

The Park Schools Federation



Parent/Carer Questionnaire – September 2025

I'd like to begin with saying a huge thank you to everyone who took the time to complete our questionnaire, we had a total of 112 responses from our families, which is a big increase on last year. It has been a genuine pleasure for us to read your positive comments and constructive suggestions.

We have collated the feedback for you in this document and we have shared the findings with governors. Where appropriate, we will try to work on your suggestions over the coming months, in an aim to continually improve our provision. We absolutely know we are not the finished article here yet and we are on a journey of strong and steady development.

I have taken the time to try and answer all of your individual questions/suggestions as best I can.

Kind regards,

Nadeem Shah

Executive Headteacher

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at our school	66%	30%	3%	0	1%
My child feels safe at our school	66%	30%	3%	0	1%
Our school makes sure its pupils are well behaved	54%	38%	5%	1%	2%
Our school has high expectations for my child	48%	38%	5%	0	8%
I would recommend our school to another parent	66%	26%	4%	0	4%

What works well at our school?

Any comments which identified individual children or families have been anonymised.

I think everything at the school works well, even excellently. I don't know if you know, but it is considered by people to be the best school in the area. A lot has changed, but definitely for the better.

My daughter really enjoys being at school. The curriculum feels much more balanced and engaging, and I've noticed the positive impact it has on her learning. I also value the way positive behaviour is recognised and rewarded, as it helps create a supportive and encouraging environment.

I particularly like the video updates on the school improvement plan. They are clear and make it easy for parents to understand the progress being made and how the school is developing. This being said, I really value the school's child-focused approach to the school improvement plan. It's clear that decisions are being made with the children's needs and experiences at the centre.

Communication to parents has been really good, especially with important dates being shared in the newsletter well in advance. This makes it much easier to plan ahead and stay informed.

Family days, picnics and the year 6 BBQ was amazing & fun!!! Forest schools gives fantastic opportunities. Giving out the year calendar, so as parents we can plan to be there for our children's special days!

The behaviour in school has improved hugely and this is had a big impact on the children's learning, the trips and residential have also been a huge lift to the children.

The teachers all around the school are kind and fun. There's always something happening. Fancy dress, enrichment week, forest school, being outside playing, picnics, family crafts, water fights, snowball fights and loads others! – you don't see the energy and laughter or activities at other schools. My kids really enjoy coming to school.

We love this school. I also have a second child at Park Road Federation and I'm very happy with the whole team, as well as with all the school rules.

A massive improvement in a year. The new uniform is a great idea. Loving that the opportunity to get outside more is made easier, children love being outside. Great job done to you all!!!!

My child is happy at this school and enjoys going there. She feels safe, which makes me happy because I don't have to worry about her.

I just want to say how amazing the staff at breakfast and after-school club are, including Mrs Bentley who has sadly left now, they listen, they genuinely want to know us as parents, they want to support if they can, they are a credit to the school. My child has enjoyed making craft items, baking, playing sports etc.

Clubs great idea.

I think the changes that have been put in place are amazing and I'm gutted my child only has one year left as the school is going to go from strength to strength over the coming years.

My child is always coming home happy and telling me of all the things he has learnt (when he can remember) and when I look through all the photos throughout the day of the things he has been doing I can see how it has linked to play or been made fun. Like learning about planets.

I'm pleased with all the rules that have been set out. I can't wait to see where the school is going in the future. I wouldn't want my children anywhere else. Mr Shah is doing an amazing job.

I have felt like there is a very inclusive and supportive atmosphere at Park Road. I love how involved parents are in their child's journey. I love the fun aspect of it and the enrichment.

All the different activities my child takes part in and class dojo updates most days.

The staff! Absolutely says a lot about the school that lots of the staff are who taught me here from nursery all the way up to year 6. It's so heartwarming and shows how committed and happy the staff are to work there to dedicate most of their life to Park Road. All the activities and events that happen. Constantly something to look forward to for the children.

I think the class rewards have been a real hit. The kids love it, and I think this makes them work harder and behave better for the rewards. The forest school also is good.

My child often comes home and tells us about her teachers and they appear very involved and supportive. When managing my child's allergy requirements, this was done quickly and efficiently and in a way we felt confident my child would be safe in school. It is evident that Mr Shah, the head teacher, is very involved and engages with pupils and actively seeks enrichment and further activities for the children at the school alongside the other school staff and actively listens to the preferences of parents and carers.

Miss Chapman, we have never had a teacher as fantastic! The new, updated timetable, seems to run much better. My child enjoys the special dates, such as football days to support teams. She loves the new uniform!

Absolutely fantastic school keep doing what you're doing.

