

Communication Survey – Frequently Asked Questions

Communication - Calls

Q	A
Why is it so difficult to get through on the phone to reception?	We are aware that phone lines can be busy in reception, as they are the first point of contact for all visitors and parents. To help with the volume of calls that we are receiving, we are installing a second line where overspill calls can be answered by a member of our Admin Team. We are certain that this will improve the situation.
Why do teachers take so long to get back to me?	The main role of our teachers is to be in classrooms teaching our students. We appreciate that it may be frustrating when you don't receive a response as quickly as you would like, but we kindly ask that you allow 48 hours for them to respond to any non-urgent queries. If your query is urgent, please state this in your message and we will endeavour to get back to you as soon as possible.
Why do phonenumber close at 4pm?	Depending on the day, our academy closes for students at 2:35pm or 3:30pm. We ensure that our Reception is manned from 8am – 4pm each day as this covers all hours that students will be on site. This also allows parents to contact us before or after school if needed.

Communication - Other

Q	A
<p>Why do I never get a response from the Office mailbox?</p>	<p>Previously, emails sent to our Office mailbox were forwarded straight to staff to respond to. After taking on board your feedback, an acknowledgement email will now be sent as confirmation that your email has been received.</p>
<p>Why don't staff check their emails after school hours?</p>	<p>Some staff do choose to work outside of their contracted hours, however we do not expect staff to be checking emails late at night and over weekends or holidays. If you do need to contact us out of hours, please email our Office mailbox PHA-office@attrust.org.uk which is monitored on an ad hoc basis on evenings and weekends.</p>
<p>Why is information shared on social media that hasn't been shared with parents via text or email?</p>	<p>We do share additional good news items on social media that aren't sent via text or email, however all <u>important</u> information shared on social media is also sent home via either a text or email to parents and carers.</p>
<p>Can we receive a weekly or monthly newsletter sharing the latest news?</p>	<p>This is something we can definitely look into. Watch this space!</p>
<p>Why is there not better communication for families who have split up? I don't talk to my ex-partner.</p>	<p>All communication is sent to priority 1 and 2 contacts for each student on our Bromcom MIS system. If you are not receiving updates, it could be that you are not down as either priority 1 or 2 contact. Please contact Student Support on 01902 368147 (option 2) or email Sharon.betts@attrust.org.uk to confirm.</p>

<p>Why are we not informed when students attend matches at school?</p>	<p>Students are informed of all matches during extra-curricular clubs. Team sheets are then added to the PE notice board with date, time, location and an approximate finish time. Students must then confirm if they are available to play by ticking the sheet and should be informing parents/carers that they have signed up for that fixture. We are also hoping to add all fixtures to our website calendar as and when they are released in the new year.</p>
<p>I would like a named person to communicate with at school.</p>	<p>All parents and carers are given their child's Form Tutor as a named person to talk to if they have any concerns regarding their child. If your query is not answered in the first instance by your child's Form Tutor, you could also contact their Head of Year. Contact details for a number of our key staff, including Heads of Year, can be found in the 'Meet our Team' section of our website - Meet our Team - Pool Hayes Academy (atrust.org.uk)</p>
<p>Can we have advance notice of school events?</p>	<p>We always try to give as much notice of events as possible, but there are occasions where opportunities come up last minute for students and we have to share this information later than we usually would like to with parents and carers. To ensure as much visibility of upcoming events as possible, we will be adding all events to our website calendar in the new year.</p>
<p>Can you state my child's name in messages you send? I have more than one child at your school so I am not always aware which child the message relates to.</p>	<p>We are currently looking into ways where we can ensure messages to parents share details of the child they are referring to in them, and are hopeful we can go live with this from January.</p>

Attendance

Q	A
<p>Why have I received a call asking why my child isn't in school when I have reported their absence?</p>	<p>When a student is marked as absent on a register, attendance staff will contact home to ensure they are safe. Occasionally, absence messages are missed when they are not reported via the correct channels or by the correct time.</p> <p>Can we please ask that all student absences are reported before 8:30am either by calling 01902 368147 and selecting option 1 (please leave a voicemail if there is no answer) or by emailing pha-attendance@atrust.org.uk</p>
<p>Why have I received a call asking why my child isn't in lesson when they should be?</p>	<p>Occasionally, students do not show up to their lessons on time and are marked as absent. To ensure your child is safe, we will call home to make you aware. It most likely will be that your child is late to lesson and is later marked as present.</p>
<p>Why have I received a call asking me to contact my child when they are truanting?</p>	<p>When a student is found to be truanting and refuses to engage with staff, we will phone home and ask for parental support. If parent is unable to attend site, as a last resort, we may ask the parent to attempt to contact their child via their mobile phone.</p>

Website

Q	A
<p>Where can I find clear information of days for the diary?</p>	<p>Key term dates can be found on our website under the 'News and Dates' section - Term Dates - Pool Hayes Academy (attrust.org.uk)</p> <p>To ensure as much visibility of upcoming events as possible, we will also be adding all events to our website calendar in the new year. This can also be found under the 'News and Dates' section of our website - Calendar - Pool Hayes Academy (attrust.org.uk)</p>
<p>Why are some sections of the website out of date?</p>	<p>We have completed a full audit of our website and are working to update all outdated sections as soon as possible.</p>
<p>Why aren't there direct numbers to call Student Support, Attendance and SEND?</p>	<p>There are options to transfer directly through to Student Support and Attendance on our main academy line. For Student Support, please select option 2 and for Attendance, please select option 1. As our SEND Team could be in a number of different offices, it is currently easier to go through to Reception to speak to them, who can try each office for you.</p>
<p>Why don't you share contact details for staff and Heads of Department?</p>	<p>Contact details for a number of our key staff, as well as a list of all Head's of Department can be found in the 'Meet our Team' section of our website - Meet our Team - Pool Hayes Academy (attrust.org.uk)</p>

