

## Parent Reps Agenda and Meeting 6<sup>th</sup> July 2018

Present: Mrs Byrne, Mrs Wilson, Mrs Watts, Mrs Sloan, Mrs Lott

|  | <b>Action</b>            |
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| <b><u>Actions from the last meeting</u></b>  | Concluded                |
| Reports format has been changed  |                          |
| Green/Red ladder system has been reviewed and discussed with staff   | Concluded                |
| Y3 sports opportunities – The whole of Year 3 took part in a Pentathlon alongside some Y4 children in the summer.  | Concluded                |
| Relatives Day – School held a Community Tea Party hosted by Y6 children with local residents being invited and entertained, feedback was good with requests for it to be an annual event, possibly to include any grandparents.  | HT to discuss with staff |
| Nourish payment system has been changed to Gateway with school having more control.  | Concluded                |
| School sporting events – the number has been scaled down to ensure children have more practice.  | Concluded                |
| PSA – new parents have been found to continue this, but needs everyone’s support   | Concluded                |
| <b><u>Gateway</u></b>  |                          |
| Comments raised from parents:  |                          |
| So far so good with the exception of the fact that it doesn’t seem to be possibly to pay for more than one thing at a time which can be time consuming and frustrating. I’ve had that experience too and had to put my card number in 6 times in a row. Expect we are doing it wrong (!) so some guidance would be great                   |                          |
| Gateway app is particularly tricky and time consuming at the moment for parents using childcare vouchers. When will the system be inclusive of these parents?  |                          |
| School gateway is great addition. Look forward to seeing the back of printed out reply slips. Would be great to be able to cancel WAC via the app as well as booking.  |                          |
| Still unsure of how gateway works with childcare vouchers. I’m throwing money at it (to build up an amount) & then they’re taking from that ‘pot’. Will I be able to get surplus money out again if not used?! Just a little confused at the mo. Having said that, I think it’s a brilliant addition! Ditto being able to cancel sessions. |                          |
| The only negative thing re the app for me is that it doesn't allow me to put numerous items in the checkout basket. I have had to checkout separately for each of my girls.  |                          |
| Payment for nourish catering separate from gateway app and parent pay.<br>It is not particularly user friendly online payment for Nourish and 3 different log ons for one school.  |                          |
| Can nourish payment be integrated with either parent pay or gateway app? <b>This has been done, now booked and paid for using Gateway.</b>   | Concluded                |
| One question that maybe answered now is who do they contact if they are having problem getting set up on Gateway? <b>Either James Curl (IT Manager), Nia Lucas (Bursar), Joanne Green (Beehive Manager)</b>  | Concluded                |

Being about to book wrap around care on gateway app is fantastic but not being able to cancel it on the app is illogical

Is there a facility for this to be adapted on the app ie to cancel wrap around care bookings on gate way app?

School gateway, I couldn't seem to put multiple things in the basket so I had to do multiple transactions.

School Gateway - I find it really useful for booking breakfast and afterschool club. However I would be useful to have a cancellation button, as if you book a term at a time, and then there are times when you don't need it, you can't cancel it apart from emailing in.

Also great that you can pay for school trips on here, and sign up for clubs. But unable to cancel spaces.

Regarding the school gateway, would be nice if all the emails were in the app. I liked the old way better because all the communication was in one place and you didn't have to scroll through all your emails to try and find something they sent out. Hope that makes sense!  
Gateway - everyone very pleased with ease of use but would like options to cancel rather than having to email Jo separately. One parent commented that it is difficult to use childcare vouchers on gateway. Comments that Jo is great at sorting these issues out promptly.

School gateway- several parents frustrated it's not very convenient. On the app there is no basket which means some parents had to input payment details 5 times in one go!!  
Also not sure messages are coming through. There seems to be more functionality to adjust settings online than on the app but as one parent pointed out that undermines the point of an app!

I am struggling to pay for multiple items in a single transaction - I haven't tried too hard to work it out but it is not obvious. Can this be done? Also, is there the facility to store card details?

ParentMail - I do miss the messages coming through on the app - it was handy to keep all the school stuff in one place.

Feedback on gateway app is that although it is getting better , it is very labour intensive : you can only pay for one thing at a time (ie school trip, breakfast club, after school club - all separately, all requiring re inputting of card details - and then for each child ! ) so booking stuff takes a long time - you can add each thing into a basket and pay altogether

Childcare voucher queries are being dealt with by Nia Lucas and Joanne Green on an individual basis – if you are still having trouble please contact them.

The basket option has been requested by school, and is currently available if you use the website rather than the App, but we are looking for Gateway to change this.

Cancellations are currently being dealt with by email, but, again, we are looking for Gateway to change this.

A FAQ sheet will be compiled by school and put on the website to help parents.

Wrap Around Care is being rebranded as The Beehive

James/Admin to action

## **Sports Day**

Thank you to all parents who were mindful of the funeral of one of our neighbours taking place that day, the family were very grateful for the considerate parking.

Comments received from Parents:

Great feedback from sports day. Mrs Roberts did an amazing job as compare. Lovely atmosphere.

One parent asked if something louder could be used to start the races? Perhaps a whistle? Lots of comments about how good sports day was. Particular mention given to how great it was to hear kids cheering their teams and how well organised it was.

Mrs Roberts did a great job. Please take care that everyone has finished a race and help the crowd cheer everyone on before moving to the next announcement. Interviews with the kids were lovely. Great to hear announcements about field events as well as running.

One of the parents of a child who has now left with SEND commented on the day that whilst they like and appreciate the integrated races they'd like to see some Paralympic races-this comment was then raised by a different parent so has come indirectly but they wondered whether it was worth discussing.

