

Allergens and Healthy Eating.	
7 responses.	
<i>You said...</i>	<i>School replies...</i>
School snack can be expensive when you have several pupils at school and the opportunity to send your own, including in EYFS is something that should continue.	Thank you. EYFS staff emailed parents – snacks from home are welcome but their storage, accessibility, and content (nuts) needs careful management.
“Thank you for listening to our concerns over our allergen management, and for taking steps to improve systems.”	Thank you. Safeguarding, in all its guises, remains our number one priority. Parents trust us with the most precious thing in their lives – and we take that trust seriously.
The Trust’s policy of allowing low-sugar squash is causing issues in some households and responder suggests a water-only policy at Dosthill.	Thank you. Mr Shakeshaft will raise the concern with the Trust Executive who set the policy.
“I don't think you can lay out your expectations with regards to this point any clearer than you've already done.”	Thank you. A policy isn't a policy if it isn't consistently applied – we are reviewing how that will be applied and will communicate more in November.
Attendance and Punctuality.	
2 responses.	
<i>You said...</i>	<i>School replies...</i>
(Your) newsletter and website talk about safe handover and collection, but the procedures feel very different for EYFS parents compared to their nursery experience – useful suggestions were made re: passwords, photos, and induction books.	Thank you. This type of constructive feedback is <i>exactly</i> what we were hoping for – refinements will be made as a result.
“It's been great to see you sharing the statistics each week and promoting the importance of this topic.”	Thank you. We share more statistics with parents than we do pupils. In school, it's 100% celebratory. Punctuality is key in many workplaces – so if we can instil that trait in pupils now, we will possibly be making their futures that little more secure. It is also worth pointing out that all initial attendance procedures are diagnostic and supportive – we need pupils to attend regularly to ensure their learning is sequential.
Behaviour.	
3 responses.	
<i>You said...</i>	<i>School replies...</i>
Parent enquired about younger pupils who accidentally soil themselves as they felt procedures were not clear.	Thank you. There is a Trust Intimate Care policy in place for pupils who need to be regularly supported. All pupils (especially younger ones) can have the occasional accident – the same protocols would apply – staff using PPE, safeguarding themselves and the pupil and recording and reporting on each incident. If there are ever concerns over a specific incident, they need to be raised and addressed.
Parent felt that whole class ‘detentions’ at lunchtime were inappropriate, whereas individual responsibility and accountability should be the norm.	Thank you. Our behaviour policy is here: DPA behaviour policy 2324 In the policy we use the term <i>detention</i> to signify any missed time. We do deter class teachers from whole class detentions, whilst acknowledging that there may be times that the whole class need to receive clear messages that shouldn't eat into our curriculum time. On these rare occasions, the class should eat lunch at their normal sitting, get an outdoor break during the lunch hour, and be detained no more than a maximum of ten minutes.

<p>“Your behaviour policy is clear, and I believe is well promoted within school... (my child) spoke a lot about what she'd heard from various staff members during anti-bullying week in how to deal with any situation where behaviour may be an issue.”</p>	<p>Thank you – we worked extensively with the DfE Behaviour Hub last year and continue to invest in external support from an external partner called Beacon School Support. Thank you. We are also proud that other schools within our Trust are adopted our policy in their own settings.</p>
<p>Communications Protocols.</p>	
<p>10 responses.</p>	
<p><i>You said...</i></p>	<p><i>School replies...</i></p>
<p>Communication around music tuition, it's timetabling, and organisation was poor.</p>	<p>Thank you. Mr Shakeshaft agreed and wrote in person to the parent. Whilst this was predominantly an administrative issue not fully owned by the school, we will ensure it doesn't recur.</p>
<p>“I really struggle to understand why staff email addresses are such guarded secrets... (<i>teachers could send</i>) a quick email to let me know of a problem or equally a quick one-line email of praise... I can often come out of work to 10 ParentMail notifications.”</p>	<p>Thank you. Staff emails are easy to work out. The communication protocol is here: Dosthill Primary Academy - Parents' Communication and Email Guidance – our office staff have the time and space to sort out emails in terms of what's urgent and important. ALL parent emails will get to teachers – and often teachers will then continue direct communication. Yes – more praise sent home would be great – we're working on it. Concerns are always better addressed in person or by phone in the first instance. We agree about the number of emails – see below.</p>