Very happy with the sports uniform change as my child is very sensory with his clothing, it will mean I don't have to struggle to get him to get dressed (as much) on a morning.

Just want to give a shout out to Miss Beckett, she was fantastic last year and a credit to the school.

Everything no complaints.

What works well at our school? – Continued

Good communication. Huge change in the school for the better. Warm welcoming environment.

It is a brilliant school that I trust wholeheartedly to provide an excellent education to my son. Communication is always good between myself and the teachers and any issues are resolved fairly quickly.

My child enjoys their lessons and likes all the staff.

The after-school activities. The new warning system where they lose minutes of playtime as opposed to changing their card.

Communication is a lot better now between the school and families. We are kept up to date via dojo which is great. The trips and residential days away are amazing giving our children the opportunity to be independent and make memories with their friends. There has been so much improvement within 12 months. Can't wait for the next!

Everything works well there isn't anything that don't.

Communication between teachers and parents.

Class dojo to see photos and updates throughout the day of our children. Regular newsletters.

Miss Jones, Mrs Nicholson & Mrs Kirby have been exceptional for my child, last year they helped him with vital skills he needed which included when things go wrong what he needed to do and helping him understand his emotions.

Rewards/trips recognition for attendance/behaviour.

The independent learning option & pushing my child to go far. Any concerns are dealt with immediately and the teachers go above and beyond to ensure my child is happy at school. All the fun days and assemblies that they provide for parents to participate/watch are wonderful memories.

Fantastic Teachers. Mr Shah and All his team have brought the best out Park Road. Well done to All of you.

My child has always been happy at Park. So far when I have had something I've wanted to discuss with his teacher I've always been able to do so and have been happy with their response. I like the class reward system and that you try to make school fun and enjoyable which I agree is really important. My child is doing well with his learning and meeting his ARE. Above in maths which is an interest of his. The newsletters are a great form of communication, and I make sure to read them each week. My child loves the change to sports uniform as he can now wear comfy clothes to school every day, not just on PE days. Which is something he often asked to do. I hope that more schools adopt the same uniform policy.

Routine and being kept informed with events and changes within the school.

We like school trips, days out, class rewards and collecting points, library visits, reading support and showing love and passion from Mrs. Mills about all books. School discos and all fun and performances, all events like Christmas, Easter, summer water splash, sport day, etc.

Absolutely everything, both of my children love the school, their friends and teachers.

The fun and learning aspect of the school is amazing. There's been a lot of times my child has come home and told me about things that she has learnt through play. Like playing in the water tray with different sea creature toys.

The warning system then removing minutes from break to promote positive behaviours. The new uniform changes to allow teacher flexibility of teaching environment.

The parent/school relationship.

Mr Shah and his lovely Team.

Working together with the parents. For the child's best interest.

Teachers enthusiastic, really nice to see.

The swimming lessons where a great addition to the curriculum for the children having not being able to do this in past times. My daughter enjoyed these lessons and gained much more confidence in swimming. The school trips are also a great experience for each child to experience too.

Routine and structure.

I feel communication is great between the school and parents.

It seems fun, the children always seem happy and engaged.

Learning appears to be fun. Good list of dates & information is more informative than previously. Swimming pool was nice for students. Music lessons. Class Dojo photos.

Good communication, every week newsletter with information.

After school club are brilliant coz kids get chance to come out their shells and feel more confident. Well done to Mr Shah and his school team.

The new school uniform active wear.

I personally love the sports uniform concept. The comfort and functionality of it, makes my life 10 times easier when getting them dressed on a morning.

Would say the school has made improvements in all areas but still needs a lot of work. I like the rewards scheme.

All the staff are lovely and approachable, and it is clear the children come first.

What doesn't work well at our school?

Any comments which identified individual children and families have been anonymised.

