

09 September 2021

Dear Parent/Carer,

Please can we take this opportunity to apologise to parents/carers for the recent issues that we have encountered with our communication with yourselves. As a school, we have underestimated the amount of information that is discussed and shared during our face-to-face transition events. In addition, administration errors with mass testing and a range of external issues with SIMS have quite rightly caused frustrations amongst some Year 7 parents/carers. We can only apologise for the times that communication has been misleading and we appreciate that your first impressions of the school in terms of communication may be disappointing. Please rest assured that we are working to rectify these issues.

Re: SIMS Parent App

We would like to apologise to those parents/carers that have installed the SIMS Parent App as it is currently not aligned to our school system and is not picking up some students for registration. Therefore, we have not promoted the use of this app until we are able to resolve the issue with SIMS. The attendance section of the App has been temporarily disabled by SIMS whilst they investigate the ongoing issues. We would like to reassure you that our own internal registers are accurate, and we will contact you directly if your child is not in school.

At Hungerhill School, we use SIMs Parent to enable parents/carers to access key data about their children. This can be accessed through an internet browser or the dedicated app for your mobile. Invitations for this will be sent out in due course via email. SIMS recommend that parents register for Pay360 (was SIMsPay) first, as it makes the registration process for the SIMS App much more straight forward.

The following services will be available through SIMs Parent:

- Pupil Attendance – your child’s attendance percentage will be displayed. You will also receive weekly notifications of your child’s attendance (currently disabled)
- Pupil Conduct – your child’s achievement and behaviour points will be displayed, along with information about the lesson it is linked to, and notifications when your child receives them.
- Messages – you will receive notifications through the message area. Parents/carers who choose not to register will receive these messages through alternative methods.
- Pupil Reports – your child’s school report will be available to download.
- School Diary – School holiday dates will be available to view.
- Timetable – your child’s timetable will be displayed.
- Data Collection – the personal details for your child and the contact details we have recorded for them will all be available to view. You can also make amendments to these details and submit them directly to our admin team (please see guidance below).
- Pay360 (was SIMsPay) – you will receive payment confirmation of any purchases you make.

If you have already registered with Pay360 (was SIMsPay), your invitation will be automatically accepted and you should be able to access the app straight away using the same login details that you use for Pay360 (was SIMsPay). Alternatively, the web address for the site is

<https://www.sims-parent.co.uk/>.

A guide created by SIMs themselves has also been attached for your information to support you registering with the service.

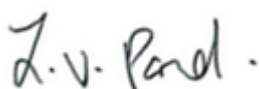
We would like to take this opportunity to ask you to fully check all the personal contact details we have for your child in the Data Collection area. The default shows no changes, so any changes you want to make will be highlighted.

- The 'Telephones & Emails' section are **contact details of your child** not parents or carers. In this section, you should enter a landline number if you have one. Your child's Hungerhill School email address should already be listed there.
- The Parental Consent area shows all the consent options that would normally be sent out on paper, the full explanation of these can be found on our website if you would like more information.
- The slider that asks 'Is Primary?' allows you to identify which number should be used for school communications such as emails or texts. Please make sure that any contact that would like to receive these communications has a telephone number and email selected as primary.

By default, only the 1st priority contact will receive any non-urgent communications from the school. If you would like any additional contacts to receive communications from the school, please complete the send us a message form on the school website so we can update your preferences.

We hope that this will allow you to keep up to date with your child's progress at school and give you quicker access to important information. We are hoping this will develop during the year and we can include additional functions as they are finalised in school.

Yours sincerely



Mrs L Pond
Headteacher



Miss R Everley
Data, Timetable & Compliance Manager
for BFLPT



National Teaching School
designated by

National College for
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National Support School
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