



# Birches First School

Believe, Grow, Succeed ...  
...to be the best 'me' I can be.

10<sup>th</sup> October 2024

Dear Parents,

I would like to take this opportunity to address the issue of staff response times to emails. As a school we understand the importance of clear communication and aim to respond to all enquiries in a timely manner.

Staff have recently expressed how they have felt under significant pressure due to the number of emails received and the responsibility to reply, to which can be extremely difficult when teachers are teaching, leading assemblies, scheduled duty at playtimes and participating in after school meetings/clubs.

During recent Staff and Governor Meetings this topic has been raised and discussed at length to produce an agreed, informed approach to proceed. To protect and retain the teaching staff and to be considerate of their well-being and workload we have decided that our commitment will be to reply to all emails within **3 working days**. However, please note that if some of our staff members work part-time, it may take slightly longer to receive a response (Mrs Kandola, Mrs Fear and Miss Hulme).

Furthermore, Governors and I would like to clarify that staff members are not expected to answer emails during weekends or evenings. This time is designated for their personal lives and rest, ensuring they can continue to deliver high-quality education and support during school hours to our children.

For any urgent matters that require immediate attention, we advise parents and carers to contact the school office directly through the school's main email address - [office@birches.staffs.sch.uk](mailto:office@birches.staffs.sch.uk) or telephone **01902 297910**. Our administrative staff are adept at handling pressing concerns and will ensure that urgent messages are communicated swiftly to the relevant personnel.

Thank you for your cooperation and understanding in this matter.

Best wishes

S Varricchione

Headteacher