

Littleport Community Primary School and Preschool



Littleport Community
Preschool



Communications Code

Ratified: March 2026

Review: March 2028

Signed: 

Chair of Governors

Date: 26th March 2026

Our Vision and Values

LCPS Mission Statement

Our commitment is to be an outstanding school for all, where children love to be; gain a lifelong thirst for knowledge; are continually challenged; grow as individuals; empathise fully with others; play a productive role in the local and global community; achieve their full potential and gain the vital skills and confidence to *'spread their wings and fly'*.

LCPS Vision Statement

Our vision is to **inspire** children to become life-long learners who are aspirational and prepared for the next stages of life.

This is achieved through creating a safe, **inclusive** and enriched learning environment that nurtures individuality, enhances potential and encourages children to take **pride** in their achievements.

We value all our stakeholders and provide opportunities to develop and make a positive impact upon our school community. As an **ambitious**, outward-facing school, we establish and grow collaborative relationships with partners on a local, regional and national level.

The School's Agreement

We will:

- Provide your child with a high standard of education, implemented by rigorous national guidelines, within a balanced curriculum.
- Ensure that our learning environment is stimulating and challenging.
- Celebrate your child's academic and personal achievements.
- Make provision to enable your child to achieve their full potential.
- Care for your child's safety and well-being following all safeguarding protocols.
- Teach your child to develop a positive attitude to others, regardless of differences.
- Regularly meet with you to communicate the progress of your child, celebrating their strengths and explaining how we can support them with areas for development.
- Provide information to you about our school, including relevant policies, meetings, workshops, activities, newsletters and open days, giving sufficient notice where possible.
- Welcome you if you would like to contribute to our school's broader curriculum.

Where you have a concern the school will:

- explain clearly how and when concerns can be raised with the school
- respond within a reasonable time. Any delays in our response time will be explained in advance
- respond with courtesy and respect
- attempt to resolve problems using reasonable means in line with the school's complaints procedure
- keep complainants informed of progress towards a resolution of the issues raised.

The Family's Agreement

We will:

- Make sure our child arrives at school by 8:45am prepared to start their lessons, ensuring they are wearing named school uniform, or other suitable clothing depending on timetabled activities, and that their PE kit is brought into school at the beginning of each week.
- Let the school know of any concerns or worries that may be affecting our child's learning, behaviour or ability to do home learning.
- Support the school by encouraging our child to develop a positive attitude towards our diverse community.
- Attend meetings with our child's teacher and other staff, aiming to be positive and productive, working towards moving our child on in their learning.
- Support and work with the school to ensure that the behaviour management policies of the school are maintained.
- Make sure our child attends regularly and inform the school if our child is absent.
- Model safe and responsible use of the internet and social media.
- Read all information sent home as this gives important details of relevant policies, meetings, workshops, activities, newsletters and open days.

The school can expect parents/carers/members of the public to:

- treat all school staff with courtesy and respect
- respect the needs and well-being of all pupils within the school
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond
- recognise that resolving a specific problem can sometimes take some time
- in the case of a complaint, follow the school's complaints procedure
- not to use any social media platforms for the purposes of complaint or concern but instead deal directly with the school to resolve the issue
- **not expect staff to respond to their communication outside of core school hours, or during school holidays**

The Child's Agreement

I will:

- Follow our School Rules:
 - We are READY
 - We are RESPECTFUL
 - We are SAFE
- Accept responsibility for the things I do.
- Do my best and persevere with challenging activities, showing pride in my achievements.
- Respect other people's culture, race, feelings, beliefs and values.
- Take good care of the building, equipment and school grounds.
- Tell a member of staff if I have worries or are feeling unhappy.
- Ensure I take home any letters.
- Follow the school's guidance on using technology safely.

Pupils themselves can expect to be:

- treated with respect
- listened to by everyone in the school community
- kept safe
- intellectually stimulated

Appendices

Appendix A

Communications Code

The aim of this policy is to foster good communications between you (parents/carers) and the school.

1. Introduction

The school always welcomes contact with you because this fosters mutual understanding and support which has a positive effect on your child's performance and their attitudes to learning.

The school wants to ensure that you always have an appropriate and helpful response to your communications. However, unlike some businesses and other occupations, the professional duties of staff can make it difficult for them to speak or meet with you during the school day.

Due to teaching commitments, staff will typically be unavailable to answer calls/emails between 8.45am and 3.30pm each day. There are also other times **during and/or** outside these hours when they attend meetings **which also affects their availability**.

Teachers/teaching assistants welcome brief messages from you when you are collecting or bringing in your child from the playground. Senior leaders are also on duty around the school site each morning should you need to discuss anything.

When formal correspondence is made on an important matter, the letter will be sent by post or handed directly to you to ensure confidentiality and security. On occasion, it may be appropriate for the school to contact you by e-mail or via EduKey. For day to day or routine matters, correspondence may be sent via your child's book bags.

