

*Please ask for:*

*Direct Line:*

*E-Mail:*

*Our Ref:*

*Your Ref:*

*Date:* 22 October 2025

Dear Parent/ Carer

We are delighted to acknowledge the outstanding education provided by our schools. The achievements of our learners and the dedication of our school staff are a source of pride for us all. We are equally grateful for the ongoing support from parents and carers, which is vital in helping Swansea's children and young people flourish. The strong partnership between home and school is central to our continued success, guided by the Curriculum for Wales's four purposes and our shared aspirations for every child.

To maintain and further strengthen these positive relationships, we would like to remind all parents and carers of the importance of respectful and courteous communication with school staff. Swansea schools are committed to ensuring a safe, welcoming, and effective learning environment for every pupil. We kindly ask that all interactions - whether in person, by telephone, email, or other means - are always conducted in a polite, constructive, and respectful manner.

The wellbeing of both learners and school staff is of utmost importance. We recognise the impact that workload and working hours can have on wellbeing. As an employer, the council has a duty of care to its employees, and it is essential that school staff have uninterrupted periods of rest, particularly at weekends and during school holidays. Therefore, we respectfully request that school staff are not contacted outside official working hours unless there are exceptional circumstances requiring urgent attention. Except in emergencies, communications received outside these hours should be addressed during the next working day.

Additionally, we ask parents and carers to consider the volume of requests and communications sent to school staff. Allowing staff to focus on their core responsibilities is crucial in maintaining a happy and safe learning environment for all pupils.

Thank you for your understanding and cooperation in fostering a positive and respectful atmosphere within our school communities. Your continued support is greatly appreciated as we approach the half-term break.

Regards



Helen Morgan-Rees  
Director of Education



Martin Nicholls  
Chief Executive