



# Edgewood Primary School

## Building skills and values for life

### **Introducing Compass - our new school information management system**

Dear parents / carers,

I want to start with an apology. I know an increasing number of you have been having issues with Scholarpack and SeeSaw which have been impacting on how school communicates with you and you communicate with us. I'm sorry for this and thank you for your patience and understanding.

We found out earlier this year that the company that bought Scholarpack had decided to end this platform early next year and hadn't been updating the system as it used to.

When we were informed that Scholarpack was being withdrawn as a product we started an intensive search for a better alternative. We looked at 6 different systems and had many meetings to check that we would be moving to the best system we could find. While doing this we were very mindful of your needs as parents and looking for the best system to communicate with you. We were especially looking for a system that would allow us to merge all our current different systems into a one-stop-shop for you to use.

We were most impressed by Compass. This is a market leading platform internationally which is building its presence in the UK. We are joining this company with a group of local schools so we can all support each other to make this system the best it can be for all four schools. In addition, we will be the Flagship School for Nottinghamshire so we can help shape and develop the system even further moving forwards.

There is some initial information for you on their website, [Parent Portal | Compass Education UK](#) and this is a link for you to have a first look at the parent app, <https://youtu.be/5Lm8l7SIPoM?si=ta34LpexnbXc08nu>

We will still be using Scholarpack (and SeeSaw) until we break up for Christmas on the 19<sup>th</sup> December so you can still use the Scholarpack app until then. However, if you are having any issues with it can we please suggest that sending an email to [office@edgewood.notts.sch.uk](mailto:office@edgewood.notts.sch.uk) is probably your next best way of getting in touch if it isn't urgent. For anything really urgent then please call the office on 0155 9561337.

When we come back after the Christmas holidays we will be live on Compass. Further details will follow about downloading the new parent app and getting ready for this change in the coming weeks.

Please note we will be keeping iPay for ordering school meals until February half term so it won't interrupt you ordering meals over the Christmas holiday ready for January.



Christchurch Road, Hucknall, Nottinghamshire, NG15 6HX

## **How we communicate with you (From January 2026)**

Please note school legally needs to know your correct address and a current working phone number for AT LEAST one person with Parental Responsibility and must have AT LEAST two different contacts in case of emergencies. With Compass, many messages are also sent by email so it is vital that we have at least one valid email for each parent.

If any of your contact details change it is vital that you contact school immediately to update your information. This must be done in writing (electronic communication is fine) or directly via the Compass app – we cannot do this over the phone.

| Method           | Information communicated by this method                                                                                     | Frequency                                                                |
|------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Phone            | Urgent First Aid or other messages that need a personal touch.                                                              | As required                                                              |
| Hard copy letter | For some official communications (such as around attendance) that need to be sent in writing.                               | Rarely                                                                   |
| Email            | Some official and longer communications from Compass.                                                                       | As required                                                              |
| Compass          | First Aid                                                                                                                   | Once a day as required before the children go home for non-urgent cases. |
|                  | Weekly Newsletter                                                                                                           | Weekly on Friday                                                         |
|                  | Academic information / examples of work from your child                                                                     | As they happen with one or two a week at most                            |
|                  | Behaviour information (Stage Awards and other behaviour notifications)                                                      | As required                                                              |
|                  | Sports updates in Newsfeeds                                                                                                 | Posted as we have sporting events                                        |
|                  | Updating personal information                                                                                               | As requested by us                                                       |
| School Website   | Policies, statutory information and information about how we teach different subjects and in different parts of the school. | Updated as required – not sent out                                       |

You may notice that we will no longer be posting information to Facebook, Twitter or any other social media platforms. All this sort of information will be sent through Compass so it is secure and can only be viewed by people with a log in so we aren't posting images of your children where others can access them.

We would ask all parents to ensure that they do not post any images of other children to social media at any time as many parents do not wish their children to have a social media presence.

## **How you can communicate with us (From January 2026)**

| <b>Method</b>                           | <b>Information communicated by this method</b>                                                                                                                                                                              | <b>Frequency</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phone                                   | Absence<br>Any urgent information for school or class teacher or wanting to arrange to speak to class teacher or other member of staff (Please note specific staff may be busy and unable to speak with you straight away.) | Phones are active from 8:15am to 4:45pm (4:15pm on Friday).<br>Please leave a message out of these hours.<br>Please use the absence message option for all absences.                                                                                                                                                                                                                                                                                                                  |
| Email<br>(office@edgewood.notts.sch.uk) | Longer, more detailed or fairly urgent information for school or class teacher                                                                                                                                              | Please note this is checked regularly during the day but NOT continuously monitored – if you need an instant response please call school.<br>Please note timelines for responding to emails, especially if lengthy and requiring information from specific members of staff, would be up to 5 days.<br>Please also note that emails sent to specific staff email addresses may get filtered out by our filtering systems so please always ensure you use office@edgewood.notts.sch.uk |
| Compass App                             | Non-urgent academic and pastoral information for your child's teacher                                                                                                                                                       | As we start to use Compass we are unsure how easily these messages will be displayed so initially please DO NOT rely on a Compass message if this information is urgent.<br>Staff may not see messages before school starts each day and will not necessarily have access to them during lesson time.                                                                                                                                                                                 |
|                                         | Absence                                                                                                                                                                                                                     | Please let us know before 9:30am so we don't call or message you about absence.<br>We need to be told specifically if a child will be absent each day so unless you have told us they will be off for two days, we legally have to confirm absence each day.                                                                                                                                                                                                                          |
|                                         | Updating your personal information and telephone numbers                                                                                                                                                                    | As required (Please do this promptly in case there is an emergency with your child and we need to contact you.)                                                                                                                                                                                                                                                                                                                                                                       |
|                                         | Queries about any information about your child, e.g. attendance, behaviour or academic information you may access on Compass.                                                                                               | Please note we will be sharing more and more information with you as we fully learn how to utilise Compass. Some will allow comments back whereas some won't. Please bear with us while we are learning how best to use it!                                                                                                                                                                                                                                                           |
|                                         | Trips, clubs and giving consent for both of these.<br>Purchasing book bags and other items schools sells.                                                                                                                   | Must be settled and consent given by the date given in the trip letter.<br>Please order online through Compass and collect from the school office                                                                                                                                                                                                                                                                                                                                     |
| Social media or any other platform      | Staff will not respond to messages, questions or concerns raised through any social media or web sites.                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| iPay<br>(Until February half term)      | Dinner Money                                                                                                                                                                                                                | Menu updated half termly and you can then order for those weeks up to 10pm the Sunday before that week.                                                                                                                                                                                                                                                                                                                                                                               |
| Letter                                  | For formal reasons as detailed in some of our policies.                                                                                                                                                                     | School will respond within 5 working days, but may take up to 10 working days for a full reply. (Please note holidays and weekends are not counted as working days)                                                                                                                                                                                                                                                                                                                   |