



NEWSLETTER

Friday 27th February 2026

Dear Parents /Carers,

ChatGPT – the dangers of using AI to communicate with school

ChatGPT, along with the many other AI tools that are available, have been a revelation and permeated different aspects of our everyday lives.

It can help you turn those few leftover ingredients you have in your fridge and cupboards into an amazing meal or help you create a fun and exciting agenda for a road trip during the holidays when you are stuck for ideas. There is little that AI can't help us with.

However, schools are increasingly starting to receive communications from parents that have been generated using ChatGPT, or similar products. Here at Hillcrest, we have received a small number in recent weeks.

Whilst a hugely helpful tool in helping us to organise our thoughts and lay them out in a clear and concise way, AI can actually create problems and barriers that prevent schools from getting to grips with an issue promptly and smoothly.

ChatGPT, and other similar tools, will often take a concern or worry from a parent and inject it with lots of legal talk that heightens the initial concern to an unnecessarily high level too soon and before a school has even had a chance to deal with the problem at a basic level.

We have a very robust system for sharing concerns and complaints here at Hillcrest, as do many other schools. Here at Hillcrest, this involves the following steps...

STEP 1 Allow the Class Teacher an opportunity to address your concern;

STEP 2 If you think that the problem still exists, despite the Class Teacher's actions, return to them to give them another opportunity to address the matter

STEP 3 If matters still aren't resolved after giving the Class Teachers a couple of opportunities, you would email office@hillcrest.norfolk.sch.uk and the Headteacher would triage your concern to the most appropriate Senior Teacher

STEP 4 If your issue still remains unresolved, you would approach either Mrs White, Assistant Headteacher or Mr Martin, Deputy Headteacher

STEP 5 If concerns still remain you would either email the Headteacher or make an appointment to see him

These steps are there to ensure that we can take every possible opportunity to listen to your concerns and act upon them to the benefit of your child and make their experience at Hillcrest as positive as it can possibly be.

However, often at the position we would call Step 1 or 2 in the above list, instead of arranging to chat through a problem, we are receiving emails, supported by AI, that refer to legal responsibilities and legal action.

We need to make parents aware that as soon as 'legal action,' or words to that effect, are mentioned in a communication to school, we have to deal with the matter completely differently and in a way that effectively slows the process of dealing with the complaint down.

Once legal action is raised in an email, letter or phone call, the entire process laid out above stops and we, in turn, have to seek legal advice ourselves. The likelihood is that rather than speaking to the school to resolve an issue promptly and swiftly, that the matters then bounces back and forth between solicitors which both costs the school money, that should otherwise be spent on resources, and can also end up costing the parents money if they wish to instruct their own solicitor.

Therefore, whilst ChatGPT can offer huge benefits and make lives easier in so many ways, we would urge caution when using it as a tool to communicate to school and reflect on whether when AI recommends referring to legal intervention, that this is a route you wish to go down.

Winter Sports Day

There wasn't so much in the way of wintry weather before half-term when our annual Winter Sports Day was held. However, there was a lot of rain with swimming events probably more appropriate than the sports that the children actually took part in.

Nevertheless, the children thoroughly enjoyed themselves even if Mr Steel and Mr Chalkley looked like drowned rats whilst they were refereeing.

The children took part in a series of team events including football, hockey, netball and basketball.

Yellow House came out on top as the event winners.

Run Norwich Charitable Event – Wednesday 25th March

We will be welcoming in the Norwich City FC's Community Sports Foundation to deliver a Hillcrest version of the Run Norwich charitable event. The event will take place on Wednesday 25th March and we will be sharing more information about this over the coming weeks including sending sponsorship forms home. The team from Norwich City's CSF will be coming in to deliver an assembly to the children at which they will launch the event.

Mr Try would much rather prefer that the team coming in wore blue and white and had a horse on their badge, but for the sake of charity is happy to tolerate the green and yellow presence.

Class Drop-In

The final Wednesday morning class drop-in for the Spring Term takes place on Wednesday 25th March between 8.45 and 8.55am.

School Reports and Parent Consultation Evenings

Hopefully, all parents have now received their child's Mid-Year Report and either attended this week's Parent Consultation Evening or are booked in to next week's event on Tuesday 3rd March.

It was great to see so many parent's at the first Parent Consultation Evening yesterday and this mid-year point provides a great opportunity to not only address any issues, concerns or worries but also to celebrate the huge amount of positive steps that your children have taken with their learning since returning in September.

If you haven't yet booked your Parent Consultation Meeting, there may still be slots available on WisePay for next week.

Attendance Matters – New Termly Attendance Records

The next Termly Attendance Record will be released to parents via email by Friday 27th March at the latest.

96% attendance or above is the aim for every child which is why the colour-coded attendance records that were sent home for last term started to show amber colourings for attendances below this figure and the further away from this figure the attendance is, the dark amber and, eventually, red colours will appear.

IS MY CHILD TOO ILL FOR SCHOOL?

yes
until...


CHICKENPOX	At least 5 days from the onset of the rash and until all blisters have crusted over.
DIARRHOEA AND VOMITING	48 hours after their last episode.
HIGH TEMPERATURE	If your child has a high temperature, keep them off school until it goes away.
IMPETIGO	Their sores have crusted and healed, or 48 hours after they started antibiotics.
MEASLES	4 days after the rash first appeared.
MUMPS	5 days after their swelling started.
SCABIES	They've had their first treatment.
SCARLET FEVER	24 hours after they started taking antibiotics.
WHOOPING COUGH	48 hours after they started taking antibiotics.



NO

CONJUNCTIVITIS	You don't need to keep your child away from school if they have conjunctivitis. Do get advice from your pharmacist. Encourage your child not to rub their eyes and to wash their hands regularly.
COUGHS & COLDS	It's fine to send your child to school with a minor cough or common cold.
HAND, FOOT & MOUTH	If they seem well enough to go to school, there's no need to keep them off. Encourage your child to throw away any used tissues straight away and to wash their hands regularly.
HEAD LICE	There's no need to keep your child off school. You can treat head lice and nits without seeing your GP.
THREADWORMS	Speak to your pharmacist, who can recommend treatment.
SORE THROAT TONSILLITIS	You can still send your child to school if they have a sore throat. But if they also have a high temperature, they should stay at home until it goes away.
SLAPPED CHEEK	You don't need to keep your child off school if they have slapped cheek syndrome because, once the rash appears, they're no longer infectious.



Class	Target for February	ACTUAL FOR FEBRUARY	Target for March
Moons	99%	96.48%	97%
Suns	98%	95.20%	96%
Meteors	96%	97.42%	98%
Nebulas	99%	99.33%	99.50%
Comets	96%	92.30%	96%
Planets	98%	97.19%	98%
Mercury	97%	97.16%	98%
Pluto	99%	98.93%	99%
Mars	96%	90.34%	96%
Saturn	97.50%	96.27%	97%
Jupiter	96%	94.53%	96%
Venus	97.50%	98%	98.50%
Earth	96%	91.03%	96%
Neptune	96%	91.47%	96%

Well done to Meteors and Nebulas in Year 1, Planets in Year 2, Mercury in Year 3 and Venus in Year 5 for exceeding their targets for the month of February. A massive congratulations to Nebulas Class in Year 1 for achieving an almost perfect attendance of 99.33%.

Early warning...SCHOOL CLOSURE

We would like to remind you that Hillcrest Primary School will be closed for the Easter holidays between Monday 30th March and Monday 13th April 2026 (inclusive). School reopens at the usual time on Tuesday 14th April 2026.

NEXT NEWSLETTER IS OUT ON FRIDAY 27th MARCH