

## Parent Views    October 2018

### Things you have told us you like.

- The new app - is a much better system with greater communication; with quicker links to phones rather than going on website.
- Staff are approachable, if needed to discuss anything with.
- Child's strong relationships with staff taking time to get to know and identify his needs.
- Children are looked after in every respect, including nurture clubs and activities.
- Community atmosphere.
- Clarification of events are clear with quick responses to any questions.
- Homework.
- Routines - spelling and times tables.
- Sporting opportunities.
- Healthy tuckshop.
- Pupil drama performances.
- Challenge for the more-able pupils.
- Violin lessons.
- Good selection of reading books.
- Playtimes, morning and lunchtime sports.
- School Council.
- After school clubs.
- How well Y3 children have settled in.
- And one parent who just commented, "Everything".  
And another parent/carer, "Carry on as you are!"

### Good ideas for the future

#### *What you said....*

- *Improving communication  
through keep developing the app, with calendar information, news, alerts and messaging to ensure  
that sufficient information is clear about events.*

#### *Our response*

We are very excited about the new app we are developing and believe that parents and carers have already told us it has made a big difference to communications. The news alerts keep you informed about activities in school, the calendar is up to date information for the whole year and alerts come to you via the notices. Newsletters will now become monthly. Please ensure the padlock is unlocked to receive personal text messaging about your child.

It is a very up to date system, coming direct to your phones - saving time and effort of logging onto a website. We will try and ensure all information is clear and leaves less room for interpretation.

We have developed the calendar part of the app to include a substantial amount of text with key information to support your advance planning in your dairies. Some parents have informed us that events in the school diary can be synched to your personal calendar to help with remembering events in the context of the busy lifestyles we lead.

Please continue to support our development of the app and any concerns you have please raise with Mrs Ward in the office. Any further feedback about the app is also welcomed.

#### *What you suggested*

- *Other products on the tuck shop.*

#### *Our response*

As a school we are only allowed to now make available fruit snacks at break times. Other such products like yogurts and cheese that we have done in the past, have to be part of a balanced lunchbox or midday meal rather than a snack. Infant School free fruit schemes have been running for many years and most pupils are already living the good habit. We are very grateful to Tibshelf Coop who support our tuck shop fruit scheme, and in doing so raises funds for a range of sports equipment to help us provide for active healthy lifestyles at break times and lunchtimes, which is a strength of our school and part of us winning the healthy lifestyle active school award for 2017-18.

#### *What you suggested*

- Other after school clubs not just sport
- Care, after school care, like the breakfast club.

#### *Our response*

We are working hard to provide a new after school care facility which will run from 3.15-5.45 starting in January 2019. This club will include themed evenings including art and craft activities. More information will be forwarded to you once finalised.

We do change our enrichment clubs over the year and have in the Spring and Summer terms had 'Mad Science' run clubs. Our lunchtime clubs include art and craft, glee, chess, scratch computer clubs and will all become more popular as the weather gets cooler and wetter and the grass becomes inaccessible.

#### *What you suggested*

- *More opportunities to see pupils work*

#### *Our response*

You are welcome to ring school or see your child's class teacher on the playground to arrange to come into school and see your child's work.

We also hold many parent/carer events including enterprise afternoons, and special curriculum enrichment weeks such as science week or art week when work can be viewed on display in the corridors and on classroom walls.

We do hold 3 dedicated parent/carer evenings every year, with appointments in October and March. Plus, a July touch base with the class teacher about the school report if this is required.

At any time, if you wish to discuss the progress of your child please ring to make an appointment.

#### *Your comments*

- *Poor quality of School photographs.*

#### *Our response*

We have been informed that these were not as good as in previous years. We will be taking up this issue with the new company we used this term and making a decision about whether we continue to use them or switch to another company which offers better value for you as parents.

#### *What you suggested*

- *Rising costs of educational school trips and our residential, we appreciate go up yearly.*

#### *Our response*

Mrs Ward works tirelessly to ensure we get the best prices for our coach hire, which is a significant cost of the total amount. We have in the past few years, and will again this year, ask parents to transport to and from Lea Green (for the Y5/6 residential) as this is a local venue and reduces costs of our most expensive out of school education visit.

Mrs Ward has contacted Parent Pay and you can add funds whenever you like such as £10 a week or month into your basket. You can then use this as a savings fund and then allocate funds to the relevant trip or expense when this becomes active on your Parent Pay. We will also work to try and create an expense planner for you and give you as much notice as possible for upcoming expenses.

#### *Your request*

- To open the school gates at 8.30

#### *Our response*

As a school, we can only take responsibility for our pupils from 8.40 as stated in the school prospectus. If you require care prior to this time, please speak to a member of staff about our breakfast club facility which runs, at a small cost, from 7.45-8.45 every morning. Prior to 8.40 we ask that children are supervised and kept safe.

We take the safety of our pupils very seriously and are concerned about the traffic, and at time the illegal parking and unthoughtful driving outside of school. Please always consider the needs of all children by not driving and parking in the service road at the side of school. All children must exit from the side gate and cross that road to access parents' cars or to walk home.

Parental feedback is always sought, through questionnaires, at both parent/carers evenings in October and March and this is warmly welcomed and has made a positive difference to our school and your child's education.

Additional to this there is a facility through the website to leave feedback

<http://www.townend.derbyshire.sch.uk/home/website-feedback-form>

96% of our families were able to attend our October open evening- this is exceptional compared to most schools. Please see Parent View questionnaire feedback information on the app.

Of the 136 families returning questionnaires, 98% of you strongly agree or agree that the school seeks the views of parents/carers and takes account of your suggestions. 99% agree that parents play an essential role in supporting pupils with homework, reading tables and spellings.

Thank you for your continuing support.

On behalf of all school staff,

Mrs White

Headteacher