

*"Leaders, staff and governors share a passionate commitment to raise the aspirations and achievement of all the students who attend the school."*  
**Ofsted**

13<sup>th</sup> May 2022

Dear Parents and Carers

I hope you and your families are well and in good health.



Last week, I wrote to you outlining our initial response to the recent parental survey and the common themes which had been collated. I also said that we would write again, to provide you with specific advice and guidance on how we intend to improve the communication cycle between parents and school and where you can find the relevant information on the website. Please see below updated information linked to each common theme.

### **Effective communication between the school and parents with regards to leaving messages:**

Currently, we have the following main ways in which you can contact school:

- 1) Phone calls into main reception
- 2) Voicemails left on the main reception line
- 3) SMS/text messages
- 4) Reception@.... email address (used mainly for people external to school, eg members of the community)
- 5) Info@... email address which was created during school lockdown during the pandemic
- 6) TheBridge@... and Gateway@... email addresses for Year 7 and 8

With effect from Friday 13<sup>th</sup> May the 'Info@...', 'TheBridge@' and 'Gateway@' email addresses will no longer be available and will be replaced with specific year group email addresses (see below):

<b>Year Group</b>	<b>Specific Email Address</b>	<b>Customer Communications Officer</b>
7	Year7info@...	Rebecca Webster
8	Year8info@...	Katie Palin
9	Year9info@...	Hannah Southall
10	Year10info@...	Selina Sanger
11	Year11info@...	Katie Palin
Post 16	Post16@...	Selina Sanger

These email addresses will be managed by a Customer Communications Officer who will be designated to each college. Their role will be to:

- Distribute messages received from phone calls to reception to relevant colleagues.
- Manage messages received from the new email addresses
- Manage communication between parents and each college to endeavour that you receive a response within 48 hours.
- Help to manage and prioritise messages received.



In order to help us prioritise messages it will be important for parents to leave the following information:

- Name of parent
- Name of student
- Year group (college)
- Brief outline of issue/request

**More information on what students are learning at school:**

The website now has an updated curriculum summary for each subject and each year group. Each subject now has one document which summarises what topic each year group will study for each half term. We have attempted to summarise this information in a straight forward document to make it easier for parents to navigate. The Parental Partnership Group will continue to review this document on behalf of parents. The documents can be found on the website via this [link](#).

Next term each document will also have a link to take parents to resources that will support learning at home and to guide parents on how they can help, which will link to '**Common Theme 2: Effective communication on how parents can support their child's learning at home**'.

**More information for parents of students with SEND on how they can support their child's learning and how they are progressing at school:**

We have now established a Parental Partnership Group for SEND parents. If you would like to express an interest in joining or to find out more information then please email your specific college email address with 'Parental Partnership SEND Group' in the subject title.

Thank you for your continued support and please stay safe and healthy.

Kindest regards.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'N Clayton'.

N Clayton  
Headteacher