Parent/Carer Comment	Response
<p>The only 'complaint' I have is the attendance system. We cannot help when our children are ill and sometimes it seems as if we are 'bullied' into sending our children in even when they are poorly. This is more the local council than school though.</p>	<p>Children do get poorly from time to time, as do all of us.</p> <p>You are right, there are expectations and guidelines on pupil attendance placed upon schools by national and local government.</p> <p>I suppose it would depend on an individual child's school attendance records. If there has been a history of low attendance levels, then there may be more robust procedures in place.</p>
<p>The morning time is not enough.</p> <p>8.40am the classes open and 8.45am the gates close. Then everyone has to rush, kids go all at once inside, parents run out to catch the gates.</p> <p>Drop off times in a morning, it was so much safer and less congested when you could drop your child off at 8:30.</p> <p>Classrooms open too late, if the gates are closed at 8:45am. As it's only 5 minutes between access to the classes and the exit.</p>	<p>Yes, in a perfect world, it would be lovely to have a relaxed drop off arrangement to allow for lengthy conversations between parents and staff and to avoid busy drop off times. Unfortunately, there are lots of reasons why this can't happen.</p> <p>Firstly, while the staff are outside at the door, the children in the classrooms have less supervision in place, meaning greater possibility for unwanted behaviours. This is especially true now we have a reduced staffing structure.</p> <p>Staff have contracted working hours. So, if we open doors ten minutes earlier, we will have to extend everyone's contracted hours by 50 minutes per week. Across a large team, that is huge amount of funding.</p> <p>We also have an important duty to ensure the school site is secure promptly, so our children can move about the school safely.</p>
<p>Not enough art lessons during the year.</p>	<p>This shouldn't be the case anymore. We have moved to a much more 'rounded' curriculum model than the one that was in place here when I joined in 2024.</p> <p>We'll follow this up with your child's class teacher, I'm assuming from last year.</p>
<p>Parents are completely out of the learning process. We don't have a clue what children learn in school, and if they need any help or more support, we cannot help them.</p> <p>School needs to communicate more with parents and let them know if their child has got any problems, or works behind (during the year, not only at parents' evening).</p> <p>Then we can find and offer some assistance, help and support for our kids. 10 minutes parent evening 2x a year is not enough to discuss our children's progress or struggles.</p> <p>Would be nice to see more reports throughout the year on where you child is with their learning?</p>	<p>You will be aware that last year (in December) we introduced the termly assessment report forms for parents. So, for the first time here, you could see where your child was working in the core subject areas.</p> <p>This process will continue this year as well, with an assessment report form sent home in December, another one in March and an end of year report in July,</p> <p>Teacher contracts are negotiated at a national level, which stipulate that there should be no more than two sets of formal parents' evenings per school year.</p> <p>We also have the class newsletters which are sent home at the start of each half-term (6 times a year) outlining what learning will be taking place over the course of the half-term.</p>
<p>My child took part in the summer reading challenge, which was something that was encouraged by school. He put a lot of effort into reading a book each week and we've both been disappointed that this has yet to be acknowledged at school. With him questioning what the point of it was, which I can understand.</p>	<p>Well done for completing the challenge! He should be really proud of his hard work, we are too!</p> <p>I'll remind our team about this to make sure all our children, who've completed the reading challenge, are followed up appropriately.</p>

<p>Sometimes events clash amongst the year groups for example meet the teacher.</p>	<p>Yes, there are a very small number of occasions when these kinds of clashes happen. We have 15 classes, plus a Nurture class, here.</p> <p>Scheduling certain events across a 5-day week can sometimes mean there are unavoidable clashes.</p>
<p>This is a good and bad – Not knowing what the "check in club" was and why my child was in it. A few parents I spoke to thought it was a punishment. However, after I spoke to a teacher and questioned why my child was in there, it was because he was having an emotional day, and he needed to be in a smaller group of children to re-regulate but at that point he wasn't aware of his emotional state and thought he was being punished. After knowing what it was, I explained to him it wasn't a consequence. If anything, it was trying to help him.</p>	<p>Our 'check in' club at lunchtime is about reflecting on behaviour choices and talking them through with school leaders in a safe and caring setting.</p> <p>It is designed to be used for higher level situations or when a child has repeatedly made inappropriate behaviour choices.</p> <p>As with any provision, it is continually adapting and we are re-evaluating what it looks like for this academic year.</p>
<p>Dealing with group friendship situations. It feels like when a group of friends fall out with one member, who is singled out, that they listen to the ones who are all together and don't support the ones who are singled out.</p>	<p>This sounds like there is an individual context involved here.</p> <p>I can't really comment on this one without a wider understanding of the specific events, it could depend on a whole range of factors.</p> <p>We can't force children to be friends but, ultimately, we'd want to come to a mutually beneficial resolution to any fallouts our children may have.</p> <p>We have lots of staff who can step in and support children who are struggling with friendship groups. If this is the case, please talk to us about it and we'll do our best to address it.</p>
<p>I do think the size of the reception and all children being mixed throughout the day means some behaviour is being missed comments that my child has made in the past about others behaviour definitely makes me believe that things happen and the teachers aren't aware this is not through their own fault just the sheer amount of children in that one block means not everything can be seen or heard.</p>	<p>The vast majority of time, children won't know about any consequences other children may have had for an inappropriate behaviour. We don't talk about children publicly with others.</p> <p>So, a child may think nothing has happened as a follow up, when in fact there has been one. This is especially so if the children are younger, like in a Reception class.</p> <p>That being said, if you have any concerns about this, please come and have a conversation with me.</p>
<p>Low level distraction in class not addressed (from a pupil perspective) such as my son being continuously prodded/poked. He felt wasn't being taken seriously as they were deemed friends.</p>	<p>I'm sorry this has happened. If you speak with me, I'll follow it up.</p> <p>Whilst this comment isn't what we want to hear, I'd like you all to take a moment to reflect on the number and types of parent/carer comments involving pupil behaviours in last year's questionnaire. We had over two pages of them!</p> <p>I am in no way saying pupil behaviour is perfect here yet, but we are a world away from where we were last year. Thank you for your support in this as we continue with these developments.</p>
<p>We have high hopes that the 30-hour nursery provision for children will be available soon.</p> <p>Parents need more hours for nursery pupils. We should be looking at increasing hours for working parents so child can transition to full time reception easier.</p> <p>Wish Nursery could be a full day like some other school nurseries offer.</p>	<p>We have been working behind the scenes on creating a 30-hour nursery offer for a while now. We haven't shared it until now, because there were a number of obstacles in the way and we didn't want to get your hopes up in case we had delays.</p> <p>Hopefully, our 30-hour nursery provision will be starting in January 2026. More details will be forthcoming in the days and weeks ahead.</p>