2. Guidelines on responding

It may be helpful for you to know how you can expect your telephone calls, letters, emails and requests for meetings with the school to be dealt with. The following guidelines show how we aim to respond.

2.1 Telephone Calls

- **Messages:** All telephone calls are received through the main office. A message will be taken and sent to the relevant person as soon as possible. Staff will normally take details of the caller's name and telephone number and purpose in calling. The purpose of calling allows office staff to direct the message to the appropriate member of staff. The person concerned will try to respond as soon as possible and usually by the end of the next school day. The school's telephone number is 01353 860235.
- **Urgent calls:** The call will be put through to the most appropriate or available senior member of staff if possible or a message will be taken but we aim to respond to urgent calls that same day.

- **Messages for pupils:** Messages for children will be taken by a member of staff and passed on to the relevant child. Where possible, please call (do not email) by lunchtime to inform the school if alternative pick up arrangements are being made.
- **Busy times:** The office is particularly busy between 8.15am and 8.55am in the morning and 2.45pm and 3.30pm in the afternoon. At these times and at other times, calls may be recorded on an answer machine. This is checked regularly and if a message is left, it will be passed on – inclusive of absences which should be phoned in on the morning of the absence.

2.2 Letters and emails

- Parents/carers should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. If a query or concern is urgent, and parents/carers need a response sooner than this, they should call the school.
- The school will always **acknowledge** letters and emails received from you within two working days during term time.
The school email is: SC8732074a@schoolcomms.com
Please note that attachments cannot be sent via the School Comms email address above. The school does not receive any emails to this address containing attachments. Parents/carers wishing to share files and images as an attachment should send their communication via: office@littleport.cambs.sch.uk
The postal address is: Parsons Lane, Littleport, Ely, CB6 1JT
- If more time is required to provide a fuller response or to arrange a meeting, staff will try to include in the acknowledgement details of when these will happen.
- Staff will always try to respond to the most pressing concerns as quickly as possible. It is our intention to provide a fuller response, after the initial acknowledgment, as soon as we can and **within five working days** during term time. If there is likely to be a delay, we will let you know the reasons why.
- Any communications received via personal accounts on social media sites will not be responded to and staff will report any such contact to senior members of staff.

3. Complaints

We will investigate a complaint and aim to respond within ten working days after initial acknowledgment within three working days, in accordance with the School's Complaints Policy. If we cannot provide a full response within this timeframe, then we will write to the complainant explaining the reasons for this and give a date by which we will endeavour to provide a full response. For further information please see our Complaints Policy which is on our school website: <https://www.littleport.cambs.sch.uk/school-policies/>

4. Meetings

Where situations are more complex, a face-to-face meeting is preferable to a letter or phone call and this will be arranged at the earliest convenience for you and staff.

We hold one parents' evenings per term. During these meetings, parents/carers can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents/carers to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents/carers of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

4.1 Meetings with class teachers

The class teacher is the first point of contact for any concerns about your child. Teachers are available at their classroom each morning between 8.40am and 8.45am to address any brief questions or concerns you may have. Teachers are not generally available between 8.45am and 3.30pm but mutually agreed appointments can be made outside these times either through the office or directly with the class teacher. Some meetings may include another member of the school staff.

A record will be kept and notes shared with all parties where appropriate. You will only be invited to discuss your own child. Staff will not be able to discuss other children with you. All meetings and discussions are confidential and parties should not divulge information to others without the agreement of you and the school.

4.2 Informal meetings with Senior Leaders

Senior leaders are strategically located both on the school gates and in the playground each morning. Parents/carers are encouraged to raise any questions or concerns with those members of staff who may be able to address the matter there and then. If this is not possible, a further meeting may be necessary with the relevant members of staff.

5. E- Mails

The school has a system of sending all standard forms of communication home to you via e-mail, if you have requested this. For all other correspondence, hard copies will be provided. Please ensure that the school office is informed of any changes to e-mail addresses.

6. Website

The school seeks to put as much information as possible on its website. This includes year group pages as well as policies, our curriculum, staffing, our calendar of events, newsletters and much more. We would encourage you to regularly check the school website for information. We also have a profile on X (formerly known as Twitter): @LCPS07 and a Facebook page.

7. Protocol for Communications

The school undertakes to treat all communications with courtesy. We expect to receive the same in return. Both parties will work towards identifying and resolving problems quickly and efficiently. Where difficulties cannot be resolved, Phase Leaders and/or the Headteacher or Deputy Headteacher/Assistant Headteacher may be involved. An Education Officer or other agencies will be invited in where appropriate.

The school reserves the right to take appropriate action if **inappropriate/unacceptable** behaviour from any party occurs on school premises. Parents/carers will be informed about this via a letter detailing the inappropriate behaviour and the subsequent actions the school will be taken.

8. Accessibility

It is important to us that everyone in our community can communicate easily with the school.

8.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are available in multiple formats
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website [give examples, such as: providing alt text for images, using text colours that show up clearly against the background colour]
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents/carers who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English
- Polish
- Lithuanian

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.