

Ref. GDZ/FCL

23 November 2022

Dear Parents/Carers

I would like to thank you for providing us with your feedback during the recent parents evening and information evenings. We are very keen to work with you and by taking this feedback it helps us to understand any issues that you may experience as a parent/carer. One area that came out from the feedback was that some parents/carers thought that we could improve on our methods of communication. We recognise that this can be frustrating for parents/carers and we are working hard to improve it. I have outlined below the various ways in which you can communicate with us and us with you, along with information about our new parent portal which we will be launching shortly.

### **Online Communication with Staff**

As many of our staff are student facing throughout the day with the majority of our teachers in front of a class for 22 periods a week, the most convenient way to communicate is via email. If you know the name of the staff member you are trying to contact you can email them directly by using their first initial and surname in the following email format [a.teacher@city.outwood.com](mailto:a.teacher@city.outwood.com).

Alternatively, you can email [enquiries@city.outwood.com](mailto:enquiries@city.outwood.com) and mark it for the attention of the relevant staff member. We aim to respond to all communication received in this format within 48 hours, but please bear in mind that this may vary if a staff member is absent for any reason.

Our advice for improving this flow of communication is as follows:

Each year group has a Learning Manager, these are key colleagues who can be contacted should you require any information regarding a student.

The Learning Managers for each year group currently are:

Y7 Learning Manager - Ms Radford

Y8 Learning Manager - Mr Cropper

Y9 Learning Manager - Ms Boyden

Y10 Learning Manager - Mrs Simpson

Y11 Learning Manger - Mr Colliver

Alternatively,

- If the issue is pastoral (not related directly to subject specific teaching), you can contact their form tutor; this member of staff has daily communication with your child.
- If the issue is academic, you can contact the class teacher.

## **Special Education Needs (SEND)**

Our Special Educational Needs Coordinator (SENDCo) is Mrs Black and if you have a child with an Education and Health Care Plan (EHCP) you will already have been allocated Mr Middleton (SEND Officer) as your key contact. If you have a child with other additional educational needs your contact is Mr Gray (Inclusion Coordinator).

## **Social Media**

The school has a Twitter account with almost 4000 followers. This is where current information is shared about what has happened in school on a daily basis and also showcases the exceptional work and achievements of our students. It is also used to communicate messages to parents/carers. The account name is @OutwoodCity.

## **Written Communication**

We use texts as a quick way to share information with you. This can be reminders about key events happening in the academy, attendance matters and links to letters. Please note that all texts will go to first named contacts on our system. We can also use the text system to email parents; if you haven't already done so please share your email address with us using this form [OAC Change of Student Information Form.docx \(1\).pdf](#)

If you need paper copies of the form, please ask your child to collect one from the Student Information Desk (SID). Copies of key letters can also be found on the website at the bottom of the home page and is titled 'Updates from the Academy'.

## **Telephone Contact**

When you call the academy you will be given a number of options to direct you to the right area e.g. attendance. Or if you want to speak to a specific person and you know the extension number, dialling this at this point will take you directly to the appropriate department. For general enquiries during busy periods, for example first thing in the morning), please email [enquiries@city.outwood.com](mailto:enquiries@city.outwood.com).

Open communication is very important to us and we will always do our best to answer our phones as quickly as possible. Our staff are polite and helpful and will try their very best to deal with your enquiry as efficiently as possible. Respect is important to us, we teach our students to be respectful of others and we ask our parents/carers to treat our staff in the same way.

## **Attendance**

In order to raise standards and transform lives, we need students to maintain a high level of attendance throughout the academic year. This is also in line with the Government's expectation of schools and parents regarding school attendance. We will continue to work with you to improve the attendance of our students to the academy. The Attendance Team in the academy follows our attendance policy to ensure that all our students achieve their full potential. Their responsibility on a daily basis includes:

- If a student is absent at morning registration without contact from a parent/carer to explain the absence, the Academy will contact parents/carers. We take our safeguarding responsibilities seriously and will always do our best to contact parents/carers to ensure that they are aware of their child's absence. Contact will be via automated message which will text mobile numbers for contacts with parental responsibility. Parents/carers are able to reply to the text message with a reason for their child's absence. Parents/carers should contact the Academy by 8:00 am directly to inform us of the reason for their child's absence. The academy asks that parents/carers ensure their contact details are up to date at all times.
- If no response is received to the automated service, the Academy may telephone, or in some cases, make a home visit to parents/carers to fulfil our legal duty to establish the whereabouts of their child. Unexplained absences may be followed up by a further text in the afternoon.

- Where a student's absence is a cause for concern, the academy has a clear procedure that we use to improve attendance. Contact and support may be by any or all of the following: telephone, letter, meeting in school, home visit, formal attendance monitoring or involvement of the Local Authority.
- Where no sustained improvement in attendance is demonstrated despite intervention, legal action may be issued in line with each relevant Local Authority's Code of Conduct.

### **Parent Portal**

Outwood Grange Academies Trust is currently piloting a parent portal. This will enable you to see key information (including historical information) for your child including all praise logged by teaching and support staff and all attendance information. It will also have links to useful websites that you can use to support your child. Once the portal is ready, I will let you know and provide information about how to log on.

### **What we teach your child**

There is a vast amount of information on our website <https://www.city.outwood.com>. You can find out more about what we teach in each year group in each subject on the subject overview pages <https://www.city.outwood.com/subject-overviews>.

### **How your child is getting on**

Our Praising Stars report provides you with information on how your child is getting on in all of their subjects. The reports give you effort and attainment grade information along with any homework or attendance concerns and requests to see parents/carers at Parents' Evenings.

### **Careers Information**

Our website has links to Progress Schools who provide independent advice and guidance for all our students. The direct link is here <https://progress-education.org.uk/careers/>

I hope you have found this information useful and that it goes some way to improving your view of how we communicate with you.

Yours faithfully



Mr G Dzoboku  
**Principal**



# Join us!

**Due to the popularity of our school, we are recruiting for teaching and support staff.**

Visit our website for more details of how to join the Outwood Family - [www.outwood.com/vacancies](http://www.outwood.com/vacancies)

Scan to view our



current vacancies.