<p>“Communication from the school has improved and feel I am very much in the loop with most events within the school.”</p>	<p>Thank you. We've come a long way – there is still more to be done – generally in reducing the volume and frequency of what comes home. Thank you for acknowledging an improvement from your perspective.</p>
<p>“The communications are unclear, raising questions but no way to respond or clarify... (<i>there is</i>) no right to reply.”</p>	<p>Thank you. Hopefully, the fact that you were able to write this on a feedback form and have it considered, demonstrates that there is a very clear process for two-way communication. If anything is unclear, please raise it straight away and it will be clarified.</p>
<p>“There seems to be a high number of parent mail emails per day/week some of which do not apply to our child's year group. This makes it difficult to ensure we are responding to what is relevant.”</p>	<p>Thank you. Yes, there are too many – and this response is echoed elsewhere. We are working on planned patterns for communication – we've started with homework and newsletters and now we will work on all those ad-hoc communications. There should be fewer, they should become more targeted.</p>
<p>“Do not feel you have to over communicate to parents. The more you give, the more parents expect.”</p>	<p>In June 2022, Ofsted wrote: “The pandemic has disrupted communication with stakeholders such as parents. Some parents feel they do not receive enough information about what their children are learning. Leaders should continue their work to improve communication with stakeholders.” Thank you. Really appreciate a note of concern – it's easy to take what's <i>over and above</i> for granted when it becomes common place.</p>
<p>“Thank you for setting out the expectations with regards to communication with teachers and other staff within school. Personally, I find this guidance</p>	<p>Thank you for the feedback. The guidance being discussed can be found here: Dosthill Primary Academy - Parents' Communication and Email Guidance</p>

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useful. I feel that the new timings for issuing class newsletters is also working well.”	
“Don’t think it’s beneficial to anyone to have to email the office to pass on emails to other staff. The subject may be something you don’t want office staff knowing about and there’s a risk of it getting lost due to the amount the office must now be receiving. Where’s the privacy?”	Thank you. Please refer to the response second from the top of this section. All staff are bound by the same confidentiality policy and code of conduct – in many ways, the office staff deal with more sensitive information than the average teacher in school. That said, you’ll see from the protocols that once dialogue with the teacher is open, direct emails are in place. We also recognise that issues may relate to SEND need – so we have set up a SENDCo@ email.
“As a parent I’m made to feel like I’m ‘bothering’ a teacher if I want to speak to them and this has never been the case before. In previous emails it has been said that the teachers are ‘there to teach’ and rightly so however I find it sad that now it’s become like they are untouchable.”	Thank you. Please read Dosthill Primary Academy - Parents' Communication and Email Guidance It states very clearly that good communication is key. Teachers are available from 3:15 in person each day. There are points in the day for telephone conversations. We have TEAMS facilities for video calls. If you still feel there’s something missing, do get in touch again.
Home Learning	
15 responses	
<i>You said...</i>	<i>School replies...</i>
“The new template for homework is much better. Having links within this document is very helpful...the form could be further improved by having the spellings as a link that shows this week on week so we can go back and re-visit those from previous weeks as time goes on in one document.”	Thank you. This shouldn’t be too difficult to accomplish – we’ll take it back to the SLT and teaching staff to discuss.
“I think more resources could be shared with parents to support their children at home with their home learning.”	Thank you. We’d like to know more – for example pens and paper or dictionaries, counters, and number lines? We try to keep a lot of resources digital for home learning.
“Can we please have dates by when homework items should be completed. For example, spellings - if they are going to be tested on a Monday, can we know this so we can practice beforehand. Also reading, four times a week. When do the diaries get viewed for recognition?”	Thank you. We will get individual year groups to communicate this and update the home learning procedures.
