



Communicating with Parents

When the newly formed Parent Partnership Forum met in December one of the agenda items was communication between the school and parents. In general parents felt that the communication received from the school was good and I wanted to take this opportunity to provide all parents with a quick reference guide regarding communication. I hope you find this useful.

Mrs McGibney, Head Teacher

Did you know the school now has...



Email addresses for 82% of our parents



Mobile phone numbers for 99% of our parents



30% of parents using Schoolgateway for payments

Communicating with Teachers

Parent Teacher Meetings

At Whitmore Park we hold parent and teacher consultation meetings once a term. This gives parents an opportunity to discuss their child's progress, and any concerns they may have directly with their child's teacher. Parents will receive a letter each term inviting them to the meeting.

If you need to speak to your child's teacher in between these termly meetings you can either catch them on the playground at the beginning or end of the school day, or contact the school office to request a phone call or to arrange a meeting with the teacher.

School Website

Key Information for parents, important dates, copies of letters and newsletters can all be found on the school website at www.whitmorepark.org

Help your child at home: teachers will post useful links and information for helping your child's learning at home on this section of the website.

Twitter: the school's Twitter feed is also available on the homepage of the school website.

Policies and Guidance: you will find school policies and guidance documents on the website

Twitter

We will keep you up to date on a daily basis regarding key events in school, such as educational visits, sporting events, etc. via the school Twitter feed.

To ensure you don't miss out please follow us: [@whitmore_park](https://twitter.com/whitmore_park)

USEFUL TIP: You can also follow our Twitter feed via the school website homepage



Email and Text Messages via Schoolgateway

The school uses the Schoolgateway software to communicate with parents via text message and email. This might be to communicate a change to an event at short notice, to send a reminder to parents, to send copies of letters to parents.

If at any time you think you may not be receiving text messages, please contact the school office or email us at admin@whitmorepark.org and we will look into this for you.



Schoolgateway App

Schoolgateway is also available as a parent app which can be downloaded to your smartphone from your app store. If you are using the app you will not be charged for messages you send to the school and the school saves money on text messages to parents too.

IMPORTANT NOTE: If you are using the Schoolgateway app please remember to keep the app open and set up notifications to ensure that you receive messages from the school.

NEW PHONE? If you change your phone, don't forget to reinstall the app.

Letters

In many cases we will still send paper copies of letters home with your child, please check their bags regularly.

From February 2018, for letters affecting the whole school or whole key stage we will send a copy home with your eldest child—this helps the school keep down costs and stops parents receiving more than one copy of the same letter.

Don't forget you will be emailed a copy too and it will be available on the school website too.

Parent Partnership

Parent Partnership meetings provide parents and carers the opportunity to discuss and review school developments and initiatives. **This group will play an important part in the development and further improvement of the school.** Meetings take place once per half term. If parents are interested in joining this group please inquire at the School Office.

Separated Parents

Please see our separate guidance regarding communicating with separated parents. This is available on the school website.

Payments to School

Schoolgateway

The school uses Schoolgateway for online payments to the school. This is the most convenient way for parents to make payments and we encourage all parents to set up their account as soon as possible. You can activate your account via the website at www.schoolgateway.com. You can pay via online **bank transfer** or via **debit card** or **credit card**. We encourage parents to use the online bank transfer method as this saves the school money.

There is no charge for parents to use this service.

To set up your account you will need the email address and mobile phone number that the school holds for you.

Once you are set up you will be able to pay for school meals, uniform, educational visits, breakfast club, etc. You will receive email receipts for any payments you make and will be able to check your child's school meal balance..

Cash payments

If you choose to send cash payments into school, please ensure that you:

- Put the money in a sealed envelope
- Write your child's full name and class, the amount, and what the money is for, on the outside of the envelope.
- Deposit the money in the post box in the main reception area of the school.
- Send the correct money—WE DO NOT GIVE CHANGE