



1. Future Roots Communication Policy (External third parties, e.g. Parent Carers, schools, local authority or partner agencies)

We recognise that effective communication is the foundation of a good working relationship with external agencies, parents, carers and participants. This policy exists to guide the building of strong, respectful, and productive relationships.

Our aim to create an environment where every participant feels supported and every parent/carer and partner agency feels informed and valued. Our policy is therefore designed to inspire a culture of trust, respect, and collaboration.

2. Our commitment and principles :

- **Clarity** – ensuring any communication method is easy to understand and free from ambiguity. We will ensure that where specific communication needs are identified we ensure participants and or their parent's / carers receive communication in suitable forms that recognises these needs.
- **Timeliness** – we will respond promptly to maintain momentum and trust.
- **Respect** – we will value the perspectives and needs of others.
- **Confidentiality** – protect sensitive information at all times following GDPR guidelines and protocols.
- **Professionalism** – maintaining professional standards and boundaries at all times ensuring participants needs, welfare and safety are considered at all times in any method used to communicate.

3. External Communication Channels:

To ensure consistency and accessibility, Future Roots will use the following channels to communicate with any third party external to the organisation:

- **Phone Calls (1):** For urgent, sensitive, or complex matters that require on the day follow up. e.g. safeguarding (following the safeguarding policy), absence monitoring with parent/carer, injury or significant concerns.
- **Phone Calls (2):** For setting up meetings, matters that require a personal response or subsequent to a request to follow up an issue.
- **Email:** For non-urgent updates, absence monitoring for schools or local authority, questions, and follow-ups where there is a group of individuals involved and need to receive the same message. To confirm content of a telephone conversation and ensure an audit trail.
- **Letter:** Where a more formal response is indicated or requested. e.g. report submission, a court response is requested, contractual or similar.
- **Meetings:** Scheduled in advance for in-depth discussions, whether in person or virtually. e.g. EHCP Reviews, Commissioning and Contracts, Safeguarding.



Note: We will not post sensitive information on any social media platform. Any information that appears on our website will be fact checked and relevant permissions sought for any individual or organisation who is referenced.

4. Guidelines for Staff:

- Use **positive, solution-focused language** that encourages collaboration.
- Avoid discussing sensitive issues via unsecured email; instead, arrange a meeting or call to ensure clarity and empathy.
- Keep accurate records of significant communication for accountability and follow-up. A record of communication regarding safeguarding matters must be completed without exception.
- Maintain professional boundaries and standards as outlined within the Future Roots Policy. e.g. do not keep participant or family contact details on personal phones or on social media platforms. Be aware of “Friend Requests” and who you are following.
- Align all communication with safeguarding and data protection policies to protect our participants and their community. Recognising that sometimes information has to be passed on regardless of requests not to do so.
- Future Roots operates Monday to Friday 9.00 a.m. to 5.00 p.m. Staff should avoid contacting participants and or parent / carers outside of these time unless there is a specific agreement and plan to do so
- When attending meetings be sure of the context and ensure to be prepared with relevant subject matter information. Record action points and outcomes.

5. Response Times:

We value responsiveness and the need to be timely when we become aware of the need to communicate. Although we do not have specific targets regarding response times our aim is to respond same day during working hours.

Working Hours: Monday to Friday, 9:00 a.m. to 5:00 p.m. We are not able to respond outside these times. However we will do so as soon as possible during the next working day.

Urgent matters will always be addressed as soon as possible (during working hours).



7. Escalation:

When a matter cannot be resolved directly this will be discussed with the Director or Manager who will decide on the best approach to reach a resolution.

For safeguarding matters the escalation process is outlined within the Future Roots Safeguarding Policy.

8. Review

This policy will be reviewed annually to ensure it reflects best practices and continues to meet the needs of our Organisation and those who access our services.