

Educational Services

Executive Director: Douglas Hutchison

Head Teacher: Mr Mark Ingram

Sacred Heart Primary School
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Our Ref: MI/CC Your Ref:
Date: 17 August 2017
If phoning or calling ask for Mrs McCallum

Dear Parent/Carer

IMPROVING COMMUNICATION WITH PARENTS

The school is piloting a new application which will improve the way we communicate with parents. This means that we can pass a message to groups of parents quickly and easily whilst also being able to see that these messages have been correctly delivered to you.

Nothing can replace a telephone call when it is needed and so mobile text messaging and emails will only be used in appropriate situations. Examples of this might be:

- Absence notification will still be sent by text
- Changes to school meetings or events
- Cancellation of after school activities
- Class trip reminders
- School closures of any kind
- Reminders for notes when pupils are absent

It will now be much easier for us to get information directly to parents and be confident that the information has arrived.

As we will be communicating with you by text and email we need the mobile phone number that you want the text messages delivered to and the email address that you want the emails delivered to. I would be grateful if you could complete the undernoted table and email this to the school at sacredheart.mail@south-ayrshire.gov.uk or hand it in to the school office.

Child's name (include all children in the school)		Year/stage
Mobile number		
Email address		

This will not replace any of the other emergency numbers you have provided.

To allow us to make best use of this facility, it is important that you keep us updated of changes to any of your contact numbers and email addresses.

Should you not be able to receive the information via text or email we will ensure that hard copies are still available.

In addition, you can also view your child's information on your mobile phone. An exciting new service is now available for parents to ensure communication between the school and parents is easier and more effective. Groupcall Xpressions is a new service created by the award-winning school communication company Groupcall Limited.

The app is completely free of charge to you and can be installed on your mobile phone or tablet. It currently supports both Apple iOS and Android devices (with Windows mobile to follow) and you'll be able to see information for your children.

If you have children in different schools and those schools also use Groupcall Xpressions, you will be able to view information on multiple children within the same app. This will reduce/remove the need to send information home in school bags which may be lost or damaged before it is delivered. It will allow you to have a record of all information sent by the school in the same place. There are also economic and environmental benefits such as reductions in photocopying, paper and staff time.

Information on how to install the app can be found at www.parents.groupcall.com

Once installed and set up you will be able to see information sent by the school to the app. It would be helpful if you could switch on the app alert to ensure you are alerted of information received. Examples of communications:

Notification of absence – the normal text and an app notification

Emergency school closure – text and an app notification

School holiday arrangement – email and app notification

School fete - email and app notification

Requests for parent volunteers - email

If you choose not to use the app you will still receive information by email or hard copy.

If you require any additional information please do not hesitate to contact the school.

Many thanks

Mark Ingram
Head Teacher