

Our Ref: DOL/ComsUpdate

24th May 2024

Dear Parents,

During Term 5, a considerable piece of work has gone into streamlining our communications platforms to ensure that you can contact the school and reach the correct staff member in a timely manner. I am writing to you to outline this system which we will trial and frequently evaluate over Term 6:

Telephone Lines

We have improved the menu options so that it is much easier to reach a member of staff in the school. If you need to speak to a member of staff at the school, please call 0333 360 2200 and select the following option:

- To report your child's absence, please select 1 for our Attendance Team (you can leave a message if this is before 8am) and press 1 for KS3 (Y7,8 and 9) or press 2 for KS4 (Y10 and 11)
- To reach the Exams and Data team, please select 2
- For enquiries directed to the Student Engagement Department, which may also include the school's SEN team, please select 3
- For One-to-One laptop support, please select 4
- For all other enquiries related to your child, general enquiries or to book an appointment, please choose 5 for our Reception Team. If both lines are busy, you will be able to leave a voice mail message.

Reporting Absence

Further to the phone line, you may also report your child's absence by sending a message using the MyEd app which will be picked up by our Attendance Team. It is also possible to do this via email (see below).

You can download the MyED app using the following links:

Android: <https://play.google.com/store/apps/details?id=com.results.squared.connected>

Apple: <https://apps.apple.com/gb/app/my-ed/id935336530?mt=8>

Class Charts

Class Charts remains a popular means of communication between parents and staff to address quick issues related to your child, with 86% of parent accounts active and around 60% in regular use. However, *please do not use Class Charts as a means of reporting absence or raising a complaint.*

You can download Class Charts using the following links:

Android: <https://play.google.com/store/apps/details?id=com.classcharts.android&hl=en>

Apple: <https://apps.apple.com/gb/app/classcharts-parents/id1018655566>

Please email the school at info@theportsmouthacademy.org.uk to request your unique login code when you access Class Charts for the first time.

Email

We recognise that since the introduction of the info@theportsmouthacademy.org.uk email address at the start of the summer term, not all emails have been responded to within a period of two working days and that for some this has caused inconvenience and disappointment. I would like to take the opportunity to apologise for any inconvenience experienced and thank you for your patience whilst we strive to improve the matter.

From after half term, we would appreciate your support in putting "FAO" and either the member of staff's name or the department you would specifically like to see/respond to the correspondence in the email subject line.

As a school, we are committed to improving this method of communication and appreciate the feedback that we've received from parents where they have found faults in this system.

I hope you have a restful and enjoyable half-term break and look forward to welcoming your child back to school at 8.30am on Monday 3rd June 2024.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lee Dolphin', written in a cursive style.

Lee Dolphin
Co-Principal