“Whilst I agree with the concept of home learning, I think too much is set and the timeframe is too small.”	Thank you. There is a ‘no detriment’ element to home learning – talk to your child’s teacher about which areas to prioritise. All home learning should be practice of what’s already been taught – no new learning.
“Although a home learning sheet comes out on a Friday, no real explanation so given for things. For example, other parents had to tell me the log on for TT rockstars was the same as number bots this wasn’t made clear.”	Thank you. Staff will be encouraged to be as explicit and as detailed as possible in all communications, not least home learning expectations.
“The use of the MyMaths programme was well received and looks good. I was wondering if guidance could be given to the sums to be tested for TT Rockstars on a weekly basis, so we know what the expected requirement is.”	Thank you. Yes – by the time this is sent out, it will have been written and will soon be communicated.
“May I suggest a more proactive collaboration with wrap around care club where there is capacity to	Thank you. Yes – we’re meeting on 10/10/2023 and will raise it then.

support children with their home learning, if there is really a necessity for it to be done?"	
"My son is really enjoying the spelling frame website."	Thank you. This is exclusive to Y6 for now – but more favourable feedback might see it rolled out further.
"We had the first week of homework issued last week, however on the form it didn't specify on what date this needed to be completed by."	Thank you. There was a covering letter, but the dates and timings really need to be on the form. We'll get that altered.
"The home learning that has been set so far has been clear and supportive to our child's development. Our daughter has enjoyed completing it with our support."	Thank you for the feedback.
"Home learning has of course increased for my child since the start of Year 3; however, we are finding it very engaging and manageable. At no point have they felt out of her depth or has had a lack of understanding of any of the tasks that have been set and we are managing to complete set homework within the expected time frame, even though we do have a busy extra-curricular activity schedule."	Thank you. There are some clear rules about home learning that we expect all teachers to adhere to: <ul style="list-style-type: none"> • No new learning – just practice of what's already been learned to consolidate knowledge, skills, and understanding. • No detriment to the child for non-completion (it supplements the planned curriculum; it isn't part of it). • No sanctions for non-completion (but an understanding of barriers may be needed) We're glad it's working in the case of your family.
"When setting alternative spellings for some pupils, these should be the words they are then tested on and not the words that are too hard and not been practised. These scores should also not be being read out in front of the whole class."	Thank you. Reading scores out is not something teachers should be doing, for obvious reasons. This has been dealt with. Testing spellings, as a process, does not tell us if a child has learned to spell and use a word in their own writing consistently in the future. This is something we're exploring with staff across the year's professional development training.
"It's not clear is homework (except for reading) compulsory and are there any consequences for the child in class not completing it? It would be helpful to have clear guidance around the above."	Thank you. Please see response one box above – a refined guidance document is on its way.
"Provide textbooks to learn at home."	Thank you. CPG comprehension books are on their way.
New Website	
4 responses	
<i>You said...</i>	<i>School replies...</i>
"The new website looks great, well done to all involved."	Thank you – that was very much a Trust piece of work and all the schools in our MAT family have had a similar makeover.
"The drop-down expanders for the menu button don't seem to work meaning you have to click onto that page and try to find what you want. This sometimes means going back if you can't find what you're looking for on that section."	Thank you. Rather than drop-down expanders, clicking on a menu item takes you directly to a page of tiles (when on a mobile device) – your pathway then stays at the top of the page (for example: HOME>LEARNING>CURRICULUM) and each word in that pathway is a link back to the previous page. The menu at the top can also be used. Hope that helps.
"Would it be possible to update the calendar on the website. It is just showing as an empty calendar."	Thank you. Yes – we will ensure this is as up to date as possible by the end of November at the latest.
"It is lovely to see a new fresh website after so long. It looks great and has a welcoming feel to it, promotes the school's virtues and is easy to navigate."	Thank you for the feedback – Mr Shakeshaft will pass it to the Trust Executive.

Parking and Road Safety	
9 responses	
<i>You said...</i>	<i>School replies...</i>
“High street is very busy and there are parents that are still pulling up on the double yellow lines to drop children off.”	Thank you. Stopping on the zigzags and double yellows on the High Street is an offense. The police are aware and do periodic checks and fines. We have ‘parking buddies’ from the council we can deploy as visual reminders.
