

4th January 2023

Dear Parents/Carers,

Last term we introduced the Class DoJo system, a new method of communication with parents, which provides both staff and parents with an immediate and effective channel to share news and key information. Unfortunately, as the term came to a close, we had to suspend the use of DoJo due to issues which had arisen through a few instances of inappropriate use of the system. However, as an academy we know how important regular home/school communication is in helping to build trust and co-operation which enables children to thrive. We have therefore reviewed this approach and would like to reintroduce it using a clear set of guidelines. This will help us to celebrate your child's achievements together and ensure you know what is going on in school on a day to day basis. To make sure we can do this and use DoJo for really positive reasons, we would like to outline some guidance so that there is full understanding of what you can expect from us and we can expect from you in using the system.

1) Hours of use:

- During the academy day, the teachers' number one priority is to teach the children in their class. Because of this, they will not be able to answer any queries you may have during these times.
- Teachers will also not respond to messages once they have left the classroom or before they are ready for the day to start. This means they will not respond before 8:30am or after 5:30pm.

Please Note: Anything urgent which the school needs to be aware of should not be reported through DoJo, but should be reported by email, in person or via telephone to the school office.

2) Teacher Messages:

- Teachers will only use DoJo to give positive messages or provide important information – concerns will not be shared via DoJo.
- If your child's teacher has a concern about your child, either in terms of behaviour, wellbeing or academic progress, this will be shared via telephone or through a face-to-face meeting. This will avoid messages sent via DoJo being misread or misinterpreted.
- Although teachers will try to share your child's learning with you during the day, this will be done as they are able to do this without detracting from the education of the class - it should be seen as an exceptional celebration of your child's work and will not always be a regular occurrence.
- We are aware that the little things can mean a lot, so being able to share your child's achievements and successes is key. We will try to ensure that when your child receives a reward, this is shared with you in good time so that you are able to attend the celebration assembly and celebrate your child's success with them.

Please Note: If your child has a minor bump or scrape which does not require us to contact you during the school day, a photograph of the issued 'bump note' will be shared with you so that you are aware and have a record of the note - this will save any notes getting lost or not being shared. If you have any queries following such a message, please contact the school office who will be able to help you. Any more serious injuries will continue to be reported by phone and head bumps through an accompanying sticker.

3) Parent Messages:

- Please use DoJo to share any positive messages about your child or to pass on any information you feel a class teacher needs to be aware of. However, please do not use the system to express concerns or worries which arise. These types of conversations need to take place face to face so the issues can be explored, and steps forward can be agreed – therefore an initial visit to school or a phone call are the best channels to use.



- Please only use the system within the hours mentioned above during term time. Staff will be unable to answer outside these times and your message may be missed. Equally, if you are aware a staff member is not in school, please do not contact them for the same reason.
- It is really important that, if your child is off school, their absence is reported to the school office as quickly as possible. As DoJo messages do not always get passed on straight away to the attendance team, please ensure that absences are reported by phone or in person - this will save you receiving an unnecessary phone call about your child's absence.

We will continue to publicise events and pass on information through the MyEd app and Class DoJo, it is therefore important that we work together to ensure you receive all the possible communications by keeping your details updated – a number of parents have missed events in school because we have not had the correct phone number or email. Please pop into the office and update us if you have changed your phone number recently. We will make sure we communicate regularly and in plenty of time whenever possible to make sure you can make arrangements to get into school. We hope that you continue to find DoJo a useful tool to enable us to share your child's experiences with you and keep you informed about what is happening in the academy.

Thank you for your continued support.

Yours sincerely

J Cliff

Mrs J Cliff