<p>I am unsure of what happens when a child needs a drink in class, but my daughter comes home with her bottle almost full everyday. It's been an ongoing issue each year and nothing has changed, no matter how much I've expressed my concerns of not having had much to drink all day.</p>	<p>All children can get a drink in class time and at break times when they need one.</p>
<p>School meals could be improved, a second option of hot meal daily would give more choice for children that like a hot meal but not always like the only option which has been available.</p>	<p>The Derbyshire County Council kitchen team have agreed to put on additional options from this September and we're delighted they've agreed to do this. The newly adapted menu was sent out to families last week.</p>
<p>Dinner ladies, some need improvement on their communication skills, their ability to listen to more than one side of a story, rather than just form an opinion based upon annoyance or favouritism, and pass on messages of incidents to teachers.</p>	<p>Thank you for this feedback. Lunchtimes are busy times, and we have recently employed quite a few more midday supervisors onto our team, meaning we now have improved capacity for our team to deal with and follow up on incidents. Lots of our midday team do a really good job, in tricky circumstances. As with anything, we won't get it right every time, we're all human. If you have any specific examples you'd like to share with me, please give me a call and I can get to the bottom of it.</p>
<p>Reporting of incidents to parents. My son has been involved in a few incidents in which he had sustained injuries and reported to teachers/lunchtime staff but this information has not been communicated home. We have informed school staff following this.</p>	<p>We've been looking at this issue with our support team. It isn't as simple as it may seem, as some parents/carers deem different levels of injury differently. I don't have a concrete answer for you today, but we are working on adapting our systems in this area. Hopefully we'll have an update on this fairly soon.</p>
<p>Favouritism</p>	<p>It is really hard to make a comment on this without any context or example given. I'm not even sure if you're talking about children, parents or staff? If it is a comment about perceived favouritism from staff towards certain children, then please come and talk to me about it and I will follow it up. However, from experience in investigating these kinds of situations in the past, 9 times out of 10, these kinds of perceptions are mainly misunderstandings or miscommunications.</p>
<p>It would be really helpful to have some activities available outside of normal school hours to support working parents. I do understand this can add extra pressure on staff, so perhaps occasional sessions could be considered. I'd also love to be more involved in the Parent Forum, but as the meetings are held during school hours it's difficult to attend. All events such as school plays are during the workday so difficult for working parents to make it.</p>	<p>I am sympathetic to this and this issue has been mentioned a few times by families over the past year. The difficulty I have is that having been a headteacher for a long time, my experience is that, whilst parents/carers say this, they don't actually follow through with it. Parents/carers will turn up for evening meetings when it's a parents' evening for something like a residential trip information evening, but they don't come to general update meetings and/or discussions. We have scheduled two evening Parent Forum meetings this term, with 6pm start times. Hopefully, you will all prove me wrong and there will be strong parent attendance at these. We'll have to wait and see. 6pm start times for children's performances can be really difficult to manage for many families. Having done this job for a very long time, across a number of schools, you would be amazed at how many families don't bring their children back to school for an evening performance. I've had instances in the past with less than 50% of children returning for an evening performance. Unfortunately, it just doesn't work. Even more so for younger children.</p>

