



23 March 2020

Dear Families

## School Update – 23 March 2020

### Show My Homework (SMHW)

With today being the first day students across England are studying and working from home, you will be aware that the Show my Homework platform is experiencing some problems. Despite us being reassured by SMHW that the system could cope with high volumes of usage it appears that their server is having difficulties. Please know that this is not an academy issue and the SMHW team are dealing with this as a matter of urgency. It should be up and running again very soon and we will continue to update you about this if and when needed.

### Free School Meals

We are currently waiting the final arrangements to be communicated regarding students who are eligible for free school meals. As soon as we receive this it will be shared with all eligible families.

### Communicating with academy colleagues

As you will appreciate we are receiving high volumes of calls to the academy today and as a result you may have experienced difficulty in connecting with a member of staff. This is being addressed and will be resolved today. In the meantime, we encourage families to use our email address: [enq@highwealdacademy.kent.sch.uk](mailto:enq@highwealdacademy.kent.sch.uk) which is monitored by a number of colleagues throughout the day who will be able to respond to you promptly.

Yours sincerely

Nicki Young  
Head of Academy Administration