

We learn to live...



...and live to learn.

Dear Parents/Carers,

Improving School Communications with ParentMail – IMPORTANT INFORMATION ABOUT CHANGES TO HOME SCHOOL COMMUNICATIONS

We have always worked hard to have good communications with our families. Indeed when HMI visited in October 2017, the inspector stated that we were the first school she had inspected where all of the communication comments were positive!

However, we want to improve – we want to get it right for more people, more of the time, we want to make it easier for our staff team to use, as well as for parents to have timely information through easy to use channels.

From September 2019 we will be using ParentMail, a service used by over 6,000 schools, nurseries and children's clubs to communicate to parents. ParentMail will be beneficial to you because you can:

- Use a free mobile app on Android and iOS to pick up school messages instantly.
- Top up dinner money or pay for schools trips/items in just a few taps.
- Complete forms, give consent/permissions and give feedback on surveys.
- Keep on top of school meetings and events.
- Book parents' evening appointments.
- And much, much more!

The wonderful thing about ParentMail is that everything will all be accessible through the one App. Like other apps, you can receive notifications – letting you know straight away if you have received messages, newsletters, a trip permission form etc.

Registering with ParentMail is very easy! Over the next few days you will be sent either an email and/or text message from ParentMail, when you receive this please just follow the instructions in the message. Please be assured that ParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other organisation.

Once registered, if you have an Android or Apple smartphone, we highly recommend you download the ParentMail App for the best user experience. To do this, simply search for "ParentMail" in your App store.

If you need any additional information or assistance, please visit the help site:

<https://www.parentmail.co.uk/help/parenthelp/> or if you have not received any contact from ParentMail within 7 days please contact the School Office team for assistance. There is also a ParentMail link on our website with a 'getting started pack' and a short video.

All balances will be transferred across from ParentPay ready for September 2019 and that will become redundant. We will still have access to the Teachers2Parents texting service during September, but that will also be switched off by October.

Please do make the move across to the ParentMail app as soon as possible (you can also use on a PC desktop), such as you can continue to receive timely communications.

Yours sincerely,

Ian Yapp
Headteacher



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