



Hagley Primary School

SEND Communication Strategy

Purpose

At Hagley Primary School, we are committed to **clear, consistent, and compassionate communication** with all stakeholders to ensure that:

- Pupils with SEND receive **high-quality, responsive support**
- Parents feel **informed, involved, and listened to**
- Staff understand their roles in the **graduated response**
- External agencies can **work effectively in partnership**

This strategy supports compliance with:

- SEND Code of Practice (2015)
- Ofsted Education Inspection Framework (EIF)

Key Principles

Our communication is:

- **Transparent** – clear information about needs, provision, and impact
- **Consistent** – aligned messaging across all staff
- **Timely** – proactive, not reactive
- **Accessible** – jargon-free and parent-friendly
- **Two-way** – values parent and pupil voice

Roles and Responsibilities

❖ Class Teachers

- First point of contact for parents
- Provide regular updates on progress and provision
- Implement and review SEND strategies

❖ **SENCo (Assistant Headteacher)**

- Strategic oversight of SEND communication
- Leads on complex cases and external agency liaison
- Ensures consistency and quality across the school

❖ **Senior Leadership Team**

- Monitors effectiveness of communication
- Ensures alignment with whole-school priorities

❖ **Office Staff**

- Support scheduling of meetings and communication flow
- Ensure messages are directed appropriately

Communication Pathways

To ensure clarity, the following pathways are in place:

Query Type	First Contact	Escalation
Classroom concerns	Class Teacher	SENCo
SEND provision	Class Teacher	SENCo
EHCP / complex needs	SENCo	Senior Leadership Team
Administration	School Office	SENCo

Communication Cycle (Graduated Approach)

Communication follows a structured cycle linked to **assess–plan–do–review**:

Frequency	Communication Type	Purpose
Termly	SEND Review Meeting	Review targets, provision and progress
Half-termly	Informal parent check-in	Early identification of concerns

Ongoing	Email / phone / communication book	Regular updates as needed
Annual	EHCP Annual Review	Statutory review and planning

Information Shared with Parents

Parents will consistently receive:

- A clear understanding of their child's **needs**
- Details of the **support and provision** in place
- Information about **progress and impact**
- Next steps and how they can support at home

All communication will aim to be:

- Clear and jargon-free
- Strengths-based
- Solution-focused

Communication Methods

We recognise that families have different needs and preferences. Communication may include:

- Face-to-face meetings
- Phone calls
- Emails
- Communication books (where appropriate)
- Visual or simplified formats

Adaptations will be made to ensure accessibility for all families.

Working with External Agencies

The SENCo will act as the **main point of contact** for:

- Educational Psychology

- Speech and Language Therapy
- Inclusion teams
- Local Authority SEND services

The school will:

- Share relevant information promptly
- Ensure parents are included in all key communications
- Maintain clear records of professional advice and actions

Staff Expectations

All staff are expected to:

- Follow agreed communication pathways
- Use consistent, professional language
- Respond to parent communication within agreed timeframes
- Record key communication where appropriate

Training will be provided to support staff in:

- explaining SEND clearly
- managing difficult conversations
- working in partnership with families

Monitoring and Evaluation

The effectiveness of this strategy will be evaluated through:

- Parent feedback (formal and informal)
- Monitoring of complaints or concerns
- SEND reviews and pupil progress meetings
- Governor SEND reporting

Leaders will use this information to continuously improve communication.

Links to Other School Systems

This strategy supports and aligns with:

- SEND Information Report (website)
- SEND register and provision maps
- EHCP processes and reviews
- Attendance and safeguarding systems