My Child At School

Q	A
Why do you still use Classcharts? It is outdated and there are better apps out there.	We agree! This is why we have recently switched to My Child At School. Classcharts is no longer used.
Why can I not access My Child At School?	If you are unable to access My Child At School, please view the support guidance available on our website - MCAS Parent Guide July 2023 (attrust.org.uk) If you are still having issues, please contact Student Support on 01902 368147 (option 2) or email Sharon.betts@attrust.org.uk
Why can't we contact teachers/tutors directly through the MCAS app?	Unfortunately, this feature is not currently available to us on the MCAS, however you can contact any member of staff by emailing our Office mailbox PHA-office@attrust.org.uk
Why doesn't behaviour data show on the MCAS app?	We are aware this was an issue and are pleased to share that it has now been resolved for all positive behaviour on the app. We are still working with MCAS to ensure detentions are shown on the app, but detention data is still available by logging in to the MCAS desktop site.
Why is my child's timetable only showing up to 12:45pm on the MCAS app?	We are aware this was an issue and are pleased to share that it has now been resolved. Timetables should now show all lessons.
Why are homework updates not showing on the MCAS app?	We are not currently using the homework section of the MCAS app, however this is something we are looking into and may introduce in the future. For now, please continue to check where homework is normally shared for updates.

Behaviour & Detentions

Q	A
<p>Why am I not being notified when my child has a detention?</p>	<p>We notify all priority 1 and 2 contacts via text of any detention given to your child. If you are not receiving these texts, then it could be that either we do not have your mobile number on our system, or you are not down as either priority 1 or 2 contact. Please contact Student Support on 01902 368147 (option 2) or email Sharon.betts@attrust.org.uk to confirm.</p>
<p>Why am I not able to see the reason for my child's detention?</p>	<p>We are still working with MCAS to ensure detentions are shown on the app, however detention data is still available by logging in to the MCAS desktop site.</p>
<p>Why is my child receiving lots of positive behaviour points from some teachers but others, none?</p>	<p>After looking into this, we are pleased to share that the vast majority of staff and subjects are consistently giving out positive behaviour points to students. We did discover that there are a small number of subjects that aren't giving out as many positive behaviour points as we would expect to see, so we are working with these subjects to ensure that their approach to rewarding positive behaviour points is more consistent in future.</p>

SEND

Q	A
<p>Why isn't more information provided regarding testing and assessment for GCSE provision for additional needs children?</p>	<p>We ask staff to refer students to the SEND team who they feel may need access arrangements in their exams. For GCSE exams, children above the age of 13 can agree to be tested for access arrangements. You can also contact the SEND team if you feel your child may need some extra support with examinations. The SEND team will then be able to discuss the referral process for access arrangement testing with you.</p>
<p>Why isn't there more communication of how SEN children are getting on what they are doing well at and where they need more support?</p>	<p>Most SEN support comes from Quality First Teaching and in class TA support. Your child's class teacher should provide the strengths and weaknesses in their subject for your child through reports and parents evening. For SEN intervention support, the SEND team keep a log of work/progress. If you would like to discuss this at any time, please feel free to contact the SEND team.</p>
<p>Why am I not told by the SEND team when and which intervention my child is accessing?</p>	<p>Our SEND team endeavours to contact parents and carers to let them know when students are involved in an intervention and which intervention they are participating in. If you are unsure, or would like more information then please do not hesitate to contact the SEND team.</p>
<p>Why, when the SEND team and SENDCo communicate my child's needs and wishes to staff, do the staff then not take them on board?</p>	<p>The SEND team endeavour to pass information regarding students' needs and wishes on to staff. However, if staff are not taking this information on board, please do not hesitate to contact the SEND team or the member of staff directly.</p>

General

Q	A
<p>How do we pay for school lunch?</p>	<p>School dinners can be paid for via School Money – Click here If you are having trouble logging into your account, please contact Student Support on 01902 368147 (option 2) or email Sharon.betts@attrust.org.uk</p>
<p>Are there any suggestions for extra homework?</p>	<p>Students have access to Sparx Maths and Sparx Reader which they can use as often as they wish. We also suggest that students use their Knowledge Organiser's to revisit and revise. If you would still like further homework for your child, please contact their class teacher who will be able to assist you.</p>
<p>Can you make school reports clearer and more informative?</p>	<p>KS3 reports have adopted a new format this term which we hope is clearer for parents and carers to read and understand. If you have any questions off the back of receiving your child's report, please feel free to contact your child's teacher by emailing our Office mailbox PHA-office@attrust.org.uk</p>
<p>Does Pool Hayes Academy have a Facebook page?</p>	<p>We do not have a Facebook page and have no plans to open one. We do however, have both a Twitter/X page and an Instagram page which we share all our latest news on. You can find us on both @poolhayesacad</p>
<p>How do I know what kit is needed for my child in BTEC PE and if they have theory or practical?</p>	<p>For BTEC Sport - practical lessons are planned into our curriculum. The class teacher will let students know the lesson before if they need kit, and which kit to bring. Please contact your child's teacher if you are ever unsure.</p>
<p>I am unable to fill out electronic forms sent via email. Can I have a paper copy?</p>	<p>Of course! Paper copies of all forms sent out are available from student support.</p>