<p>We do miss Christmas events though, carols in the courtyard wasn't great at all, please don't do that again, take us to church to sing, or in the hall, break it down, don't bring us in in the masses. Christmas is so special at primary/junior school, because it soon fades away. Keep the Christmas magic!</p>	<p>I agree, it is a very special time and I'll see what we can do.</p> <p>The difficulty is that we have two Christmas performances, our EYFS Nativity and our Year 1/2 Production which take up a great deal of time in the hall.</p> <p>This means that there isn't any time for other year groups to practise together for Christmas sing-a-longs. But, as I said, we'll see what we can do – no guarantees.</p>
<p>My only comment would be after school activities there's never a football option whatever year my child's been in either only older boys or this term only for girls which is disappointing for him, other than that we seem very happy within the school.</p> <p>Not enough clubs to choose for Year 3.</p>	<p>We have a really wide range of clubs for children here now. Of course, we're not going to have every option for every child, but we really are lucky to have so many staff giving their time to put on these extra experiences.</p>
<p>I felt during my child's first year that the reading guidance, changing of books etc, wasn't quite as smooth as I would have liked/expected. I felt that he wasn't encouraged to excel where he could have been.</p> <p>If I'm honest, I don't think my child read enough at school last year. However, I know that due to budget constraints the school are working with significantly less staff, which has impacted. Personally, I would like him to read at least once a fortnight at school, we make sure to read a few times a week at home.</p> <p>Can have the same reading books for a while.</p>	<p>Reading is the most important 'building block' in a child's education. Much work is undertaken in school with early reading and phonics.</p> <p>Adults hear children read three times a week in our Infant school; we just don't have the staffing capacity to note this in the journals they take home. This takes place in the daily phonics sessions.</p> <p>When it comes to our Junior school (Years 3/4/5/6), our staffing capacity does not allow us the time to hear individual readers. This is the case in a lot of similar schools. However, we do hear 'targeted' readers once a week, those who need a little catch-up support.</p> <p>If any parents/carers would like to volunteer their time, even if it is just for one afternoon a week, we would love to train you up to hear readers. Please let us know if you're happy to do this.</p>
<p>The recent change around snacks for break has impacted my child due to his individual circumstances. While I understand that it is important children have a healthy balanced diet and your rationale for the change, it means that my child isn't able to have a snack at school because none of the snacks available are things that he would eat. I acknowledge that it's difficult to make an allowance for one child due to the potential backlash from other parents.</p>	<p>I think there's a bit of a misunderstanding here.</p> <p>Children don't just have to have snacks from our Snack Shack. You are very welcome to send them into school with snacks from home. These snacks just need to be healthy options please.</p>
<p>Review use of class dojo as my child's teachers are now not using it. No newsletter from my child's class like before and not giving out books to children like before.</p>	<p>I'll follow this up with your child's teaching team. It may just be a case of being busy at the start of the new school year.</p>
<p>A big thing for me at the beginning of reception was the communication regarding phonics and how this is taught I attended the meeting and workshop but it wasn't outlined properly how it would be taught in the year group which effectively caused me to feel let down. I did explain this to the teachers within the reception group but for new parents I feel more communication from the beginning would help.</p>	<p>Thank you for this feedback. We will try to address for the current set of Reception year group parents.</p>

