

Communication Plan

The Bradford Learning Network strives to communicate with its customers in a clear and concise manner using the most appropriate format – newsletter, bulletin, BSO (Bradford Schools Online), email, text or letter. The table below outlines the communications which will be received by BLN customers.

Communication	Description	Recipient	Method	Time
BLN bulletin		BLN main contact contract signatory Business Manager Network Manager (where applicable)	email	ad hoc / at least every half term
Invoice notification	Breakdown of BLN invoice for upcoming year to include: <ul style="list-style-type: none"> - BLN lump sum - per pupil fee - EducationCity, Visigo and E-ICT costs where applicable 	Business / Finance Manager For trusts nominated finance contact	email	February
BLN customer feedback	Customer feedback on: <ul style="list-style-type: none"> - customer satisfaction - future developments 	BLN main contact Network Manager (where applicable)	email BSO BLN bulletin Curriculum Innovation newsletter	ad hoc
Advertisement of training courses & conferences	BLN related training courses: <ul style="list-style-type: none"> - A minimum of 3 Smoothwall administration courses - Further courses as identified by BLN team and Network Managers 	BLN main contact Network Manager (where applicable)	mail BSO BLN bulletin Curriculum Innovation newsletter	3 times per year ad hoc
BLN contact request	Request for contact details to be verified for BLN communications	BLN main contact	email	annual
Notification of BLN changes	Advance notice of planned whole network or individual technical changes to include: <ul style="list-style-type: none"> - outline of change - reason for change - dates for change window 	BLN main contact Network Manager (where applicable)	email	ad hoc
Notification of BLN issues	Notice of issues adversely affecting the network Additional updates until resolution and communication of reason for issue	BLN main contact Network Manager (where applicable)	email text (where number provided) E-ICT Centrastage	ad hoc

In addition the BLN team publish relevant articles on BSO, the BLN bulletin, the Curriculum Innovation newsletter and the BLN section of the Curriculum Innovation websites <http://ticbradford.com/bln> and www.skills4bradford.co.uk. The team use @curricinnov on Twitter and FaceBook to communicate via social media.

Who will my information be shared with?

Network Manager and Technician contact details will be shared with E-ICT, Virgin Media Business and Smoothwall (where relevant training has been completed). This is to ensure only registered individuals are able to log calls and make changes to your school internet policies.

The BLN use Textlocal.com for their text messaging service. Textlocal.com is General Data Protection Regulation (GDPR) compliant and the data we host on their site includes name, organisation name and mobile number. The information we hold for individuals will not be shared with any other 3rd parties outside the Curriculum Innovation team without express permission.

Contact detail maintenance

To update your school contact details email jo.dean@bradford.gov.uk. By sending the email the person named is consenting to receiving communications via email, text and newsletter about the BLN Service as per this communication plan for the duration of your BLN contract.

If you no longer want to receive BLN information either email jo.dean@bradford.gov.uk to remove your contact details or use the unsubscribe option where available. Note all schools must provide at least one contact point; upon removal of staff members future BLN communications will be sent to the remaining contact points.

General contact details

Bradford Digital Exchange
The Innovation Centre
34 Peckover Street
Little Germany
Bradford
BD1 5BD
Tel: 01274 434835
email: jo.dean@bradford.gov.uk
web: <http://ticbradford.com/bln> and www.skills4bradford.co.uk

To discuss the communication plan contact Jo Dean, BLN – Project Manager, on 01274 434835.

Communication for email support – applicable to BLN Office 365 users only

Password reset requests, account creations, account deletions or account amendments must be sent to alyas.haider@bradford.gov.uk from a school email address. Emails from non school accounts / phone calls cannot be processed for auditing purposes. All passwords will be confirmed via email to the address requesting the change.

Requests for copies of emails or audit trails must be requested to alyas.haider@bradford.gov.uk by a member of the school leadership team using their school email address.

Communication for Smoothwall Reports

If a school requires a copy of a Smoothwall report which does not contain sensitive information this can be requested from educationICT.helpdesk@bradford.gov.uk via email by anyone with a school email address. An example of this would be 'Top 10 sites accessed' in order to troubleshoot bandwidth issues. 3rd Party support companies can be sent this information directly at schools request.

If a school requires a copy of a Smoothwall report which does contain sensitive information, such as a specific users browsing history, this must be requested via email to alyas.haider@bradford.gov.uk by a member of the school's senior leadership team. In the event of a Regulation of Investigatory Powers Act (RIPA) request this may be shared with other users in school at the BLN team's discretion.

General Data Protection Regulation (GDPR)

The BLN and all its suppliers are GDPR compliant. To see the Bradford Council privacy notice which the BLN team adheres to visit Bradford Council's website <https://www.bradford.gov.uk/privacy-notice>.