

# **De Warenne Academy Parental Communication Strategy 2024/25**

**Information on how  
parents/carers and staff  
communicate**

## Home – School Communications

We are very keen that you are kept well informed of what is going on in school and in touch with all activities affecting your child. Communications are sent to parents/carers through a number of channels. We meet and email parents/carers directly, post notices on the school website, [www.dewarenne.org.uk](http://www.dewarenne.org.uk) and post regularly on Twitter(X) and Instagram. There are also a number of websites and apps that the school use to support this communication. We have found that communicating with parents/carers in this way is very effective and avoids the problems of letters lost in the bottom of school bags.

To help us support your child, it is important that our records are kept up to date. Information recorded on students is, of course, available for parents/carers to see on request. Essential information includes names, addresses, medical information, emergency telephone numbers, tutor and set lists, options and examination entries and transport arrangements. Please do let us know whenever any changes in your details occur. This information is essential should there ever be an emergency.

We must stress that whilst we understand that students may bring their mobile phones for contacting you on their way to and from school, students are not allowed mobile phones on site. Therefore, we request that you do not contact your child during the school day. If urgent contact is required, then please do so via the school office on 01709 864001 and a message will be sent directly to the classroom where your child is being taught.

## Who to contact?

The first point of contact is usually through your **child's form tutor**. All students will receive a planner and you can use this to contact us. If you feel that the planner is not appropriate you can contact the school through the My Child at School app and the appropriate member of staff will get back to you.

During the school day we want staff to prioritise teaching, mentoring and coaching students and planning lessons. They may not therefore be able to respond to messages immediately. Our aim is to respond to emails and letters within 24 hours. If the query is complex, then a holding letter or email will be sent, and we will inform you when we are able to provide a full response.

In an emergency it is particularly important that you contact the school via the school office on 01709 864001.

## **How we communicate**

We use a variety of web-based applications to support home school communications and allow parents/carers to access a range of additional information including details of achievement, behaviour, attendance school meal information and organising appointments at our parents' evenings. All this information can be accessed from the My Child at School app.

## **My Child at School app**

Once your child is on roll and on the school's data management system, you will be able to download the My Child at School app. This is a system that will enable you to see valuable information about your child at any time either online or if you have an Apple or Android device on your smartphone.

### **You will be able to:**

- Keep up to date with the latest information about your child
- View achievement, behaviour and attendance information about your child
- Notify the school of any reason for absence
- Contact the school
- Check and update your contact details
- Access meal payments
- View the latest news from school

### **We Can:**

- Send real time notifications to you when new information is available
- Save money on admin time, printing and paper
- Ensure our contact details for you are up to date

## **What you need to do**

Once your child has started at school you can activate your My Child at School app account. It's quick and easy to do. All you need are your email address and mobile number that school holds on record for you.

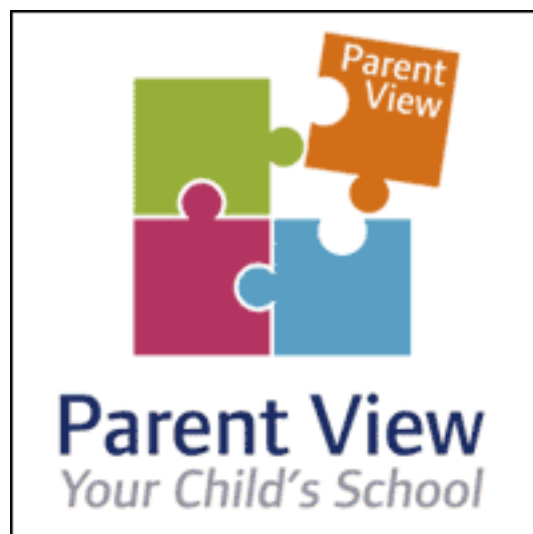
Download the app: If you have a smartphone, please download the My Child at School app from your app store (Android and iPhone). The app shows the same information as the website Plus you can message the school for FREE – this will also save the school money when we send you a text message.

If you are having trouble logging in, it may be because the school does not have your current email and mobile phone number on record. Please call us and we will update the details on our system. We know that you find My Child at School app a great way to keep up to date with what is going on in school.

## Parent View

Parent View is an online questionnaire, run by Ofsted, for parents/carers to feedback on their child's school. The questionnaire asks for your opinion on 12 aspects of your child's school, from the quality of teaching, to dealing with bullying and poor behaviour. Ofsted will use the information you provide when making decisions about which schools to inspect, and when. A screencast demonstrating how to register and complete a survey on Parent View is available on the How to use Parent View page of our website.

By sharing your views, you'll be helping your child's school to improve. You will also be able to see what other parents/carers have said about your child's school. Or, if you want to, view the results for any school in England follow this link <https://parentview.ofsted.gov.uk/parent-view-results>.



## Twitter(X)/Instagram

De Warenne Academy and Delta Academies Trust have a number of different social media accounts that provide information both on a school and an Academy level. Follow us on:

@DeltaDeWarenne@Delta  
Trust\_Org  
@deltatrustmaths  
@Deltatrusteng  
@deltatrustsci  
@DeltaGeog  
@Deltatrusthist