<p>I would like to learn more about critical incident plans and feel reassured that my child is safe at school even in the event of a serious incident. There is a lot of scary happenings in the news and it's hard not to worry.</p>	<p>There is a legal requirement for all schools to have emergency plans in place for a whole range of eventualities. We don't share these with children and families, as we don't want to unnecessarily raise anxiety levels amongst our children.</p> <p>For example, whilst we have procedures like a 'lockdown protocol', we would never practise these with the children on site.</p> <p>Having said this, we do practise certain emergency procedures, like fire evacuation drills, with our children.</p>
<p>I am a little concerned that having one TA shared across two classes may affect the level of support, particularly for children who need extra challenge to stretch their learning. I do appreciate the budget pressures schools are facing but wanted to share this as something that could have an impact on the children's progress.</p>	<p>I completely agree with you and am really glad that, even though you are the only parent/carer who has made this kind of comment, the extremely challenging reality we currently face at our school has registered with you.</p> <p>Of all the challenges we face here, this is by far the largest.</p> <p>The sad truth is that we simply won't be able to offer the level of staffing provision that we have been able to in the past.</p>
<p>Communication about certain things could be a lot better.</p> <p>I think sometimes there's communication issues as sometimes it's not communicated early enough over what may be needed on a dress up day (yes, it's on the newsletter but doesn't state what for example pirate day consists of) leaving parents guessing.</p> <p>Poor communication in general! Emails are very rarely replied to.</p> <p>Communication within school to the staff, I speak to the staff regular when attending breakfast and after-school clubs and on a lot of occasions they know after parents.</p>	<p>If you have read the positive comments at the start of this document, you will have seen that many parents/carers have reported that there are very strong levels of communication between school and families.</p> <p>We have weekly whole-school newsletters, a class newsletter once every half-term, regular Schoolzine messages and Class Dojo updates. We've even started putting some information on social media.</p> <p>In any busy working environment, things will slip through the net from time to time. We apologise if this has happened and caused an issue for you and/or your child.</p> <p>One of the pitfalls of having so many enrichment activities and exciting events for our children, is that an occasional message isn't as detailed as some families may want it to be. I'm sure you wouldn't want us to cut back on these kinds of events because of this?</p> <p>I am a little confused about the emails not being replied to. If this is directed at me personally, I reply to all emails forwarded to me by our office team within 5 to 10 working days.</p> <p>My experience here is that our office team are very quick to respond to emails from parents/carers too.</p> <p>I'm wondering what platform you are using to message? If it is through Dojo, we (and I personally) don't see these or respond to them. If it is through Schoolzine, there isn't a 'reply' function for staff.</p> <p>If you want a response to an email, I suggest you take the normal route of emailing directly to our office email address enquiries@parkfed.co.uk in future.</p> <p>Regarding inter-staff communication: our internal staff surveys and staff feedback demonstrate that our staff think internal communication is a strength.</p> <p>There may be a few occasions when they hear certain messages a little after the parents but, if it is not an urgent communication, then there's no real harm in this.</p> <p>If we've sent out a communication to parents one day and then shared it with staff on another day, it will be because we want parents to have as much notice as possible.</p> <p>If we needed staff members to act on something promptly, then they would know about it before parents.</p>

<p>Needed to communicate with class, as I drop my child off at breakfast club. I don't get time to pass on the little messages that are needed. I have been sending notes in with my child, where the class dojo or something similar would be perfect instead of going through other staff or office for the non-important messages.</p> <p>Teachers don't communicate with parents well or use class dojo.</p> <p>Teacher and parent communication.</p>	<p>I recognise that we now live in a world of 24/7 communication, with people being used to contacting whoever they want, whenever they want to.</p> <p>The school used to have direct communications between teachers and parents through Class Dojo in the past. Unfortunately, the reality is that, when parents/carers were able to contact their child's class teacher directly (through Dojo), then teachers were being contacted at all hours of the day, every day – with the expectation of prompt responses.</p> <p>This is an unreasonable pressure to put on school staff and wouldn't be expected in most other professions, outside their working hours.</p> <p>Our staff are available for a quick chat at the classroom door at the beginning and end of the school day. However, it is unreasonable to expect time for a lengthy conversation at drop off time, as the teacher must be in class with the children.</p> <p>If you don't drop your child off at the class door personally, you will need to continue to contact through the school office please.</p>
<p>At times lack of communication to parents when changes have been made in class.</p>	<p>I can't be sure from this comment, but I'm going to assume you mean when there's been a staffing change on a given day?</p> <p>If this is what you mean, schools don't contact parents/carers to let them know if they've had to arrange a supply teacher for the day or had to move another member of staff into class to cover an absence.</p> <p>I can understand why a parent may want to know this, but schools don't share this information.</p> <p>We do inform parents if a long-term change has had to be made in a class, for example a long-term internal staffing swap or a long-term supply teacher covering a long-term absence.</p>
<p>Too many changes that are not always thought through.</p>	<p>However uncomfortable it may be to accept, this school had been failing in a great many ways, for a long time. It needed root and branch reform, which is a continuing journey here this year too. Some of these changes will have had a higher level of priority than others and, therefore, a greater level of focus.</p> <p>When moving through necessary and urgent school improvements, in a broken setting, not everything will run smoothly.</p> <p>However, I can absolutely assure you that every decision taken at leadership level has been thoroughly thought through. You just may not be aware of all the associated information which goes with it.</p>
<p>I would just like more focus on individual child's needs and encouragement in areas they are keen on.</p>	<p>Supporting each child's individual needs and nurturing their interests is very important to us. The best teaching models focus on individual children's needs and preferences.</p> <p>We work really hard to get to know each child's strengths, challenges, and passions so we can encourage them in ways that are meaningful for them.</p> <p>I'd be happy to talk with you more specifically about your child's interests and any areas where you feel they'd benefit from extra encouragement, so we can make sure we're providing the right balance of support and challenge."</p>
<p>Sometimes spellings not on the app.</p>	<p>I have passed on your comment to your child's teacher, so they can address this moving forwards.</p>

