



## Managing Concerns

20<sup>th</sup> October 2023

Dear Parents

In the short space of this term, our office staff and teachers have received an increasing and unmanageable number of phone calls and emails from parents, requesting or demanding meetings with teachers, for a number of reasons. This over-communication means teachers are working harder than ever to try to balance the needs of their class with genuine concerns and queries from parents. The situation is becoming overwhelming for all staff involved.

Whilst we are very happy to respond to any urgent concerns, which deal with safeguarding, health or unexpected family situations, parents need to respect the fact that teachers are busy teaching throughout the day and often have meetings during lunchtime and after school. **Therefore, they will not respond to all requests at once.** If you have contacted the school, the office staff will have forwarded your concern to the relevant staff member. Please **do not** then email and call the office continually, as this can lead to unnecessary and increased workload in the office.

We have Senior Leaders on the playground and near to the office for any urgent queries each day, in addition to a teacher and a teaching assistant on the main playground. All teachers are available for quick chats at the line at the end of the day.

We ask that you are patient and respect the fact that teachers have many demands on their time, beyond teaching, such as:

- Planning the curriculum
- Meeting with members of staff
- Dealing with safeguarding issues
- Leading Collective worship
- Playground duties
- Running clubs at lunchtime and after school
- Dealing with friendship issues or arranging circle time sessions
- Running homework clubs
- Supporting children who need additional time outside of a lesson
- Attending and planning staff meetings and training

Our teaching staff are professional people and are very used to supporting children through a wide range of issues. **We respectfully ask that you trust the staff at St. Andrew' to deal with these situations in school.**

### Issues with friendships

It is very common for children to fall out with their friendship groups or with other pupils and our aim is to support pupils to be resilient and to manage friendship issues themselves. We do this through supported

*With God's love, we live, learn and grow together*

conversations between the children, overseen by an adult. This helps children to have a conversation with another child directly, to share the impact of their actions and to find mutual grounds for moving forward.

This is a process that grows in our school, as children mature and is aimed at helping pupils to be strong and resilient risk takers, who are able to manage different relationships. We consider this to be a truly valuable life skill, which all pupils need to learn. Teachers also plan circle time sessions into the timetable and Y6 Games Makers support positive playtime sessions at lunchtimes.

We look forward to seeing a change after half term. Thank you for your support with this matter.

Kind regards,

*C.L. Mann*

Cath Mann  
Executive Headteacher

*J. Statham*

Jude Statham  
Head of School