

14 March 2024

Dear Parents/Carers,

## **RE: RESPONSE TO PARENTAL FEEDBACK**

We hope this letter finds you well. We would like to extend our appreciation to those who took the time to complete the recent parent surveys and to those who attended our parent forum on Wednesday 13<sup>th</sup> March. Your valuable feedback has been instrumental in shaping our commitment to delivering the best possible educational experience for your child(ren).

We are pleased to inform you of some of the changes we have implemented based on your suggestions. As discussed during the parent forum, we have been actively listening to the views of parents, carers, pupils, and staff.

### **Toilet Facilities and Renovations**

One significant change we are making is the renovation of our entire toilet provision in the main school building. We have engaged with an architect to design and cost the refurbishment, with the aim of creating safer, gender-specific areas with first-class facilities. We anticipate that the works will be completed during the Summer break, subject to a successful tender process and contractor being appointed. We look forward to providing our school community with further updates, as the project progresses.

Additionally, in response to feedback regarding the need for more seating areas during break and lunchtimes, we have invested in additional tables and chairs for our dining hall. These will be available for use after the Easter break, providing pupils with more comfortable and accessible seating options.

### **Improved Communication**

In our efforts to enhance parental communication, we have launched 'Terrace Talk,' a weekly bulletin designed specifically for parents/carers. This bulletin includes year group notices, whole-school announcements, upcoming events, and more, ensuring that parents/carers are well-informed about the opportunities available to their child(ren).

Our social media presence is expanding in the Summer term! We are delighted to share that we will be launching new platforms via Instagram and LinkedIn, in addition to our existing Facebook and X (formerly Twitter) pages. This will enable us to share updates and exciting news about our school with a wider audience.

We understand that some parents/carers have encountered challenges with the MyChildAtSchool app. Instructional videos are regularly shared on our social media platforms and school website. Our ICT team were present at our recent parent forum evening and will also be available on the following days, to hold drop-in clinics: Wednesday 10 April – 09:00-10:00, Thursday 11 April – 14:00-15:00, Wednesday 16 April – 15:30-16:30.

Please access the drop-in clinics via main reception and take this opportunity to ensure that your app is set up correctly, so that you can take full advantage of all this has to offer to keep up to date about your child(ren)'s education.

## **Pupil Recognition**

Pupils can be nominated for recognition through 'Thankful Thursday' or 'Feel Good Friday' celebration mornings. Following on from your feedback, parents/carers can now nominate their child(ren) to celebrate achievements that embody our school values both within and outside of school. The nomination form is shared regularly via Facebook, X (formerly Twitter) and on our school website. A link to the nomination form is also available [here](#).

We were also delighted to host a 'we see you' rewards morning, which was a special acknowledgment for those pupils who consistently do the right thing, demonstrating integrity, kindness, and dedication in everything they do. These are the pupils who may not always boast about their achievements, but their actions speak volumes about their character and commitment to excellence.

We will be circulating our next parent survey towards the end of this half term. Your participation in this survey will greatly assist us in making further improvements to enhance your child(ren)'s learning experience at Chase Terrace Academy.

Once again, we would like to express our sincere gratitude for your continued support and feedback

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M Newman', with a long horizontal flourish extending to the right.

**Mr M Newman**  
**Deputy Headteacher**