<p>Making sure Class Dojo is used to its ability, and not just a personal channel to the very informative Nadeem, we do appreciate the updates, however we would love to see what our kids get up to as well.</p>	<p>This is a perfectly reasonable request and that is what Class Dojo is designed for – showcasing our amazing children.</p> <p>We do send out regular reminders to teachers about posting pictures of their children on Class Dojo but you will appreciate that, in a busy school environment, grabbing a moment to take photos can be tricky when you're teaching a class of children, especially now we have far fewer TAs in school.</p>
<p>Changes to breakfast club for full time working parents who do shift work and don't have set days/work patterns.</p> <p>Having to pay so far in front for wrap around care. If my child gets a place in an after-school club session that's on a wraparound care day. Do we get that money back? As its free to everyone.</p> <p>The change of hours in the after-school wrap around care being cut back an hour and not having other childcare when have work commitments and work are not understanding.</p> <p>The communication doesn't always seem to match the reality, for example an update video was sent out on dojo in July saying that breakfast club can be more flexible and won't need to be booked as far in advance and a further update will be given. However in September, when I tried to chase this up, as no further update has been given, I was told that it is full and my child cannot attend for a whole term.</p> <p>Whilst I appreciate you need to plan/funding issues etc, having to block book the same days is not practicable for parents that work shifts and may require different days. This has led to parents block booking multiple days that are not always needed, so is the club actually as full as it might seem on paper? It's not very flexible.</p> <p>Breakfast club booking was easier via the app.</p> <p>Within the last year changes to breakfast and after-school club twice, I understand financially it was not viable but again it was rushed and changed last year before being monitored, which did not work and has gone back to how it had been for many many years prior!</p>	<p>Whilst I do understand your frustration with the necessary changes which we have had to make to our wraparound care, it appears that you're only looking at it from the 'user' side of the equation and not from the 'operator' side.</p> <p>Our school is in a financial 'black hole' with £1,200,000 in cutbacks required. You will be aware that we have had to drastically reduce our staffing structure as part of this.</p> <p>Our core function here is to educate our children as best we can with the resources we have available to us and staffing a wrap-around childcare facility cannot be allowed to take away from our core function.</p> <p>This being the case, our wrap-around care must stand on its on feet financially, it must pay for itself. If it doesn't pay for itself, then we are forced to take away limited Teaching Assistant hours from vital classroom support time to staff it. It is not a 'both', it is an either/or.</p> <p>When we sent out the September booking information last term, we received a total of 3 children's places requested for the later slot with a 5.15pm finish. We gave parents the later option, but they didn't want it. This was a simple case of 'supply and demand'. The pupil numbers weren't there to create a 'demand' that could pay for the staffing, resourcing and consumables required.</p> <p>Regarding Breakfast Club, we did indeed say that we could operate in a slightly more flexible manner, as pupil numbers were stronger than for our after-school childcare. However, September had already been booked, so the flexibility would start from October. As it was from October, there was no rush to send out the updated terms straight away.</p> <p>Only 6% of our children access our wrap-around childcare and it is important to note that schools are not currently required to offer wrap-around childcare. The government has set it out as an ambition, not an expectation.</p> <p>This is not about us (or me) not caring about working families. This is about us having to take away vital classroom support from children who need it, to staff wrap-around childcare instead, if the childcare numbers aren't high enough. I'm not going to do that.</p> <p>Bookings on blocked days – we considered a number of options at the end of last term, including parents being able to pick random days/sessions here and there. We finally decided on the blocked days option, so we could guarantee staffing arrangements and therefore allowing the childcare to be open.</p> <p>We've listened to your requests to be able to book different days on different weeks and implemented it moving forwards. However, with this system, you run the risk of there not being enough places booked on certain evenings and the provision being withdrawn. Numbers in after-school childcare are already on a 'knife edge' as it is.</p>

