

Future Roots Communication Policy

Guidance for Staff - Practical Examples.

1. Principles of Communication

Scenario: Accessible Communication

A parent whose first language is not English requests information about their child's progress.

Application: The staff member arranges for a translated summary ensuring the parent receives clear and accessible information in a suitable format.

Scenario: Supporting Additional Needs

A participant with a visual impairment needs details about an upcoming event.

Application: The staff member provides the information in large print and offers to read it aloud during a scheduled call.

Scenario: Maintaining Confidentiality

A carer asks for details about another participant's attendance.

Application: The staff member politely explains that, due to confidentiality and GDPR, such information cannot be shared without appropriate consent.

2. Communication Channels

Scenario 1: Urgent Safeguarding Concern

A staff member learns of a potential safeguarding issue involving a participant.

Application: The staff member immediately contacts the designated safeguarding lead to report the concern, then follows up with a written record as required. Sensitive details are never shared via non-secure email or social media.

Scenario 2: Routine Update

A group of parents/schools need to be informed about an upcoming event.

Application: The staff member sends a group email with event details, ensuring all recipients are blind-copied to protect privacy. Information is posted on FR Website

Scenario 3: Formal Response

A local authority requests a formal report on a participant's attendance.

Application: The staff member drafts a letter/report, reviews it with a manager, and sends it by post as a formal response or by e mail if a secure e mail system is in place.

Scenario 4: Website Content

A partner agency requests that their logo and information be added to the Future Roots website.

Application: The staff member seeks to establish authenticity and e mail confirmation. Future Roots verifies the accuracy of the information before publishing.

3. Staff Guidelines

Scenario: Professional Boundaries Online

A participant's parent sends a friend request to a staff member on social media.

Application: The staff member politely declines the request and reminds the parent that all communication should remain within professional channels, in line with policy.

Scenario: Record Keeping

A staff member discusses a safeguarding concern with a parent or school over the phone.

Application: After the call, the staff member writes up the conversation in the safeguarding record log.

Scenario: Data Protection

A staff member receives a request to send participant details via a personal email.

Application: The staff member declines and explains that all sensitive information must be sent through secure, organisation-approved channels.

4. Response Times

Scenario: Timely Acknowledgment

A parent or school emails with a non-urgent question about session times at 3:30 p.m. on a weekday.

Application: The staff member replies before 5:00 p.m. the same day. However If unable to provide a full answer at this time, they acknowledge receipt and indicate when a full response will be provided.

Scenario: Urgent Matter

A participant is injured during a session and their parent needs to be informed.

Application: The staff member calls the parent immediately and follows up with an email summarizing the incident. Matter is logged in the accident book.

Scenario: Out-of-Hours Contact

A staff member is contacted on a Saturday about a non-urgent/routine issue.

Application: The staff member waits until Monday morning to respond.

A parent contacts a staff member directly about a work related matter over a weekend.

Application: The staff member responds on the Monday morning and reminds parent regarding the availability staff to receive calls/e mails etc.

5. Escalation**Scenario: Unresolved Disagreement**

A disagreement arises between a staff member and an external agency about a participant's support plan.

Application: Unable to resolve the issue directly, the staff member escalates the matter to the Director or Manager, who reviews the situation and determines the next steps.

Scenario: Safeguarding Escalation

A staff member receives conflicting information about a safeguarding concern from an outside agency.

Application: The staff member refers to the Safeguarding Policy and escalates the issue to the safeguarding lead for further investigation and action.

Scenario: Escalation for Formal Complaints

A parent submits a formal complaint about communication from Future Roots.

Application: The staff member acknowledges the complaint and escalates it to the Manager for review and resolution.

6. Policy Review and Feedback**Scenario: Policy Improvement Suggestion**

A staff member notices that the policy does not address communication via instant messaging apps.

Application: They submit feedback to the policy lead, who considers this input during the next annual review.

Scenario: Annual Review

The policy lead schedules a meeting to review the Communication Policy, inviting feedback from staff and external partners.

Scenario: Stakeholder Feedback

A parent suggests that communication about events could be improved with SMS reminders.

Application: The suggestion is logged and considered during the next policy update.

Please note these examples are illustrative and the list not exhaustive. If there is anything that you are unsure about always check it out with a colleague of your supervisor/manager