



wildernschool

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Dear Parent/Guardian

As part of our continued commitment to a smart device free school environment, we are pleased to introduce My Home Call, a secure way for your child to contact you during the school day without needing a mobile phone.

My Home Call is a closed safety platform built specifically to support smart device free schools. It allows your child to send you a short, pre-written message from a secure kiosk in school, quickly, safely, and without disruption to lessons.

My Home Call also gives families a broader safety net. If your child finds themselves in any situation outside school where they need to reach you, they can use any borrowed smartphone or tablet to contact a saved contact (by message or by a short call) with the same secure identification.

Why we are introducing this

A smart device free school day has real benefits for focus, wellbeing and learning. But we also recognise that there will always be everyday moments when your child needs to get in touch, most commonly a lunch money top-up, a forgotten PE kit, or a change to collection arrangements. My Home Call gives them a secure, controlled way to do that without disrupting the school day.

How it works

1. You register your child and your contact details using the free My Home Call app. This takes just a few minutes.
2. During the school day, if your child needs to contact you, they visit a kiosk in school.
3. They enter their name and complete a quick facial scan to identify themselves, no passwords, no numbers to memorise, no phone needed.
4. They send you one of three pre-written messages, for example that your child needs their lunch money topping up, is running late, or has forgotten an item.
5. You receive the message instantly as a text message (SMS) from the My Home Call system, sent to the mobile number you registered.

Built around safeguarding

- Three pre-written messages only. Two let your child fill in one detail, up to 50 characters (a reason for running late, or which item is forgotten). No open chat, no social messaging.
- On the school kiosks, messaging only: voice calls are disabled to keep kiosks available and lessons uninterrupted. Outside school (school trips, lost or flat phone, emergencies), the full My Home Call service including calls is still available from any borrowed device.
- No internet browsing on the kiosk.
- Your phone number is never displayed to your child or anyone else on the kiosk.
- You decide who is on your child's list of trusted contacts.

- The facial image is never stored. It is converted to an encrypted code, and the original is deleted.

What you need to do

To get your child set up, please download the My Home Call app and register:



- Scan the QR code, or visit myhomecall.com
- Create an account, add your child, and confirm the contacts they can reach.

Cost

My Home Call is provided to Wildern School at no cost. The standard parent service is free. There is an optional family upgrade available directly through the app for families who want additional features. This is entirely optional and not required to use the service in school.

Questions?

If you have any questions, please see the FAQ overleaf or contact the school office. For technical questions about the app itself, please email hello@myhomecall.com.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'A Warner', written in a cursive style.

Mrs A Warner
Assistant Headteacher

