



Leverstock Green CE (VC) Primary School

Striving for excellence; caring for the individual.

Green Lane
Hemel Hempstead
Herts HP2 4SA
Tel: 01442 406520

Email: admin@leverstockgreen.herts.sch.uk

20th July 2022

Communications

Dear Parents / Carers,

We are writing to clarify the different methods of communication and systems the school uses to provide information to you.

From the 1st September 2022, the following systems/methods will used:

Arbor

Arbor is the school's main management information system and holds your child's personal data and the details of all parents/carers. This includes personal details, health data and school meals. You will be asked to pay for school meals, milk, swimming and trips via Arbor. Arbor is also our means of sending bulk communications.

Arbor – In App messages

Messages will arrive via Arbor for general information. These are free to the school so will be non-urgent in nature. These can be for the whole school or specific classes. For example, reminders to pay for trips or launching our new website.

School Gateway

School Gateway is a payment and bookings system and we use it for managing The Zone, our breakfast and after school club. Parents/Carers can make payments and bookings for The Zone up to half a term in advance. We will also use School Gateway for payments for Nursery additional hours.

Email

We use emails to communicate significant amounts of information, usually with attachments. These are issued from Arbor for bulk communications or directly from the admin@leverstockgreen.herts.sch.uk email for direct communications. Examples would be the termly extra-curricular clubs letters, details of trips and the weekly newsletter. Copies of all letters are also uploaded to our website under the Parents & Carers section.

SMS

We use texts to communicate urgent information to parents. For example, reminders that school is closed or that a trip is running late for pick-up. There is a cost to the school for these, so we use them for time-sensitive communications only.

Website

We use the website to communicate what has been happening in each class via the Class Pages (in the Pupil Area) and to issue homework. The website also holds lots of useful information regarding the curriculum, clubs, the Zone, policies, on-line forms, SEND, support for parents, community information and links to other sites and systems. Latest news and copies of all letters including newsletters are also uploaded to the website.



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Newsletters

Newsletters will provide a summary of the weekly news and events. Calendar dates can also be found on the newsletters, along with attendance statistics, ready to learn points, PTA info and details of letters issued to parents that week. Newsletters are also uploaded to the website each week, in the News and Events section.

Reading Records

General notes about Reading, reminders to bring books in or missing homework.

Twitter

Reminders, photos and general information about the day-to-day life at school are communicated on Twitter (@LeverstockCE).

Communicating with us

Absence messages	Absence requests	General queries	SEND
Contact the school office via telephone (Ext 1) to leave an absence message.	This should be requested in writing to the headteacher with as much notice as possible. Please note general holiday requests during term time will not be authorised.	Contact the school office via telephone (Ext 2) or email admin@leverstockgreen.herts.sch.uk	Contact the school office via telephone or email senco@leverstockgreen.herts.sch.uk to book an appointment with Mr Beach. Mr Beach's direct line is Ext 3.

We hope you will find this information useful and help you to identify where you should be looking for communications.

Please contact the school office if you would like any further information.

Yours sincerely,

Mr M. Beach

Assistant Headteacher

On behalf of the office and leadership team