

Bryn Offa Church of England Primary School

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Headteacher: Mr P Thompson



Friday 28th September 2018

Dear Parent/Guardian,

We are constantly looking at the interactions between school and parents to make things as efficient as possible. For example, using the school money text reminder service has enabled us to send multiple short messages very quickly which was great when we had to shut the school due to snow. We are making changes in the following areas:

Office times and procedures – In order to deal with things more effectively in the office area, we are making two immediate changes. The first change will be to dropping off things before school opens to the children in the morning. If you need to give paperwork of any kind to Miss Morris, we would like you to use the letterbox on the front door rather than coming into Reception to hand things to her. We feel that this will be better than pushing documents through the gap in the security screen as they are more secure in the locked letterbox. We are also adjusting the time that the school office is open from 8.00am to 8:30am. Miss Morris is often busy doing things around the school first thing in the morning, and often has to walk from one end of the school to the other to simply collect a permission slip from a parent/child. The letterbox will be checked regularly to ensure that nothing is missed.

Newsletter – Although some parents liked the newsletter, the reason it was stopped was because we had so many issues around it not being read. I felt at the time that the newsletter had unfortunately become 'background noise' to a lot of parents as there were things that didn't necessarily apply to their children. We tried to resolve this by only sending out targeted letters which meant you would only get it if it was relevant to your child. However, we are going to start sending out a newsletter again each Friday (starting today) to see if this improves communication. Newsletters will also be put onto our website each week.

School Uniform – The selling of school uniform from the office creates quite a lot of additional work, as well as tying up money in stock and requiring money to be banked rather than going through the electronic payment system. We are planning to move to a system in the future, where the uniform will all be ordered online and all payments will be made online. This will take a while to set up as we need to make sure all parents will be able to access this service before we change over. We will keep you updated on this.

Yours sincerely

Mr Paul Thompson
Headteacher