

**Ref:** ABR/TKE/Parents/36P

**28th November 2022**

Dear Parents/Carers

The Trust and the Academy are constantly working hard to improve methods of communication with you as we recognise that it can be frustrating when contact cannot be made. Therefore, we have outlined below the various ways in which you may communicate with us and us with you.

### **Telephone Contact**

#### **Attendance**

To let us know if your child is going to be absent from school, this includes sickness and planned absences such as medical appointments etc, please **Telephone: 01724 708060 - press selection option 2**. This will take you through to the attendance team. Should your call go to the answerphone this may be due to staff being on another call. Therefore, please leave your name, your child's name and date of birth, telephone number and the reason why your child will not be in school. If you require a call back, please state this in your message. In addition you may wish to use either of the following ways to communicate the same information for the attendance team: **Email:** [attendance@brumby.outwood.com](mailto:attendance@brumby.outwood.com) **Text:** 07860034429

When you make a call to school the voice recording informs you of the most frequent extension numbers e.g. as previously mentioned with attendance. If you know the area you require, pressing the allocated numbers at this point will take you directly to the area of need. These numbers are listed below:

- Pressing 0 or Hold the line** - this will take you to the receptionist
- Pressing 1** - this allows you to dial an extension number, if known
- Pressing 2** - this will take you directly to attendance
- Pressing 3** - this is for staff absence
- Pressing 4** - this will direct you to the SID (Student Information Desk)

These areas have an answering function which will activate should the phone line be engaged or if staff are currently away from the department. Therefore, please leave your name, your child's name and date of birth, telephone number and a brief message and a member of staff will call you back when they are available.

### **Online Communication with Staff**

As many of our staff are student facing throughout the day and teachers are 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@brumby.outwood.com](mailto:a.teacher@brumby.outwood.com).

Alternatively, you may email [enquiries@brumby.outwood.com](mailto:enquiries@brumby.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:

- If the issue is pastoral, please contact their form tutor in the first instance, this member of staff has daily communication with your child.
- If the issue is academic, please contact the class teacher.

In addition, each year group has a Learning Manager, these are key colleagues who can be contacted should you require further information.

## **SEND**

Our SENDCo is Mr Rhodes. Should you have a child with an Education and Health Care Plan (EHCP) you will already have been allocated Mrs Airlie (SEND Officer) as your key contact. If you have a child with other additional educational needs your contact is Mrs Patrick (Inclusion Officer).

## **Social Media**

The school has a Twitter account 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 @OABrumby. Many of our departments also have Twitter accounts and can be located by a simple search on Twitter.

## **Student Planner**

The Student Planners we provide for our students hold a lot of information which is useful to not only students, but also to their parents/carers. If you have not already done so then please have a look at the Planner.

## **Written Communication**

We use texts as a quick way to share information with you. This can be reminders about key events happening in school, attendance matters and links to letters. Please note that all texts will go to first named contacts on our system. 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'.

## **What we teach your child**

There is a vast amount of information on our website <https://www.brumby.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.brumby.outwood.com/subject-overviews>.

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

Praising Stars reports provide 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/outwood-brumby>.

## **Parent Portal**

Our parent portal is being planned to be launched soon after half term. 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 their attendance information. It will also have links to useful websites that you can use to support your child. We will continue to develop the portal in consultation with parents/carers. Initial access and set up for the portal will be via your email address and we will communicate this to you closer to the launch date.

## **Appointments out of school**

Please may we ask that prior notice is given regarding the collection of a student for any appointments. This may be done either via a telephone conversation with reception or you may add a note to your child's planner on the day of the appointment. Your child can then show staff that they have an appointment and, when required, make their way to reception to be signed out. This will allow staff time to get your child organised for your child to be signed out and ready for collection.

I do hope that you have found this information useful. Should you have any questions please do not hesitate to contact the school on 01724 708060.

Yours faithfully



Miss Amber Bradley

**Head of School**