



Dear Parent/carer

I am writing to you following our recent Parental Questionnaires, which have been extremely useful, and to let you know some of the ways in which we will be responding to the feedback. I have been working alongside Mr Harrison, one of the Consultant Headteachers who is supporting the school, and we have analysed the findings together. Mr Harrison is particularly keen to assure parents that their views are important and acknowledged.

While there are clearly a number of areas to address, there are also many positives. Firstly, the number of responses gathered, 101, was exceptional. This shows the passion that the parents have for the school and Mr Harrison and I are both keen that this is turned into a positive. Every parent wants the best for their child and this is something which we are committed to achieving. Clearly, the most successful schools create close, appropriate and productive partnerships with the parents. Furthermore, all parents would seek that their children were happy and safe. 93% of parents strongly agreed or agreed that their child was happy, with 95% agreeing or strongly agreeing that their child is safe in school.

Communication was the most common area identified by parents as an area in which school needs to improve. School leaders would agree that this is undoubtedly an area to address and have been planning improvements in this regard for some time. The issue of Class Dojo is one which has caused much consternation and we absolutely do take the comments on board, while noting the reasoning and explanation for this decision referenced in the letter to parents written by the Interim Executive Board on October 4th. As noted above, close and productive relationships between home and school are essential and a number of measures will be put into place to help ensure that this is the case. In order to help us to achieve this, we are going to send out a Survey Monkey questionnaire which focuses upon parental engagement, involvement and planned communication. This will be sent out by text.

The outcomes from the survey will assist us in ensuring that communication does improve and that parents can see that their input and ideas are listened to and put into action. In the meantime, we will look at various systems in school and will continue to involve the newly formed Children's Leadership Team to ensure that there is also an active and effective pupil voice at Chester-le-Street CE Primary.

Thank you once again for your support and input and we look forward to receiving your views and wishes on communication moving forward.

Yours sincerely

Mrs Atkinson

Acting Headteacher