



# West Park

*'A caring school where we put pupils and their achievement first'*

West Road  
Spondon  
Derby  
DE21 7BT

**Head:** **Scott McGregor**  
Tel: (01332) 662337  
Fax: (01332) 280767  
email: [info@westpark.derby.sch.uk](mailto:info@westpark.derby.sch.uk)

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Dear West Park Families

Apologies for the avalanche of correspondence on the last day of half term.

I have been made aware of a significant issue with our text alert system yesterday. I have reviewed individual communication logs and it is showing that messages were sent out from the school; evidently these messages have not reached parents and carers. This appears to be linked to the movement to our new Management Information System, Bromcom, however we were assured that the transition process would have no impact on the functionality of our current system.

Moving forwards the Bromcom system will undoubtedly be a stronger product for us and will support us in ensuring that these issues do not occur in the future.

As a parent of 3 girls of my own, I more than understand the worry that is caused when we don't know where our children are. My apologies go out to you all for causing undue stress to your family.

I am hopeful for a peaceful day today and a restful half term.

Kind regards

Scott McGregor  
Head