



Edgewood Primary School

Building skills and values for life

How we communicate with you

Please note school legally needs to know your correct address and a current working phone number for AT LEAST one person with Parental Responsibility and must have AT LEAST two different contacts in case of emergencies.

If any of your contact details change it is vital that you contact school immediately to update your information. This must be done in writing (electronic communication is fine) – we cannot do this over the phone.

Method	Information communicated by this method	Frequency
Phone	Urgent First Aid or other messages that need a personal touch.	As required
Hard copy letter	For some official communications (such as around absence) that need to be sent in writing.	Rarely
Scholarpack App / Scholarpack text message	First Aid	Once a day before the children go home for non-urgent cases.
	Link to the Newsletter	Weekly on Friday
SeeSaw	Academic information / examples of work from your child	As they happen with one or two a week at most
Facebook	Newsletter links	Posted weekly
Twitter	Sports updates	Posted as we have sporting events
School Website	Policies, menus, previous letters, information about how we teach different subjects and in different parts of the school, statutory information	Updated as required – not sent out



 <http://twitter.com/primaryedgewood>
 <http://facebook.com/primaryedgewood>

Christchurch Road, Hucknall, Nottinghamshire, NG15 6HX

How you can communicate with us

Method	Information communicated by this method	Frequency
Phone	Absence Any urgent information for school or class teacher or wanting to arrange to speak to class teacher or other member of staff (Please note specific staff may be busy and unable to speak with you straight away.)	Phones are active from 8:15am to 4:45pm (4:15pm on Friday). Please leave a message out of these hours. Please use the absence message option for all absences.
Email (office@edgewood.notts.sch.uk)	Fairly urgent information for school or class teacher	Please note this is checked regularly during the day but NOT continuously monitored – if you need an instant response please call school.
Scholarpack App / Scholarpack text message	Fairly urgent information for school or class teacher	Please note this is checked regularly during the day but NOT continuously monitored – if you need an instant response please call school
	Absence	Please let us know before 9:30am so we don't call or message you about absence. We need to be told specifically if a child will be absent each day so unless you have told us they will be off for two days, we legally have to confirm absence each day.
	Updating your personal information and telephone numbers	As required (Please do this promptly in case there is an emergency with your child and we need to contact you.)
SeeSaw	Non-urgent academic and pastoral information for your child's teacher	Staff will only check SeeSaw once during each school day so may not see messages for over 24 hours.
Facebook Twitter Website	Staff will not respond to messages, questions or concerns raised through any of these social media or web sites.	
iPay	Dinner Money Trips etc.	Menu updated half termly and you can then order for those weeks up to 12am the Sunday before that week. Must be settled by the date given in the trip letter.
Letter	For formal reasons as detailed in some of our policies.	School will respond within 5 working days, but may take up to 10 working days for a full reply. (Please note holidays and weekends are not counted as working days)

What information different Scholarpack App Contacts get

Please note we can set up multiple people to have the same contact number on Scholarpack but this cannot change for different days with different care arrangements or other reasons.

Contact number	Information communicated by this method	Frequency
1	First emergency contact (If there is more than one person as contact 1 we will work through the 1s in ALPHABETICAL order – we cannot change this for different days or weeks on our system, sorry.) First Aid Texts Newsletters Other letter links Dinner Money reminders and other general reminders	If needed Once a day before the child goes home. Weekly on Friday As required If required
2	Second Emergency Newsletters	As required Weekly on Friday
3-10	We will work through the rest of the contacts in NUMERICAL order – we cannot change this for different days or weeks on our system, sorry.	
Parental Responsibility	Governor Elections Parents Evening Appointment link	As required Twice a year

If you would like to check or change your contact details please do this on the app or call the school office. Please note we need the consent of the person who this information is about to change the order in most circumstances.