6 May 2020

Dear Parents and Carers

**E-mails, communication and tracking of student wellbeing and learning**

We hope you and your families are all well and adapting to this new normal.

It is certainly new for all of us as we learn to find the best ways to ensure our students are able to engage in some learning whilst tending to their wellbeing.

We would like to outline our system for tracking student engagement and the communications you may receive.  Your child’s wellbeing is of central importance to us at this time and all our emails are intended to be supportive.

**Our system**

We are tracking student engagement and attendance at the twice weekly tutorial sessions centrally.  Teachers are following up with students to offer support if a student has not handed in their assignment, and Heads of Faculties are emailing you, so that you are aware.  You may receive several e-mails from Heads of Faculties, and we wish to reassure you that you need not reply to each Head of Faculty individually unless there is something subject related you would like to raise.  If you have an IT or access issue, or your child is unwell, please let their SPL know so that we can enter a code on the register to prevent you receiving these emails.

**Communication from SPLs**

You may receive an e-mail or call from your child’s SPL.  This would be because your child has not submitted five or more assignments in the previous week.  Our SPLs will be contacting you to see how your child is, and whether there are any health or IT issues perhaps that are making accessing the learning difficult.

**Communication from subject teachers**

Your child may receive an e-mail from their subject teachers if they have not handed in an assignment in the previous week.  We aim to be supportive and to help solve any difficulties with the learning.

**Communication from the Head of Faculty of a subject**

You may receive an e-mail – or several – from Heads of Faculties if your child has not submitted an assignment for that subject for two consecutive weeks.  This is, again, intended to be supportive.

**Please do not feel you need to respond to all emails**!

If there are subject difficulties which you would like to communicate about, then please reply to [info@wsfg.waltham.sch.uk](mailto:info@wsfg.waltham.sch.uk) with the name of the subject or Head of Faculty and an outline of the problem.

If there are general issues, such as ill health, please just reply to [info@wsfg.waltham.sch.uk](mailto:info@wsfg.waltham.sch.uk) with the name of your child’s SPL in the heading and an outline of the general issue.

**Communications between us**

Teachers aim to respond to you as quickly as they can, within the hours of a normal working day.  We are working from home and many of our staff, like you, are balancing childcare and other commitments of their own.

If your child has posted a question on the Team posts, or has emailed their teacher directly, the teacher will try to answer as soon as possible.  This may not be immediate and is most likely to be responded to within normal working hours as well.

**If your child is feeling anxious or concerned**

If your child is feeling overwhelmed, anxious or is not coping well with the new way of learning, please do not hesitate to contact their SPL.

Best wishes

**Ms J Snowsill**

Deputy Headteacher