I thought sports day on a whole ran so much smoother than last year for key stage 2. It was relaxed, enjoyable and there was ample time for all events, and races. Children knew what they were doing and staff were organised. Also the addition of the microphone and running commentary was fun!

Key stage 1, it was a big shame it ran out of time again and that not all races could be completed, particularly parent and sibling races, especially as these are very relevant and enjoyed by the children in key stage 1 due to their ages. The running of the field events went well, but our group didn't get to complete one event as we ran out of time. Could I suggest we reduce the amount of field events for next year, making time for the valuable races.

"I felt the beginning bit dragged on a bit too long when they were competing in their team colours which then extended the time a bit later with all the running races.

Would be nice if they had a proper loud whistle so everyone knows when the race is starting. So many false starts!

I find the obstacle/relay races very frustrating, would be great to think of some where the children couldn't cheat. The sacks could be good for that. The bean bag balance and then drop at a certain point was not communicated clearly enough for the children. Would've been nice if they maybe even announced and demonstrated before they did it so it was clear for them all.

The timetable sent out in advance was very nice."

Sports Day was great. Very well organised and Mrs Roberts did a great job as MC!  
Sports day was much improved! More shade/shelter would be great.

Can only speak for KS2. Really liked that they did boy and girl races. Also there was more organisation of the races and they seemed to try to have two people from each house racing at a time but it didn't always work, as I saw a number of races when there were 3 or more from 1 house.

Loved that the children were able to cheer and make more noise than usual, they seemed to enjoy the day more as well.

At the beginning when they all do a field event, there still seemed to be some confusion but it was better than previous years.

It was much better than previous years so thank you for all the hard work that must have gone into it.

Sports day was a real success. The children seemed so much more involved and enthused. It

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| <p>was well thought out and was excellently emceed by Mrs Roberts. The map was good.</p> <p>Sports day a great improvement on last year, thanks to all</p> <p>The new way of having the children choose two events at the beginning was a bit tricky when you have two children and don't know what events they're doing so you're trying to find them before the events finishes and then watch them equally.</p> <p>The timetable sent out in advance was quite useful.</p> <p>Would be nice if relay races were made so children couldn't cheat. Thought the sacks were a good use in a relay race as you can't really cheat on that.</p> <p>A proper loud whistle so everyone knows when the race is starting. So many false starts!</p> <p>Mrs Roberts was fantastic as a presenter; you could hear her very clearly.</p> <p>Positive comments re sports day being really fun and well organised. People would have preferred some more notice re timings so that they could inform their work more than a week in advance. A comment about there being more shade but understandably we can't predict the weather. Children all really enjoyed it and it was lovely to watch.</p> <p>Feedback on sports day - great day very well organised much enjoyed thank you<br/>Music enjoyed!</p> <p>Huge improvement on last year and appreciate that the school listened to parents' feedback. PA system was good, field was in much better condition and the children seemed to have a much clearer idea what they were supposed to be doing. Also really appreciated the gazebos. It would have been nice for the KS2 children if everyone had got together at the end of the day and the house winner had been announced then.</p> <p>Well done! Great interaction with roving microphone. Great having team relay races. Really good atmosphere</p> <p>The Y5 Boys Cross Country race seemed to have too many children in it and was a bit boisterous – can it be renamed to 400m? <a href="#">This will be fed back to Mrs Tizzard.</a></p> | <p>Concluded</p>    |
| <p><b><u>Class/Year Feedback from Parents not relating to Gateway or Sports Day</u></b></p>  |                     |
| <p><b>Apple</b></p> <p>School trips. Some disappointment that Year 2 didn't have a school trip this year?? <a href="#">All the enrichment for the class was in school, including the Tunbridge Wells Library, which came into us.</a></p> <p>New garden area and nursery gate area looks amazing! Beautifully done. Thank you Adrian and everyone involved.</p>  | <p>Concluded</p>    |
| <p><b>Hazel</b></p> <p>There is still concern over school dinners - portion sizes, availability of items. Could you clarify the position here.</p>   | <p>HT to action</p> |
| <p><b>Pine</b></p> <p>Positive - Well done Adrian on the lovely ASC garden and the work he's done by the nursery</p>   |                     |

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| <p>gate. It looks lovely</p> <p><b>Maple</b></p> <p>When will Maple / (Hazel to be) class be swimming next term? <a href="#">Hazel class in 2018/19 will be swimming in Term 6</a></p> <p>I think the focus (e.g. gateway and sports day comments) for each parent rep meeting is really good.</p> <p>Thank staff for everything as ever!</p> <p><b>Chestnut</b></p> <p>Staff and children really happy to have Mrs Holliday for year 1.</p> <p>Lovely comments about the assembly this week and school trips.</p>   | <p>Concluded</p>                     |
| <p><b>Hazel</b></p> <p>Further feedback from one parent about lack of school trips. <a href="#">These can only be organised if parents can pay for them as school cannot finance these enrichment activities.</a></p> <p>Also another comment that it was felt the same kids get chosen for activities and class related questions when being answered, the more confident ones seem to get chosen often.</p>  | <p>Concluded</p>                     |
| <p><b><u>AOB</u></b></p> <p>Parents would like all the sports events listed on the school website for the whole year please.</p> <p>Y5 Camp Out – some parents felt it was not clear what clothing the children needed. <a href="#">Parents are encouraged to come and talk to the teachers about any concerns they have re this.</a></p> <p>They also wanted to have a list of the teachers who were staying overnight. <a href="#">This is not always possible to say due to last minute illness.</a></p> <p><a href="#">Next meeting Friday 12<sup>th</sup> October 2018 in the Meeting Room at 9am</a></p> | <p>HT to action</p> <p>Concluded</p> |

