



Tuesday 2nd September 2025

Communication

Dear Parents/Carers,

As we begin this new academic year together, I want to take a moment to write to you about something that sits right at the heart of a strong school community: **communication**.

I know how important it is for you to feel informed, supported, and connected to everything happening at Riverview. Whether it's knowing when key events are taking place, having clarity around school routines, or simply being able to reach the right person quickly, clear communication makes such a difference for everyone. Over the summer, I have reflected carefully on your feedback on how the school can improve in this area, and I want to make a pledge to you today: **my commitment is to ensure that communication this year is accurate, timely, and effective.**

To support this, I have worked closely with the team over the summer to make sure we are ready for the year ahead. I am delighted to share that our brand-new school website is due to go live today (2nd September): www.riverview-academy.co.uk. If you visit the 'News & Events' tab and then click on 'School Calendar', you will find our detailed school calendar already populated with many of the key events for the year ahead. This will now be the main source of information for everyone and will allow you to plan and add dates straight into your own calendars. Of course, we will still send individual letters to keep you informed about each event as it approaches and if/when new events are added to the school calendar, but this central calendar should make it much easier to see everything in one place.

You may notice that many of these events are designed to actively invite you, our families, into school to celebrate what makes Riverview such a fantastic community. This year, we will be hosting art and craft events for parents/carers to come in and create projects with the children at both Christmas and Easter, as well as a wide range of events, assemblies, coffee mornings and workshops where families are warmly invited to attend. Please do take the time to explore our new school website, as it has been designed to be as informative and helpful to you as possible.

In addition, I'm delighted to say that we will be rolling out **Class Dojo** across the school this term. This is a secure app that will give every class a dedicated space for teachers to post reminders, updates, and photos from the classroom. It also allows for quick, short messages between you and your child's teacher. We hope this will provide another simple and effective way to stay connected to your child's learning and day-to-day experiences.

We will also be sending out a **weekly newsletter**. This will outline upcoming events, showcase the children's learning, and celebrate those who have received awards during the



The Riverview Academy

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Email: riverview@golden-thread.org

Website: www.riverview-academy.co.uk

Headteacher: Mr D Siggs

week. To ensure that all communications are easily accessible to everyone, all newsletters and letters will also be available on the new school website under the 'News & Events' tab.

To help strengthen communication further, we have also set up two new **social media platforms** for The Riverview Academy. Please do follow us on **Facebook** and/or **Instagram** - links to our pages can be found under the 'News & Events' > 'Social Media' tabs on the new school website. #RiverviewAndProud

Alongside these new tools, we are also making an important shift in the way emails are managed. Up until now, some parents/carers have contacted teachers directly by email. While I know this often came from a good place, it has sometimes led to difficulties - messages occasionally being missed, delays in responses due to our wonderful teachers not being able to check their emails often until after their typical working day, or important/urgent messages (such as changes to a child's usual end-of-day collection routine) sitting unnoticed in an inbox until it is too late due to teaching. If we are going to deliver on the promise of clear, reliable communication, this is something we all must change.

From now on, I kindly request that **all emails should be sent to our new central office email address: riverview@golden-thread.org**. This inbox will be monitored by the admin team, who will ensure that your email is forwarded promptly to the most appropriate member of staff during working hours - whether that is your child's teacher, a member of the Senior Leadership Team, or another colleague best placed to help. You will always receive a confirmation email to let you know that your message has been received and passed on, and in most cases, you can expect a reply within two working days. I hope you can see that this change is not about making communication more difficult, but rather about ensuring all emails are tracked, dealt with efficiently, and reach the right person the first time. Thank you for your support and co-operation with this.

Please note: There will now only be 1 main school office (the previous Junior school's office) and this will be the first point-of-call for ALL parents/carers, from Reception to Year 6. The school's only phone number is now: **01474 566484**.

I also want to make sure that your voices are heard. From this term onwards, I will be sending out **regular parent/carer surveys each term** on a range of topics, to gather feedback and, most importantly, act on it. Thank you to everyone who contributed to the survey I sent out in June, before I started at the school, as your views have very much helped shape our priorities - particularly around communication and community. You will be able to see a summary of that feedback (and of future surveys) on the new website, under 'Parents & Carers' > 'Parent/Carer Survey Results'.

Furthermore, I would like to invite parents/carers to get involved more directly through our new **Parent/Carer Class Reps Forum**. This will play a crucial role in fostering communication and collaboration between families, staff, and the school community. The format will be:



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- One parent/carer representative per class.
- Termly meetings with members of the Senior Leadership Team.
- A chance to give feedback, share ideas, and hear updates on the school's strategic development plan.

If you are interested in being part of this forum, please visit the 'Parents & Carers' > 'Parent/Carer Class Reps Forum' tab on the new website, where you will find a link to apply.

Finally, the new website itself is designed to be a living resource for our whole community. Over the holidays, I have worked hard to make sure as much key information as possible is already there for you, but it will continue to grow, develop, and evolve throughout the year. Whenever new information is added, we will, of course, continue to alert you through our regular updates and newsletters.

I am truly excited about the year ahead and about building stronger, clearer lines of communication between home and school. It is a real privilege to be the headteacher of such a wonderful community, and I would like to thank you for your support, well wishes and partnership - together we can ensure that every family feels well-informed, confident, and connected to the life of Riverview!

Kind regards,

Mr Siggs, Headteacher