	<p>Cancellations – as pointed out on the booking information which was shared at the time, we are not able to offer refunds for cancelled childcare sessions, as the staffing arrangements have been made in advance.</p> <p>If you think you are getting an unfair deal with our childcare provision, there are other childcare providers and child minders available. You might find it interesting to look through their booking terms and conditions, and their prices.</p> <p>We do agree about the app being easier for bookings. We are in the process of moving our processes over to a system called Arbor. Once this is up and running, we hope to be back on a digital booking platform. Hopefully for January 2026.</p>
<p>There were also 11 comments from parents/carers voicing their disappointment regarding changing to an 'always active' uniform within this questionnaire.</p>	<p>I genuinely struggle to understand why this is the number 1 issue that a vocal minority of parents/carers are so upset with.</p> <p>Where's the 11 people commenting on something which is truly important – like having to make £1,200,000 in budgetary cuts? With these cuts leading to a significantly reduced staffing profile, therefore, drastically reducing the learning support we can offer your children.</p> <p>Next to this hugely difficult reality, school uniform really is quite a minor subject.</p> <p>A parent/carer poll was taken last term, with a total 262 votes cast, which is a huge response considering we had 112 responses to this questionnaire. 184 chose active uniform and 78 chose traditional uniform, which is a 70/30 split in favour of active uniform.</p> <p>Since then, we have sent out a number of updates on this matter, including in this week's newsletter.</p> <p>Whilst some of you may not agree with the decision to move to an active uniform, the decision has been made on this matter. For more information to the reasons why, you can follow the link below:</p> <p>https://www.sportengland.org/blogs/time-rethink-school-uniform</p> <p>We will be offering a parent/carer meeting in the spring term to discuss our new uniform. This won't be a 'should we' or 'shouldn't we' conversation. It will be an opportunity to discuss the 'always active' uniform options available to us.</p>

Any other comments?

Any comments which identified individual children or families have been anonymised.

<p>My children are much happier in School. Thank you.</p> <p>I am more than happy with the positive changes being implemented. Well done to the whole team.</p> <p>I'm very happy I moved the children to Park Road. Before coming to Park Road, both my child and I were really struggling with how he was being treated at his previous school. He felt unheard and misunderstood, but since moving here the majority of the time there has been an issue he has felt like he has been heard. My child can be very challenging at times, and I have felt confident leaving him at school that he will be looked after.</p> <p>Helped in developing my child's confidence.</p>	<p>Overall, leaving politics aside. Park School seems to be in bloom again, busy, a hive of activity, more enrichment activities. Better reward system in place. Even Mr Shah seems to have settled down too. There was a noticeable tension for a while, but I guess that was all the change etc. My child had the best experience in year 4, and although we cannot change the past, it's a shame it wasn't sooner. We look to be going in a positive direction of change, even if we disliked the shift at first.</p> <p>All round fantastic job very please in general thank you to you all.</p> <p>Everything works really well, love the trips and incentives and the never-ending support.</p>
---	---

Any other comments?

Any comments which identified individual children or families have been anonymised.

Thank you for all you do for my child at school and it is evident in her development at home and in her overall confidence that she is flourishing in her school environment.

My child has settled in very well and can't wait to come to school each day. I feel the school has a lovely environment for the children. Breakfast club really help with parents who need that earlier drop off for work. Just would like to say thank you for a brilliant first week and I feel that I have picked the right school for my child.

I like the sports uniform.

Staff are friendly.

Hi, staff are making good job, the same as our child. Thank you so much for your support, kindness and understanding.

I think the class rewards are really good and the attendance rewards of a non-uniform work well in encouraging the children to want to be at school to gain something. I do think there's been some great teaching especially from reception as my child has been engaged and excited about things happening in school.

The after-school clubs are a definite improvement!

Everything that has been put in place regarding behaviour.

Staff are lovely and go above and beyond to help with anything you need

Friendly, reliable, hardworking staff! Staff that listen and understand.

My child has developed in her confidence and into a bright young girl since starting at Park Federation. When we developed more insight into my child's allergy the school acted quickly to ensure my child's safety and developed a care plan in partnership with us and overall felt like a supportive and positive experience. We are very grateful for all that you do.

Keep doing what you're doing!

We are very happy with the school overall. There are some fantastic staff members in all areas.

I feel up to date with school dates which is important for planning. The school appears more organised now. I haven't come across anything that doesn't work.

Staff's enthusiasm & friendly, always smiling. Great incentives for children to attend and do well Park Points etc.

Good at giving information.

It is my child's first week at the school, and I have found that updates and what your child has been doing is fantastic.

The school encourages learning in all ways. They make school fun. They are kind and caring to all and involve parents.

The staff's enthusiasm to learning, greeting the children every morning. Multiple avenues to contact the school, teachers etc.

Being equals

Once again, thank you all so much for the constructive and supportive comments in this feedback. This has been incredibly helpful in supporting us to plan for the future here. It has been lovely to see that the vast majority of comments have been so positive. Our whole staff team are incredibly appreciative of everything you have written about them.

Your responses also included a huge number of comments saying something similar to "everything here is amazing!" We just didn't have room to fit them all in. Having said this, we absolutely recognise that continued improvements are required.

If you have any further questions about any of the items outlined in this document, or indeed anything in school, please feel free to discuss them with me at your convenience.

We have scheduled a couple of Parent Forum sessions this term, as a positive forum for further discussion.

Many thanks for your continued help and support,



Nadeem Shah
Executive Headteacher

