

Monday 18th September 2023

Dear Parents and Carers,

The new Academic year has started strong. As we continue to strengthen our links with families, I wanted to share information with regards to the best way for communicating with school.

The mornings can be a very busy time, where children are trying to enter school and begin their learning while parents are trying to share messages with class teachers. Each class timetable is full to ensure that every child gets a full, broad and balanced curriculum. The classroom doors open at 8:30am, where the children enter the classroom, put their belongings in their lockers and sit down to complete their morning starter task. We encourage independence and responsibility within all of our children through this structure. These morning tasks are focused on basic skills for Mathematics and Grammar, targeting misconceptions or gaps in knowledge. At 8:45am, the children begin their Guided Reading lesson. It is therefore important that every child is ready to enter school at 8:30am and registers taken before the first lesson begins. We are going to begin closing the school gates at 8:40am where a member of staff will open to allow parents to leave the playground. Any child who arrives after 8:40am, will need to enter school through the front Office. By doing this, we can ensure that each class can begin their learning on time to support every child to make as much progress as they possibly can.

We provide a free breakfast of bagels or cereal for any child who would like this. This is available between 8:15am and 8:30am from the fire escape to the main hall. In order to get the children ready for learning, this provision will end promptly at 8:30am.

To help ensure that communication is flowing and families can share important messages, we ask that you use the following communication platforms.

For attendance, please call the main school phone number and press 1 to get through to the attendance phone line. Miss Wilson is on morning duty each day so please leave a message. Miss Wilson will listen to all voicemail messages before checking the registers and sending texts to any families where a child has not arrived at school without informing school. Please do not call the main office for attendance. The mornings are a very busy period, where the phones ring regularly with updates on collection arrangements, queries for PE lessons, clubs and equipment needed. Many of these messages can be communicated through the gateway app.

If you need to share a message or information with your child's class teacher, please use the Gateway app or email using the info@cloudsideacademy.co.uk account. All messages will be forwarded to the relevant staff and responded to as soon as possible. Teachers may call families at the end of the school day once they have finished any meetings or clubs that they host. We will endeavour to respond to any communication the same day however your children and their education will come first. The Office team regularly check the gateway app and email, and share information with relevant staff. We do ask that any communication is shared in a timely fashion. We do receive messages with changes for collection arrangements moments before the end of the day. We understand that things can change last minute however with the high number of regular changes, this does result in additional pressure for

the Office team at the end of day as they attempt to share all messages with class teachers. This can result in unnecessary concern for children at the end of the school day.

In addition, we strive to have at least two members of staff on the playground during the morning period. Families are more than welcome to share messages with the member of staff on duty, who will ensure that information is shared with the relevant people.

If you would like to speak with your child's class teacher directly, we ask that this happens at the end of the school day, where if they are not attending a staff meeting or hosting an afterschool club, they can speak with you once the children have all been collected. Phone calls or meetings can be scheduled with your child's class teacher, where necessary, at a time that is convenient for the teacher and family. Any SEND concerns can be shared with Miss Griffiths and phone calls or meetings organised to discuss strategies and next steps. If you have a query, you can email Miss Griffiths using the sendco@cloudsideacademy.co.uk email, which is checked daily.

We pride ourselves on our open communication and sharing the wonderful things that happen at Cloudside through our weekly newsletter. All letters, including the weekly newsletter, are shared on our website (<https://cloudsideacademy.co.uk>). All letters are shared on the news tab, latest news. Letters are removed once the event has taken place so that the page does not become over crowded with unnecessary information. The weekly newsletters, which include key dates and events can be found on the news tab, newsletters. All letters and Newsletters are also shared with every family through the gateway app, where you will find an electronic copy emailed to the account that we have on record. If this changes or you have any difficulty receiving these, please speak to the Office, who will be happy to support you. The weekly newsletter plus some items shared in the Newsletter are also posted as individual posts on our social media pages (Facebook and Twitter).

We have completed substantial work on our website to ensure that key information is shared with families. This is continuously under development to ensure that it is as up to date as possible. On our website you will find information for SEND, Attendance, Safeguarding, Shine club, class pages and much more. If you do have any questions or concerns, please speak with a member or staff using the appropriate channel as outlined and we will be happy to help.

Purpose	Method
Attendance	Call 01159392263 and press 1 to leave a message
Class teacher	Email info@cloudsideacademy.co.uk or message via the Gateway app
Change of end of day collection	Message via the Gateway app
Any questions or concerns	Email info@cloudsideacademy.co.uk or message via the Gateway app
SEND	Email sendco@cloudsideacademy.co.uk
Key dates/ events and curriculum information	School website- https://cloudsideacademy.co.uk

Thank you for your continued support.

Kind regards



Miss J Milson
Head of School