before school, during break/lunch or after school. These duties will include care of children, organisation of extra-curricular activities, continued professional development opportunities or whole-school coordination of a curriculum subject.

If you wish to speak to your child's class-teacher/ Phase Leader / S.L.T. member we aim to return contact within **48-hours** of the request being made via telephone, email and/or other electronic communication i.e., Seesaw. If a meeting is deemed necessary or appropriate, staff will aim to arrange this within **3 school days**. If the school feels that more than one member of staff is needed to attend the requested meeting, school reserve the right to exceed this number of days.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All response times are indicated in the following paragraphs, where extensions are needed the family will be updated with an expected response time.

Each morning on the playgrounds there are adults that you can speak to. These include the Senior Leaders of the school as well teachers and teaching assistants. These adults are there to help bring children into school, take messages and listen to any concerns. The school office is manned from 8am everyday until 4pm.

## Emails and Electronic Information

The school subscribes to WeDuc allowing us to send messages and email letters to families. Not only is this more environmentally friendly as it decreases paper usage, it also reduces photocopying and other costs in the school. Families must provide us with a valid email address.

Families are permitted to use e-mail as a means of providing a quick, effective way of communicating information about their child. All emails will be received by the school office and will be directed to the relevant member of staff accordingly. Please email [officestaff@barleycroft.leicester.sch.uk](mailto:officestaff@barleycroft.leicester.sch.uk)

Families are reminded that teachers are teaching and their priority is being with the children. They are actively discouraged from checking Seesaw during the school day, therefore requests which require immediate or quick action should be communicated via the school office. We request that messages are only sent between 8am and 4.30pm.

All electronic communication requiring an answer should be responded to **within 48 hours**. Staff are not expected to, and are discouraged from, checking and responding to electronic communications outside of the hours stated. However, staff are encouraged to work flexibly and respond to this type of communication in a way that suits them to balance their working hours. Staff do not expect families to read, respond or action emails outside hours that suit them. Indirect communication does not replace face to face meetings where sensitive discussion is required. All staff and families should seek face to face communications when indirect communication is not appropriate. Staff and families are discouraged from entering into in-depth discussions about a child's progress or well-being by electronic communication.

## Home/School Communication

### WeDuc

The school uses WeDuc to send message to families. This is not a reply service.

### SeeSaw

The school uses Seesaw to send home photographs, messages and reminders. In the Early Years it is also used as a direct method of communication on a one-to-one basis for families. This means that families in the early years can contact their child's class teacher directly. We ask all families to make comments on posts sent home so we can share these with the children and other staff. In KS1 and KS2 families cannot contact teachers directly until the class teacher has initiated contact.

### Telephone calls

#### Inbound

All telephone calls will be answered by staff in the main office. Messages are taken and forwarded to the relevant person. If the call requires a response from a teaching member of staff, we aim to do this **within 48 hours**. Very often a member of the office staff can relay a response to the family.

### **Outbound**

Telephone calls will be made where immediate contact with a family member is required i.e. for illness, injury, or to share a concern. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers where possible.

### **Written Reports**

Once a year, we provide a full written progress report to each child's family. This report identifies areas of strength and next steps.

### **Parent Consultations**

All families are provided with two, 10-minute meetings each academic year. Families are asked to book a single appointment for an allocated date and time and to attend together. Should there be exceptional circumstances that mean you cannot attend, your child's class teacher will offer one further appointment to the family.

Families are welcome to request additional meetings should they have further concerns regarding their child's progress or well-being throughout the year.

### **Annual Reviews for Children with an Education, Health and Care Plan**

All children with an Education, Health and Care Plan will have an Annual Review each academic year to discuss their progress in relation to the aims and objectives of their plan and termly review meetings are held to ensure provision and support is appropriate.

### **School Website**

The school website <https://www.barleycroft.leicester.sch.uk> provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

### **Complaints**

All formal letters of complaint will be dealt with in accordance with the school's separate Complaints Policy. An email will only be considered to be a formal complaint where this is explicitly written or where a letter is attached to an email?

All formal letters to families must be approved by the Headteacher before they are sent.

Formal correspondence with families will be kept in the child's personal folder and held for a period of time in accordance with our Disposal of Records Schedule. The school does **not** accept or act upon anonymous communication unless in relation to matters of serious Child Protection.

### **Requests for Information**

Please refer to our Data Protection and GDPR Policy for copies of children's records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings.

## **Final Note**

Although it is a rare occurrence, when communication becomes inappropriate, aggressive, vexatious, persistent, or disproportionate and the school deems it is unacceptable, then actions will be put in place. This behaviour will not be tolerated and may result in a parent/carer being banned from the premises. These actions will involve: The headteacher, senior management and the school Chair of Governors, and if appropriate, the police.

As stated in paragraph 2 '*communications should be honest, respectful, ethical and professional*', staff will strive to adhere to this and hope this will be reciprocated by the wider school community.