

PROCEDURE AND GUIDELINES FOR:

Communication

AT BEAVER ROAD PRIMARY SCHOOL

UPDATED FOR FEBRUARY, 2026



Overview

At Beaver Road Primary School, we believe that a strong partnership between home and school is the foundation of a child's success. We are committed to building this through positive, reliable and transparent communication. This guide outlines our shared roles and responsibilities and explains the various tools we use to keep Parents and Carers informed and involved.

School

Responsibility

- To communicate safeguarding and child protection matters clearly to all Parents and Carers, providing a clear point of contact for urgent safety or well-being concerns.
- To ensure all documents relating to Parents and Carers are accessible and useful to the entire school community.
- To communicate the curriculum clearly to Parents and Carers.
- To keep the website up to date with detailed information about the school calendar, curriculum information, celebrations and other supporting resources.
- To regularly keep Parents and Carers informed of their child's progress.
- To inform Parents and Carers about the types of data that the school holds concerning pupils.
- To inform Parents and Carers of all school events within appropriate timelines.

Parent/Carer

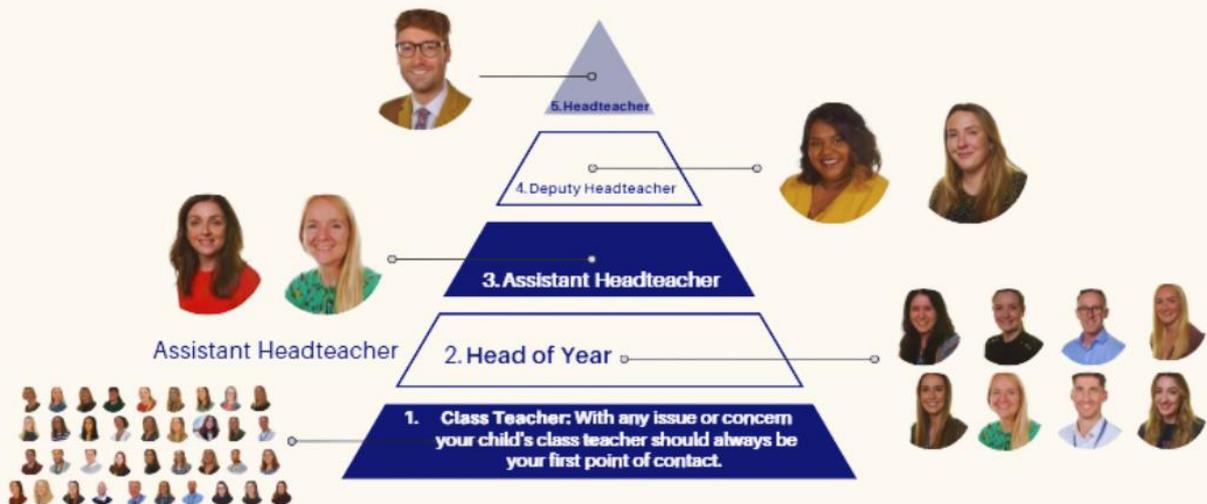
Responsibility

- To read the key communications circulated by the school and respond/act on communications within given timeframes.
- To visit the school website for detailed information about the school.
- To inform the school of medical conditions or allergies.

- To inform the school of any change in circumstances.
- To inform the school of child protection matters, legal issues or relevant duties with appropriate documentation.
- When raising concerns, grievances or to offer feedback, to approach the following members of staff who are responsible for your child using the channels of communication in the order pictured below.

In the unlikely event that an issue or concern cannot be resolved with the class teacher, it will be progressed to the next level of the pyramid as appropriate.

Communication Channels



Availability

- Teachers or Teaching Assistants will be available on the doors at the beginning and end of each day.
- Each morning, members of the Senior Leadership Team are available at the front of each school site.
- Class teachers will be available to discuss pupil's progress and any concerns at the end of the school day. Meetings should always be pre-arranged at a conveniently mutual time. When necessary, meetings can also be scheduled at the start of the day.

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- If Parents or Carers **urgently** need to have a meeting with a member of staff, for instance if there is a **serious family emergency or a child protection issue**, please phone the school office and the reception staff will endeavour to arrange for the most appropriate member of staff to contact the caller at the earliest convenience.
 - For non-urgent meetings between Parents or Carers and members of staff, the school will aim to meet within five working days. The school will determine the level of urgency in requests for meetings, which will aid in managing multiple demands.
 - Please note, lessons will not be interrupted to accommodate Parents or Carers needing to speak to a teacher.
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Enquiries

