

23 November 2022

Dear Parents/Carers,

We have received some feedback from you 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.

Online Communication with Staff

The vast majority of our staff are student facing throughout the academy 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. You can email enquiries@bishopsgarth.outwood.com and mark it for the attention of the relevant staff member, or you may contact a member of staff directly on: a.teacher@bishopsgarth.outwood.com, replacing the prefix with the initial and surname of the member of staff concerned. If it is urgent we will try to respond to you as soon as possible. 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 or works part time.

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.

We will also communicate surveys and google forms via email to parents/carers. If you need to update this information please email into the enquiries address above. In addition, each year group currently has a combination of learning manager and senior leaders linked to the line management of these groups. These are key colleagues who can be contacted should you require further information.

Year 7	Miss L McGuire Mr A Maher	l.mcguire@bishopsgarth.outwood.com a.maher@bishopsgarth.outwood.com
Year 8	Mr M Dixon Mr B Ainsley (Mon, Tue and Fri only)	m.dixon@bishopsgarth.outwood.com b.ainsley@bishopsgarth.outwood.com
Year 9	Miss J Hall (Learning Manager) Miss L Coyne	j.hall@bishopsgarth.outwood.com l.coyne@bishopsgarth.outwood.com
Year 10	Miss K Hockborn Miss R Jones	k.hockborn@bishopsgarth.outwood.com r.jones@bishopsgarth.outwood.com
Year 11	Miss C Fisher (Learning Manager) Mr J Rhodes	c.fisher@bishopsgarth.outwood.com j.rhodes@bishopsgarth.outwood.com

Outwood Grange Academies Trust, a company limited by guarantee registered in England and Wales with company number 06995649.

Registered office address: Potovens Lane, Outwood, Wakefield, West Yorkshire WF1 2PF.

VAT number: 158 2720 04. Outwood Grange Academies Trust is an exempt charity.

A list of Directors' names is open to inspection at our registered office.

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'.

Groupcall's SMS

Parents receive SMS notifications and updates of scheduling of detentions. Parents are also sent reminders of return to school days, as well as an opportunity to inform the Academy of absence. It is really important if your child is not well that you contact the Academy at the earliest opportunity on the day of absence.

SEND

Our SENDCo is Mr Dixon. If you have a child with an Education and Health Care Plan (EHCP) or other type of support plan please make your communication with us specific for our SENDCo.

Social Media

The school has a Twitter account with over 500 followers and a Facebook page. 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 Twitter account name is @outwoodbish, and the Facebook page can be found at [Outwood Bishopsgarth Facebook](#)

Telephone Contact: 01642 586262

When you call the school the voice recording takes you to the most frequent extension numbers e.g. attendance. If you know the appropriate extension number dialling this at this point will take you directly to the area of need. Please consider that our busiest times for calls are often in the morning, and this may make it difficult to get through at this time.

Student Planner

We work hard to ensure that the Student Planner involves lots of information that 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.

Website <https://www.bishopsgarth.outwood.com/>

Our website holds a wealth of information. If you want to know more this is the place to go. From [term dates](#) and [Praising Stars reports](#) to [policies](#). All letters etc are added to the 'Updates from the Academy' section on the homepage of the website.

What we teach your child

There is a vast amount of information on our website <https://www.bishopsgarth.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.bishopsgarth.outwood.com/subject-overviews>. In addition, every month we add a document to the 'Updates from the Academy' section on the homepage of the website, a learning overview of what every year group will be learning that month for each subject. As an example [here is the overview for November](#).

Ongoing documents - added to the 'Updates from the Academy' section on the homepage of the website

- Each Friday a weekly 'Head of School Blog' containing what has happened in the academy that week, any information on what is coming up and updates we want you to know about.

- Half termly Reading and Literacy Newsletter
- Half termly Personal Development Newsletter - first one coming this half term

Guardian Summaries

Google Classroom guardian summaries allow parents and carers to opt-in to receive regular email updates about their child's work and classes. These emails, known as guardian email summaries, include information about missing work, upcoming work, and class activity including announcements and questions posted in the class stream. They are automatically generated and do not require any extra work on the behalf of the teacher.

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. Parents evenings will continue to be face to face, however booking will be completed via the school cloud booking system.

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://www.bishopsgarth.outwood.com/careers-advice>

Making Appointments with Academy Staff

It will not always be possible to see parents/carers who arrive without an appointment to the Academy. If you require a meeting with a member of staff please request this ahead using the methods mentioned above. Please consider the teaching and supervision commitments of staff in the Academy when scheduling a meeting, Often before school starts or at the end of the day is most preferable. In addition I request that you are considerate of our staff when attending these appointments. Any behaviour deemed threatening or abusive will lead to the meeting being terminated and the perpetrator being asked to leave the site.

Parent Portal - coming soon

As a Trust there is currently a pilot in some of our academies who are launching our 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. 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. More information to follow.

Finally, can I request that you do not try to contact your child directly during school time. This places them in a very difficult position in light of our expectations about the use of mobile phones after the students have crossed the 'purple line'. We are a 'no mobile phone school'. I'm sure that I will have your support on this given the number of students who are vulnerable or who have no photo consent given in the Academy. If you do need to reach your child please contact the Academy using the information above and a member of staff will pass on urgent messages on your behalf.

I hope you have found this information useful.

Yours faithfully,

Jason Rhodes
Head of School