“I know it’s hard for you to try and do something as it’s not your road and you don’t own it, but the police and council need to be there to see the issue. They need to be in plain clothes, so no one suspects them.”	Thank you. Mr Shakeshaft is in contact / trying to contact both sets of representatives. We’ve increased a visual presence on School Lane in the mornings, simply to gather evidence first hand.
“Could relationships between the fox pub and the boys club be bettered and potential use of their car park?”	Thank you. This has been suggested before – it would be best coming from a group of parents – let us know how you get on.
“I’m concerned about the safety of my younger children (after picking up from OPOJ) when having to wait for gates to open at 3:10pm. Rainy days are obviously worse for traffic as you can imagine.”	Thank you for your concerns. We need to maximise the learning day within our 32.5-hour week. The only staff ‘free’ are the most senior. Under the routine last year, we needed staff to be stationed outside for two and a half hours of work time in the morning and the same in the afternoon. That’s five hours a week on duty. We’ve reduced that to three hours a week now. More importantly, pupils can transition freely around the site until 15:10 because the site is still secure at this time. This doesn’t help with your concern, but hopefully explains the rationale.
“I wonder whether the introduction of a walking bus might reduce car usage?”	Thank you. We’ll hold a parent poll if there are volunteers to ‘run’ the walking bus. They work well at other schools. Perhaps they could start at one of the carparks mentioned above?
“It would be nice to see a clear walkway on the reception playground, so we can walk from the high street playground to the back as parents seems to wait there for their children.”	Thank you. We’ll work on this with the EYFS staff and get that second gate opened.
“Moving the gates time back 5 minutes in the morning has made the morning drop offs feel quite chaotic. Us parents are now out spilling onto the road where you already noted the dangers with parking and cars in this area.”	Thank you. Please see the rationale laid out two boxes above.
<u>Social Media (School's Facebook and Twitter)</u>	
8 responses	
<i>You said...</i>	<i>School replies...</i>
“Thank you for going the extra mile and sharing all the wonderful things that are going on at Dosthill. It’s lovely how responsive you are to parents. The hard work of all the staff is always appreciated.”	Thank you. The aim of the social-media page is to communicate, celebrate and educate parents and the wider-community. A level of interaction is baked into the nature of social media. We’ll do it as much as we can, for as long as we can, within reason.
“Communication is key when supporting (my child’s) learning and experience at school and want to thank you for all you do. It is so hard to reach everybody but the effort and variety of platforms you use is very much appreciated.”	Thank you. The website has (or will have) or the long-term information you need. Parent Mail emails ensure that key information gets out (although refinement is needed as we saw in the communication section) and that newsletters are shared. The social media pages do not carry all of that, but they sometimes feature extra, non-essential stuff or are the first to be updated.