- For general enquiries, Parents and Carers are required to phone the school office, which is open from Monday to Friday, between 8.30AM to 4PM on 0161 4459337.
 - For non-urgent enquiries, parents and carers can email the school using admin@brps.net. All emails to the school should specify the member of staff that the query is addressed to. All emails to the school will be treated as confidential, unless there is a specific reason not to do so. Parents and Carers should expect a response to emails within 3 working days from the school admin team.
 - Parents and Carers should only label emails as '**urgent**' if there is an immediate safeguarding concern, a last-minute change to pick-up or a medical emergency. For routine matters such as lost property, club sign-ups or general homework queries, please refrain from the '**urgent**' label.
 - Please note, all conversations sent via email are logged internally and phone calls are recorded.
 - As a relational school, we encourage face-to-face communication and ask Parents and Carers to speak to members of staff on the door or via a phone call before resorting to email communication. Please note, requests for all communication in writing will not be granted. This is
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	<p>not a service the school offers as we do not have the resources for this and believe that in-person meetings are the most effective way to address complex child welfare issues collaboratively. We will always encourage in person meetings where all parties are able to make their own notes.</p>
<p>Special Educational Needs and Disabilities (SEND)</p>	<ul style="list-style-type: none"> • For those families who would like to discuss any concerns about their child's Special Educational Needs and Disabilities (SEND), the class teacher should still be the first point of contact. The child's class teacher is responsible for attainment and progress and they ensure every pupil in their class has the appropriate personalised learning to reach their full potential. • Teachers use early identification to identify any potential Special Educational Needs and will begin the pathway for SEND referrals at the earliest possible time. As part of this process, there may be occasions where Parents or Carers need to meet with the school's SENDCo or a member of the SEND team at the discretion of the school.
<p>Access to Learning Plans</p>	<ul style="list-style-type: none"> • Parents and Carers of children who are on the SEND register will have a meeting with the class teacher three times a year to discuss their child's Access to Learning Plan (ATL) where targets are reviewed and set. These meetings often fall as part of our termly Parent-Teacher Consultation meetings.
<p>Educational Health Care Plans</p>	<ul style="list-style-type: none"> • Those children who have an Educational Health and Care Plan (EHCP) will also have an additional EHCP review meeting with the SENDCo once a year. • Where necessary and appropriate, additional meetings may be organised by the SENDCo.

Parent Code of Conduct

- In order to maintain a supportive and positive learning environment, all Parents and Carers are expected to adhere to our [Parent Code of Conduct](#), ensuring that every interaction between home and school remains respectful and productive.
- When concerns arise, we are committed to resolving them through constructive dialogue. We ask that Parents and Carers first address the matter with the specific staff member involved. All parties should maintain a professional tone, focusing on objective facts and collaborative solutions. In alignment with our Parent Code of Conduct, any communication involving harassment, threats or abusive language will result in the immediate cessation of the meeting or correspondence.

Artificial Intelligence

- While we acknowledge that AI tools can assist in drafting correspondence, we value authentic, human-to-human communication. To ensure your concerns are addressed accurately, we ask that any AI-assisted messages are carefully reviewed for factual correctness and reflect your personal perspective as a Parent or Carer.
 - To facilitate a timely resolution, please ensure that all communication is concise and specific to your child's needs. We discourage the use of AI-generated content that references irrelevant legal or policy frameworks, as this can lead to unnecessary complexity and may delay our ability to provide a helpful response.
 - The school reserves the right to request a meeting if written correspondence appears to be entirely AI-generated or lacks the necessary context to resolve a matter. In accordance with our commitment to mutual respect, all communication, whether human or AI-assisted, must remain accurate, respectful and grounded in the reality of the school environment.
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Communication Methods

School Website



School Spider App



Parent/Carer Consultation



Seesaw



Tapestry



Phone Calls



School Grid



School Spider: School Spider is an electronic communication system which is utilised to achieve effective and consistent communication with Parents or Carers. Only school staff are able to access and use the messaging system.

Parent Consultation: The school holds Parent consultations in both the autumn and spring term and are booked through the School Spider app. You will also receive a school report in the summer term which explains a child's progress and attainment. Parents or Carers are able to make an appointment with their child's class teacher to discuss their child's school report.

Learning at Home Grids: Every half term, class teachers share learning at home grids on either Tapestry or Seesaw depending on the year group the child is in. This grid explains what the child is expected to do every week, such as reading and spellings, and other activities which are optional that children can complete to extend their knowledge of the curriculum being covered that term. Children can either share this work with the teacher on Tapestry or Seesaw or bring it in to school.

Tapestry: Tapestry is a secure online Learning Journal to record photos, observations and comments, in line with the Early Years Foundation Stage curriculum, to build up a record of your child's experiences during their time with us. For Nursery and Reception children, teachers will communicate with families about their child's progress and celebrate their achievements through Tapestry.

Seesaw: Seesaw is a platform for student engagement. Teachers from Year 1 to Year 6 will share some of the highlights of children's learning in class through Seesaw. Children can "show what they know" using photos, videos, drawings, text, PDFs and links.

School Grid: At Beaver Road, we offer a wider variety of meal choices every day. We encourage all Parents and Carers to use school grid to order their child's school dinner at home. By ordering at home, families can ensure their child is choosing a balanced choice of meals each week and they understand what the meal choices are.

School Website

The school website will be utilised to communicate information regarding the following:

- Curriculum coverage
 - Curriculum support resources
 - Enrichment activities
 - Extended school provision
 - Family support and guidance
 - Governance
 - Parent Teacher Association
 - Policies
 - Pupil safety
 - School hours
 - School meals
 - School performances
 - School uniform
 - Special Educational Needs
 - Safeguarding
 - The School Calendar
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