

Our Ref: DC

21 November 2022

Dear Parents and Carers

Acting on recent feedback received, one area that some of you thought that we could improve on is our methods of communication. I recognise that this can be frustrating for you 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

As many of our staff are student facing throughout the 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. If you know the name of the staff member you are trying to contact you can email them via the enquiries@valley.outwood.com, stating their name and your communication will be forwarded on to them. 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 Mrs Hardie and if you have a child with an Education and Health Care Plan (EHCP) you will already have been allocated Mrs Nixon (SEND Officer) as your key contact. If you have a child with other additional educational needs your contact is Mrs Beckett (Inclusion Officer).

Social Media

The school has a Twitter account with nearly 4000 followers. 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 and carers. The account name is [@Outwood_Valley](https://twitter.com/Outwood_Valley). Many of our departments also have Twitter accounts and can be located by a simple search on Twitter.

Written Communication

We use texts and emails 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 and emails will go to first named contacts on our system. Copies of key letters

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.

can also be found on the website at the bottom of the home page and is titled 'Updates from the Academy'. If you change your address, telephone number or email address at any time, please ensure you update us with the new information.

Telephone Contact

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.

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 your child's Planner.

What we teach your child

There is a vast amount of information on our website <https://www.valley.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.valley.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-valley/>

I hope you have found this information useful and that it goes some way to improving your view of how we communicate with you.

Yours faithfully



Mr D Cavill
Principal



Join us!

Due to the popularity of our school, we are recruiting for teaching and support staff.

Visit our website for more details of how to join the Outwood Family - www.outwood.com/vacancies

Scan to view our



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