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<p>"I really like the Facebook updates."</p>	<p>Thank you. We really like doing them.</p>
<p>"It is lovely to see that the social media account for the school is being used more regularly & updated. I was able to show (pupils) the attendance for the week & updates."</p>	<p>Thank you. If it helps parents and school feel more connected, it's serving its purpose.</p>
<p>"It is good to see social media channels being used for communications for parents and carers who may prefer to use that medium, it also keeps the wider community informed on what is going on at Dosthill. I do however look forward to receiving the sway notifications and seeing what year three of being up to in the newsletter."</p>	<p>Thank you. Some things are just for our specific parents – and things like the monthly SWAY will continue to feature (but don't be surprised to see some of the same pictures or messages pop up elsewhere).</p>
<p>Uniform</p>	
<p>6 responses plus some feedback in 'other comments'</p>	
<p><i>You said...</i></p>	<p><i>School replies...</i></p>
<p>"I still don't believe primary children should be wearing short and ties. It's very uncomfortable for them. Polo shirts and jumpers are the way forward. They are kids let them be kids."</p>	<p>Thank you. Polo shirts and jumpers are now a feature for warmer weather. The policy was created from parent polls, a parent focus group and shared with the local governing board. It will be reviewed again in July 2024.</p>
<p>"You told me how strict you were going to be with uniform, I spent over £X getting everything the kids needed with logos, even down to the P.E kits for kids just to be coming in normal tracksuits from home."</p>	<p>Thank you. The uniform policy is here: Dosthill Primary Academy - Uniform and Appearance – we will be following up anything not in the policy with the parents, as signposted in a recent HT newsletter.</p>
<p>"Good to see updated uniform policy, would be good to see it actioned as I haven't seen any enforcement in the past. Some (pupils) wear summer dresses/gingham play suits all winter as they don't like ties."</p>	<p>Thank you. We will be following up anything that doesn't conform to the policy with parents. The word 'enforcement' carries connotations that don't really fit with a primary school. In most cases, there's usually a reason beyond 'don't agree with rules.'</p>
<p>"I have found updates and expectations around uniform to be fair and realistic - thank you."</p>	<p>Thank you – fair, realistic, and affordable are the goals.</p>
<p>"The suppliers which sell the official school uniform with logo/insignia are very expensive compared to some that other local schools use. We are aware that the insignia is not 'required' but the word 'ideally' in the policy applies a certain amount of pressure to purchase at least some of these items. It would be helpful if they could be made available at a more affordable price in future. Purchasing trainers (rather than plimsolls) as well as good quality school shoes was also quite expensive, especially for young children whose feet grow so quickly. One of the official uniform suppliers was still advertising plimsolls for Dosthill Primary too so this was a little confusing."</p>	<p>Thank you. We will review the supplier agreement as soon as possible. We will remove the word 'ideally' in July 2024 to remove inferred pressure. Trainers or bare feet are the most suitable for the full range of sporting activities in the primary school curriculum – but the point about much younger pupils will be reviewed with our PE leader and H&S guidance.</p>
<p>"I think the new school uniform and appearance policy is very clear and it's been good to see that, for the most part, children have been kitted out correctly this term. Please do continue to promote the Tamworth pre-loved uniform market on Facebook to the school family as support from each school is greatly appreciated."</p>	<p>Thank you. Affordability is key – there is a thriving market of free or low cost 'as new' uniform in Tamworth in case parents didn't know. We'll send details in a future newsletter.</p>

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<p>“Overall, the uniform does look very smart and sets a high expectation for the children.”</p>	<p>Thank you. It does – their appearance often gets compliments both in school and beyond. It instils a sense of pride.</p>
<p>Feedback in ‘other comments’ not dealt with elsewhere.</p>	
<p><i>You said...</i></p>	<p><i>School replies...</i></p>
<p>“This is meant as constructive criticism. My child loves coming to school, and this is the only thing I can suggest improvement on. So, thank you!”</p>	<p>Thank you. This type of constructive feedback is <i>exactly</i> what we were hoping for – refinements will be made as a result.</p>
<p>“We are very happy to receive the monthly newsletter as this is a lovely way to get an insight into what our child has learnt recently. The reception staff have clearly put a lot of time and effort into the newsletter and into helping our child settle into attending school and she is very happy to come to school each day.”</p>	<p>Thank you – you’ve echoed what other parents have said above. Hopefully, we’ve moved quite a distance from the Ofsted feedback in June 2022.</p>
<p>“The maths app to complete homework is really good and my child enjoyed playing the games.”</p>	<p>Thank you. Learning through play continues to be important, even into adulthood. We’re glad your child enjoys them.</p>
<p>“Will the school choir be coming back for Key Stage 2?”</p>	<p>Thank you. KS2 choir takes place every Thursday lunchtime.</p>
<p>“Nothing else. We can really see the changes that are happening in school & thank you to you and the team.”</p>	<p>Getting better never ends – but we appreciate the recognition. Thank you.</p>
<p>“Will updates that you send out on Facebook also be sent out via ParentMail or are you recommending that parents follow the Facebook page?”</p>	<p>Thank you. Facebook and Twitter will always be optional extras – our website and ParentMail are the key sources.</p>