



25 February 2022

Dear Parent/Carers

## Parent/Carer home school communication

I am writing to clarify the current status and use of the three main home school communication platforms.

**Parent support email** – [parentsupport@forestway.leics.sch.uk](mailto:parentsupport@forestway.leics.sch.uk) – this is an emergency out of hours email address that is checked at weekends and during the holidays.

**Tapestry** – this platform is used by all teachers and class staff to capture students learning and school experiences. Pictures are regularly posted on Tapestry for parent/carers to see. Parent/carers are also welcome to add posts to Tapestry to celebrate home learning. This platform will continue to be used whilst we trial Kinteract with a few classes and decide if it is fit for purpose.

**Kinteract** – this new platform is used by school to communicate information, letters, newsletters, etc., to parent/carers. We have had issues getting accounts activated and Kinteract are resolving these as and when we're made aware of them. Kinteract will replace school text messages and will allow us to significantly reduce the printing of letters etc. Please rest assured that we have still been sending letters home and text messages whilst the issues at Kinteract are being ironed out.

Like Tapestry, Kinteract can also be used as a teaching and learning tool to post pictures and information about a student's learning and experiences that day in school. Kinteract will allow us to link these posts to an individual student's IEP targets making it incredibly personalised and focused. Acorns 8, Oaks 5 and Oaks 11 are currently trialling this facility and, again, resolving any issues. Like with Tapestry, these classes welcome parent/carers to post to Kinteract to celebrate home learning.

As the majority of parent/carer accounts are now activated we are now in a position to begin the transition to Kinteract being our main communication platform. If you require any help with activating and setting up your Kinteract account, please email [parentsupport@forestway.leics.sch.uk](mailto:parentsupport@forestway.leics.sch.uk) or telephone school to arrange a time for you to pop in and see someone to help you set up your account and activate the app.

Kinteract are sending another account activation email tonight to anyone who has not yet activated their account. Please do look out for this email and activate your account and log in as soon as you can. If you have already activated your account and the app is working for you, no action is required. Our school website has more information about Kinteract and videos to help you get started.

We would be very grateful if you could complete and return the slip on the reverse of this letter as soon as possible. If at all possible, please could you attach the slip to your son/daughter's diary e.g. with a staple, sticky tape, etc. It's important that we receive these back.

Your faithfully

Sarah Wallace  
Deputy Headteacher



**Please return this slip to school asap – please attach it to your son/daughter’s diary e.g. with staple, sticky tape, etc.**

Pupil Name: \_\_\_\_\_

Class: \_\_\_\_\_

Have you activated your Kinteract account? (please circle)

YES NO

Parent/carer’s name: \_\_\_\_\_ (Please print name)

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