



## Tea, Toast & Talk 5th October 2017

Members of Oaks Academy Development Group, School Staff and Parents got together informally in the Acorn centre to discuss a range of topics. This event provided Parents with the opportunity to ask questions, raise issues or discuss matters affecting their children at Oak. It also gave the School the opportunity to ask for feedback into a number of areas in order to continue to improve the standard and quality of development and engagement provided to their children.

### Uniform

Following a number of concerns raised by parents a representative of Brigade was invited to attend. It was very welcome of Brigade to support this request and send someone along to listen and address Parents concerns. Brigade supply a great many schools and source and distribute a large number of items each year, while it is impossible for there not to be problems with some items thankfully this is usually a small number in relation to the volume dealt with. Parents were advised that Brigade support a No Quibble returns policy and that any garment that does not meet expectations, shrinks or is otherwise faulty will be replaced. There is no timescale on this returns policy and Brigade will always discuss problems with Parents via their customer services department. They reserve the right to refuse to exchange an item should they find that the damage has been caused through negligence but stressed that this was highly unusual. Pre-paid envelopes could be sent for items to be returned or arrangements could be made through the school and it is expected that a new garment would be returned within 2 weeks. They did apologise for any delays at the start of term, this was due to a high number of returns and exchanges being made at the start of the school year. It was pointed out that the school have a full set of school uniform sizes in order that Parents may try before they buy, it was also pointed out that uniform could be checked against the trial items to check for shrinkage and this would help the school liaise with Brigade in reducing instances in the future.

### Newsletter/Communication

The school newsletter is sent out fortnightly in order to reduce the volume of letters sent home. The newsletter, along with other important school communication, is also posted on the schools website. Letters are handed to children at the end of day but we do realise that even then children do misplace, lose or put these letters in their tray. The school will look at ways of letting parents know that letters have been sent so they can make sure they either collect a copy from the reception area or are able to check the website. There have been some IT issues with the website, the school are aware of this and are working with the Academy IT department to resolve them as soon as possible. School reception does get incredibly busy at the start and end of the school day, in order to reduce some of this pressure on staff the school will look into alternate means of returning forms, payments and general communication. This may take the form of a Post box located outside the reception area. We will continue to look at ways to improve this area of school life to make sure Parents and Staff are able to communicate effectively.

### Teacher Walks

The morning routine of teachers coming into the playground and mixing with pupils and parents has proved very popular and will continue. It should be noted that there has been a large change in teaching change this year and we are all still getting to know one another.

## **Parking**

Illegal and dangerous parking continues to be an issue for Oaks, we have worked tirelessly for some time to try to find support in reducing the problem but still a number of parents persist in parking on the double yellow lines or across the drop kerbs. This is incredibly inconsiderate and we continue to receive reports of near misses or minor collisions. Please if you do park here consider that while you may feel it is absolutely necessary and a brief stop won't do any harm think how you would feel if one day a child does suffer serious injuries or worse as a result of your actions. Remember this could be YOUR child! We will continue to look at options to stop cars from stopping outside of the school.

## **School Bank**

The school operates a school bank scheme for parents to save money, this can be for school trips but also for general savings. Many parents are not aware that this facility exists and as a result a re-launch of the school bank will take place in the future.

## **Fitness Equipment**

Some of you may have noticed the outdoor fitness equipment that has been installed next to the Junior playground. This equipment was funded through a National Lottery grant and the work of Friends Of Oaks. Please note that while this equipment is open for use it is only designed for Under 12's. Oaks has a fantastic record of delivering and supporting healthy lifestyles and fitness and we look forward to this continuing in the future.

## **Oaks Academy Development Group**

As the school has grown over the past few years and many new children and parents have joined the school. Many will not be aware of how Oaks is governed or by who. Therefore we will send put to parents an overview of what Oaks Development group does and who is involved. It is important that parents know who they can speak to if they have a problem and that they are aware of the work the group does to support the school and their children.

## **Next Open Event**

We will plan a meeting for early in the New Year.