

Home – School Communications Strategy

We are very keen that you are kept well informed of what is going on in school and in touch with all activities affecting your child. Communications are sent to parents/carers through a number of channels. We meet and email parents/carers directly, post notices on the school website, www.dartonacademy.org.uk, and Tweet information on a regular basis @DeltaDarton

It is important that our records are kept up to date. Information recorded on students is, of course, available for parents/carers to see on request. Please do let us know whenever any changes in your details occur. This information is essential to ensure you receive all our updates and of course, so we can contact you in the case of an emergency.

We must stress that whilst we understand that students may bring their mobile phones for contacting you on their way to and from school, students are not allowed to use mobile phones on site. Therefore, we request that you do not contact your child during the school day. If urgent contact is required, then please do so via the school office on 01226 232306 and a message will be sent directly to the classroom where your child is being taught.

Who to contact?

The first point of contact is via info@dartonacademy.org.uk. During the school day we want staff to prioritise teaching, mentoring and coaching students and planning lessons. They may not therefore be able to respond to messages immediately. We log all communications centrally and then forward your communication to the member of staff we believe is best placed to respond. We then monitor our tracking document to see when each query has been resolved.

Our aim is to respond to emails and letters within 48 hours. If the query is complex, then a holding letter or email will be sent, and we will inform you when we are able to provide a full response.

How we communicate

We use a variety of web-based applications to support home school communications and allow parents/carers to access a range of additional information including details of positive and negative behaviour events, attendance, school meal information and organising appointments at our parents' evenings. All this information can be accessed from the MCAS (My Child at School) app.

My Child At School App - MCAS

Once your child is on roll and on the school's data management system, you will be able to download the MCAS app. This is a system that will enable you to see valuable information about your child at any time either online or via your smartphone. You will be able to keep up to date with the latest information about your child and:

- View achievement, behaviour and attendance information
 - Notify the school of any reason for absence
 - Check your contact details
 - Pay for trips, dinners and products
- See what food and drink your child purchases
- Access the parents' evening system and book appointments
 - View messages from school

What you need to do

Once your child has started at school you can activate your MCAS account. It's quick and easy to do.

- Go to www.mychildatschool.com
- Click on Redeem Invitation Code

The image shows a screenshot of the 'mychildatschool.com' website. At the top, there is a blue header with the logo 'my child at school.com' and a red checkmark. Below the header, there is a white box with a blue border containing the text 'REDEEM YOUR INVITATION CODE'. Underneath this, there are three input fields: 'School ID' with a mobile phone icon, 'Username' with a person icon, and 'Invitation Code' with an envelope icon.

- You will then be taken to this screen
- Enter the **School ID**, **Username** and the **Invitation Code** that was emailed to you and follow the instructions on screen.

MCAS is a nationally recognised, secure online system that allows you to pay the academy for everything from meals to trips. We are a cashless school, so all transactions made in school are completed via MCAS. If you are having any financial difficulties, you can contact the finance department by emailing finance@dartonacademy.org.uk

Academy website

You can find a wealth of information on our website www.DartonAcademy.org.uk including, but not limited to, the five year curriculum plans for all subjects studied, information about our personal development programme, SEND and careers advice and wellbeing guidance with links to useful websites. We will also send you a personal development overview each week so you can see what your child will be learning about beyond the academic curriculum.

Parent View

Parent View is an online questionnaire, used by Ofsted and schools to enable parents and carers to feedback on their child's school. The questionnaire asks for your opinion on 12 aspects of your child's school, from the quality of teaching, to dealing with bullying and poor behaviour. By sharing your views, you'll be helping your child's school to improve. You will also be able to see what other parents/carers have said about your child's school. Or, if you want to, view the results for any school in England follow this link <https://parentview.ofsted.gov.uk/parent-viewresults>.

Twitter

Darton Academy and Delta Academies Trust have a number of different social media accounts that provide information both on a school and an Academy level. Follow us on Twitter: @DeltaDarton