

7th September 2026

Dear Parents and Carers,

I would like to take this opportunity, on behalf of the Learning Community Trust, to apologise for the lack of communication that some families have experienced over the summer holiday period.

As many of you may be aware, the Trust has undertaken a significant transformation of its Microsoft and digital infrastructure across all of our schools. This major project represents a substantial investment in the future of our organisation and will provide cutting-edge technology, improved security, greater reliability and enhanced services for our staff, pupils and families moving forward. A Trust-wide Microsoft migration took place over the summer as part of this work.

However, despite extensive planning, the transition has had an unintended impact on some of our communication systems. In particular at Burton Borough where email services were affected during the migration process, resulting in a restriction that allowed only around 100 emails per day to be delivered through certain systems. As a result, some parents received communications as expected, whilst others unfortunately did not.

We fully recognise how frustrating this has been and understand that timely, consistent communication between home and school is essential, especially at the start of a new term. Strong relationships with our families are built on effective communication, and we know that when information is delayed or not received, it can cause inconvenience and uncertainty.

I am pleased to confirm that these issues have now been resolved and our communication systems are operating normally once again. Burton Borough leadership have worked closely with our IT teams to ensure that the necessary changes have been implemented and that communications can now be delivered as intended.

Whilst I am sure many of you will appreciate the scale and complexity of transferring the digital systems of multiple schools into a completely new Microsoft environment, we do not underestimate the impact this has had on families. For that reason, I would like to offer an apology on behalf of the Learning Community Trust for any inconvenience or frustration caused.

Thank you for your patience, understanding and continued support throughout this period of change. We remain committed to ensuring that Burton Borough School provides clear, timely and effective communication to all parents and carers.

Thank you once again for your understanding and support.

Yours faithfully,

Paul Roberts
Chief Executive Officer
Learning Community Trust