

Woodthorpe Primary School
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[By email]

Dear all

Parent feedback - SBMAT

Thank you for your letter and for giving me the opportunity to respond to you regarding the queries you have about our schools and our Trust.

As a parent myself, I fully understand and appreciate how important it is that your views are heard. As a teacher, headteacher and MAT CEO, I also understand that it is important to ensure that channels for doing this do not undermine our headteachers, local governing boards and ways of working. I appreciate that we may not always get communication right and again, thank you for letting us know when you feel that this is the case.

I would like to reiterate that as a MAT we do not make unilateral decisions regarding the operational running of our schools. Our headteachers and I meet together weekly, in a different school each week, to share our thinking, best practice, ideas and any challenges and areas for development across the trust. We do not operate a model where we have “the Trust” which is separate from “schools”. Indeed, we are all “the Trust.” Headteachers are absolutely headteachers of their schools - and they have agency to run their schools in the best way for the children. All of our schools are very different. They operate differently and this brings a richness which we very much encourage and celebrate; this is just one of the reasons why I think our MAT is unique. All of our schools are equal partners in determining our strategic direction as a group.

I agree that parents should have a say in this and in order to ensure that your views on your child’s education are listened to, and that you receive the information you need, I would like to outline the best way to provide feedback and voice concerns:

Via Headteachers

Having discussed parent feedback with our headteachers, they have told me that it is important to them that any questions, queries, concerns or feedback are passed to - and



through - them. I should reiterate that the responsibility for the operational decision-making and running of schools rests with individual headteachers.

As outlined above, the headteachers meet weekly and they will ensure that any feedback, questions and views of parents are shared in our meeting to inform our thinking going forward. It is important to me that as a MAT, we respect that all of our schools operate differently and are unique. We have no intention of changing this. Therefore, each headteacher has different ways of inviting the views of parents and carers. For ease of reference, I have outlined these for each school below.

For Carr Junior School

- Staff are available to speak to on the school gate or on the doors in the morning and afternoon.
- Parents/carers are invited to attend a coffee morning each week and parents evenings each term.
- Each year there is a parent survey in which comments can be raised.
- Enquiries can be submitted via the [school website](#) or emailed to the school office, admin@carrjunior.southbank.academy. These are forwarded to the most appropriate member of staff.
- Parents/carers can arrange a telephone call or face to face meeting with the class teacher, pastoral / family leader, SENCO or a member of the senior leadership team.

For Knavesmire Primary School

- Informal conversations about concerns or requests for further information, can be raised with Mr Cooper and Mrs Gibson who are available on the school yard every morning.
- If parents would like to arrange an appointment with Mr Cooper, Mrs Gibson or another member of staff please contact the school office on 01904 806545 or schooloffice@knavesmire.southbank.academy in the first instance.
- For more formal concerns, please contact the school office who will raise your concern with the most appropriate person.

For Millthorpe School

- Millthorpe have launched a new email address, feedback@millthorpe.southbank.academy, to all parents/carers. There are also details of how to contact the school or provide feedback on the Contact Us page on the [website](#).



For Scarcroft Primary School

- Informal conversations about concerns or feedback, can be raised with the relevant teacher or Mr Edwards. Please contact the school office via scarcroft.primary@york.gov.uk in the first instance.
- There are further details of how to contact the school or provide feedback on the Contact Details page on the [website](#).

For Woodthorpe Primary School

- Parents are encouraged to send feedback via the school admin email address, admin@woodthorpe.southbank.academy
- Parents/carers are invited to speak with teachers who are highly visible each day at the school doors.
- Parents are invited to speak to the Headteacher on the school gate at the start and end of the school day.
- Each year, in the summer term, there is a parent survey in which comments can be raised.

For York High School

- All general queries should be sent to our reception, who will direct your correspondence to the appropriate person. Parents can contact reception on 01904 806600 or by email: reception@yorkhigh.southbank.academy
- For queries regarding attendance, please telephone: 01904 806599 and for queries regarding inclusion, please telephone 01904 806567.
- Further details can be found on the [Contact Us](#) page on our website.

Via Local Governing Boards (LGBs)

Local Governing Boards are sub-committees of the Trust Board and we are in the process of strengthening how the work of LGBs contributes effectively to the work of the Trust Board. Each LGB has parent governors and I would encourage those of you who are interested to stand for election as these opportunities arise. Details of governor or trustee vacancies can be found on the trust [website](#) as they arise.

MAT newsletter

We recognise that there are lots of great things happening across our Trust and that we can do more to share these with parents/carers. To help with this and communication more generally, I will publish a newsletter each term to keep you informed of various aspects of work and thinking across the Trust, and to celebrate the excellent work which goes on in our schools every day.



Visiting our schools

We are always very happy for you to visit our schools during the day to see the wonderful children and our dedicated team of staff going about their work. We are all proud of our schools and the education and care we provide. Please contact your school directly should you wish to arrange a visit at a convenient time.

I hope that clarifying these lines of communication and ways to provide feedback will ensure that your views are considered for the benefit of all children in our great Trust. We genuinely want the parent voice to be heard and respectfully ask that you use the channels above so that together we can forge a positive working relationship.

Finally, I hope to meet as many of you as possible at various events in our schools over the coming months, as well as at the Trust-wide events for arts and sports, planned for the summer term.

Thank you once again for your views on how we can work together to ensure excellence for all of our children, every day.

With very best wishes.

Yours faithfully



Mark Hassack
Chief Executive

