

Our Ref: AKE/DSH

Wednesday 21<sup>st</sup> December 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. 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@portland.outwood.com](mailto:enquiries@portland.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, as 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. Their emails can be found below:

Role	Member of Staff	Email Address
Year 7 Learning Manager	Mrs M Tennela	<a href="mailto:m.tennela@portland.outwood.com">m.tennela@portland.outwood.com</a>
Year 8 Learning Manager	Mrs C Carnall	<a href="mailto:c.carnall@portland.outwood.com">c.carnall@portland.outwood.com</a>
Year 9 Learning Manager	Miss L Jackson	<a href="mailto:l.jackson@portland.outwood.com">l.jackson@portland.outwood.com</a>
Year 10 Learning Manager	Mr D Hazlehurst	<a href="mailto:d.hazlehurst@portland.outwood.com">d.hazlehurst@portland.outwood.com</a>
Year 11 Learning Manager	Mrs S Afolabi	<a href="mailto:s.afolabi@portland.outwood.com">s.afolabi@portland.outwood.com</a>

Please note the changes in Learning Manager staffing. Congratulations to Mrs Ellis who is now our Safeguarding Officer, and to Mr Hazlehurst, who will become our Year 10 Learning Manager in January. Mrs Afolabi will now become Year 11 Learning Manager and Mrs Rachel Jackson will also join our team as Lead Learning Manager. These changes will be from Monday 16th January 2023.

### SEND

Our SENDCo is Mr Chancellor. If you have a child with other additional educational needs your contact is Mr Titterington (Inclusion Officer) or Mrs Houghton (SEND Officer).

### **Social Media**

The school has a Twitter account with over 3.5k 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 @OutwoodPortland. Many of our departments also have Twitter accounts and can be located by a simple search on Twitter.

Our PE team also has their own page, sharing regular updates of our student's outstanding sporting achievements; please give them a follow at @PortlandPE. We have so many exciting sports events upcoming. Please visit their Twitter page for more information.

### **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 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 includes 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**

You can find out more about what we teach in each year group in each subject on the subject overview pages <https://www.portland.outwood.com/subject-overviews>. There is a vast amount of information on our website <https://www.portland.outwood.com/>.

### **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 Careers who provide independent advice and guidance for all our students. The direct link is here <https://www.portland.outwood.com/careers-curriculum>.

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 sincerely,



**Danielle Sheehan**  
**Principal**