

15 January 2025

Dear Parent/Carer,

Changes to Communication

Thank you to the parents and carers who have contacted us regarding the use of the 'My Child At School' App (MCAS) and the ways in which messages are received. As a result of this, we have decided to update some of the ways in which we are communicating with you. We will review the changes so please look out for a short survey at the end of term 3.

Please note that the changes will only relate to certain messages from the school. We will continue to use MCAS for things like homework, behaviour records, reports, exams, and updates or changes to personal data.

Here is what we aim to achieve by making these changes:

- Important messages will be more clearly visible to you as emails not MCAS messages
- The volume of emails and messages related to behaviour notifications (both positive and negative) will be reduced

Here are the changes and the impact on how we communicate with you:

Stop	Start	Continue
We have stopped sending key messages, for example, safeguarding updates, as MCAS messages and instead use email. This means that you can see these more easily in your inbox.	We will ensure that all key messages, for example safeguarding updates, are sent to you as an email. This means that messages will not get lost, and you will be able to see them more clearly.	
We have stopped sending ALIVE point notifications every time your child gets a positive point. This will reduce the number of messages you receive daily.	When your child achieves a total of 5 or more ALIVE points in one week, you will receive an email at the end of the week with all the details. You will need to check the Behaviour section in MCAS to see	

	what those Alive points were issued for. There is information on how to do this at the end of this letter	
We have stopped sending behaviour point notifications every time your child gets a negative behaviour record for less serious breaches. This will reduce the number of messages you receive daily.	When your child gets 10 negative behaviour records in one week you will receive an email at the end of the week. You will need to check the Behaviour section in MCAS to see what those negative behaviour records were issued for. There is information on how to do this at the end of this letter	We will continue to send you daily emails if your child accrues –3 Truancy or, -4 behaviour points for a single incident. This will also be the case for a -2 incident if it results in a detention. A reminder that all detentions are logged in the Detention section in MCAS, so you can check at any point when a detention is due to take place. Please see information at the bottom of this letter about showing you how to do this
	If your child is placed in the Reset Room following a –3 or lower negative behaviour record being issued, this is now visible in a new ‘Outcome’ column in the behaviour section of MCAS. Details of how to view this are at the end of this letter.	

See the link below for further information on what you can view in the MCAS Behaviour and Detention sections.

<https://www.smrt.bristol.sch.uk/parents-and-carers/supporting-your-child/bromcom-parent-carer-support#mcasbehaviour>

We recognise that these changes may involve a shift in how you process communication from school, however, we hope that they will make everything slightly easier and therefore ensure that you are always up to date.

As we have many staff across the school who send messages every day, please bear with us while we train everyone in this new way of working. We will ask you for your feedback on these changes once they have all been implemented.

Thank you for your support.

Mrs K Duzniak
Assistant Headteacher (Personal Development, Community and Faith)