



**Dame Elizabeth
Cadbury School**
www.decschool.co.uk

Our Ref: CS/KS/Communication

Date: 28th February 2025

Dear Parent/Carer,

Re: Matrix App – ‘One Stop Shop’ for all important communication – don't be kept out of the loop!

We have really enjoyed welcoming pupils back this half term and we look forward to continuing to communicate effectively with all parents. With this in mind, we would like to take this opportunity to give you some key reminders about the main methods we use to communicate with you about your child.

Important: don't miss vital information about your child

The Matrix App (below), is our ‘One Stop Shop’ for **all** communications about your child including topping up their lunch money, registering an absence and keeping up with information about trips and other important opportunities on our whole school calendar. If you are not signed up to this yet, it is imperative that you do so (and allow notifications), as this app has now replaced all text messaging.



If you are not yet registered with the app, follow these easy steps for Android/iPhone devices:

If you have not provided us with an email address at any point, please email enquiry with your child's name (first and last name), your child's date of birth, your name and relation, followed by an email address.

Step 1: Download the Matrix Academy Trust app onto your phone/tablet via your relevant App store.

Step 2: Once downloaded, open the app and click the “Activate My Account” link at the bottom of the login screen.

Step 3: Enter your unique enrolment code (which will have been sent via email) and follow the in-app step by step instructions to complete your registration.

Note: Be sure to check your spam folder for your confirmation email when prompted.

For frequently asked questions and a reminder of the ways we communicate via social media, please see overleaf. If you have any other questions, please contact enquiry@decschool.co.uk As always, we appreciate and thank you for your support and we look forward to developing this tool as a method of communication with you. Please ensure you do download the app, if not you will miss out on key information.

Yours sincerely,

Mr C Seager
Head of School



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**Matrix
Academy Trust**
EDUCATION WITHOUT EXCEPTION

0121 464 4040



Dame Elizabeth Cadbury School



dameelizabethcadbury



enquiry@decschool.co.uk



Frequently asked questions (FAQs)

1. **How do I register for the Matrix app?** You will need to follow the instructions sent to you via email/letter. If you haven't received this email/letter yet, speak to your school.
2. **How do I download the app?** You can go to your preferred app store; search 'Matrix Academy Trust' and the app will appear for you to download.
3. **How do I login to my app?** Simply open your app and enter your login details. You would have created these when you first registered for Reach More Parents.
4. **I am not able to download the app, how else can I log in?** You can access the app on any internet enabled device.
5. **Can I use the app without registering?** Unfortunately not. Due to permissions within the system, only people that have enrolled are able to log on.
6. **I am a parent and/or I teach/have children at more than one school, do I need multiple logins?** The good news is, no you don't. The app can allow more than one school to be accessible under one login.

Other general communication

'X' (formerly Twitter)

As a school, we utilise every opportunity to tweet about what events are taking place and what pupils are learning. Our school Twitter handle is @followDECTC; please follow us and share our handle for the most up to date news. We enjoy sharing content delivered through assemblies, special events and extra-curricular activities. Some examples of these are awareness days such as Mental Health Awareness Day, National Careers Week and the outstanding results of our UKMT Maths Challenge Competition.

Website

In addition to good news stories shared on the website, there is a wealth of information to support your child's journey with us. We are currently working on a comprehensive guide to help you navigate the different areas of the website. Our website has a host of information, ranging from the make-up of the school day to how to what texts are recommended for your child to read. We also ensure all school letters are published on our website under 'Publications'.

Parent Advisory Board "You said, we did"

Parental voice is very important to us at Dame Elizabeth Cadbury School. We host a termly Parent Advisory Board meeting which provides us with invaluable feedback on new ideas and initiatives that we'd like to roll out. Actions taken in response to the valuable feedback from parents are consolidated into a "You said, we did" document on the website.

Half-termly Newsletters

Each term, an online newsletter is sent to parents which contains news stories about events that have happened in either the autumn, spring or summer term. This is also an opportunity for the Heads of Houses to share updates about each specific pastoral house.

Dedicated email and telephone lines for queries

If parents, or the general public, have queries, they can email a dedicated email address, enquiry@decschool.co.uk. We also have dedicated telephone lines for direct contact with each Pastoral House, our Social Workers Hub and main reception. All areas can be accessed through the main telephone number followed by the relevant option (Option 2 - Durham and York Houses, option 3 – Warwick and Exeter Houses, option 4 – Social workers team and option 0 – main reception).

Attendance answer phone service

In response to parent feedback, we now have a dedicated answer phone facility accessed through the main telephone number – option 1. This allows parents to leave a message about their child's absence, please ensure you leave a reason and full name on the voicemail.



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