

Dear parent / carer

Firstly, I wanted to take this opportunity to thank you for supporting your child's home learning at this time. We fully understand and appreciate the difficulties surrounding learning from home. We know it can be tough juggling everything so thank you for your perseverance and resilience during this national lockdown. If there's anything that we can do as a school to help, please let us know.

Thank you for completing the online survey which asked for your feedback on our remote learning provision. In the survey, we asked for your opinion about our remote learning timetable, Microsoft Teams live lessons and independent ClassCharts work. There was also an opportunity for you to write any specific feedback that you had. Thank you to those parents and carers who completed the survey.

In this letter, I wanted to take the opportunity to address the feedback that you gave and detail how we are going to improve our remote learning provision for our students. You will find some information about what parents and carers said and what our solutions are to better improve the remote learning experience your child receives.

#### **SURVEY QUESTION:**

**We have introduced live Teams lessons into our online learning offer. Please select the statement below which best reflects your opinion on our provision:**

- There are too many live Teams... 8
- There is too much independe... 32
- There is the right balance of li... 80



#### **OUR RESPONSE:**

*It was pleasing to see that, on the whole, you feel that we have got the right balance of live lessons and independent ClassCharts lessons. Research shows that 'live' lessons are not necessarily always the best way of learning online and it is best to have a mix of different formats. We have tried to achieve this in a blended approach with a balance of each.*

#### **SURVEY QUESTION:**

**Please select the statement which reflects your opinion. Overall, the amount of work provided by school via Teams and ClassCharts is:**

- Too much 23
- Not enough 16
- About right 81



#### OUR RESPONSE:

The majority of parents and carers who responded felt that the work we were setting was 'about right' for their child. For those parents who felt that it wasn't enough, please make use of the Oak Academy resources available here: <https://classroom.thenational.academy/> or the BBC Bitesize lessons available here: <https://www.bbc.co.uk/bitesize/levels/z4kw2hv>

These lessons should complement what your child is learning in school. For those parents who felt that the work was too much, look to prioritise the core subjects of maths, english and science as a starting point to build from. If you would like to discuss how best to support your child or get them engaged with their learning, please speak to your child's house tutor or contact school reception who will put you in touch.

#### SURVEY QUESTION:

**Would your child benefit from having some timetabled well-being slots where they could go for a walk, run or do some crafts?**

- Yes - it would be good for the... 68
- No - we organise these well-b... 52



#### OUR RESPONSE:

We are conscious of looking after the wellbeing of our pupils as well as their academic progress during lockdown. We also want them to have a break from their screens and do different things. It is great to see that so many families are building some wellbeing time into the daily routine for themselves – please keep doing this. During the first lockdown last year we had good feedback on our wellbeing slots so we have introduced a limited number of these sessions into our pupils' timetables moving forward. All year group timetables can be found here: <https://www.lancasterhigh.lancs.sch.uk/home-learning>

Information about the well-being slots will be on ClassCharts. If you have organised your own wellbeing and are looking for some more learning during our timetables slots, please see the links to the Oak Academy and BBC Bitesize above for supplementary material.

The final section of the survey offered parents and carers the opportunity to feedback their thoughts and suggestions. Below is a summary of the feedback given and our solutions as a result.

#### How do I know if my child is attending their live lessons and completing their work?

The easiest way you can keep track of your child's engagement is through the ClassCharts app. All parents and guardians have a parent account which synchronises to their child's account. This means that you can see:

1. all the classwork set by teachers
2. whether your child has 'submitted' or 'not submitted' the classwork
3. any feedback that your child's teachers may give
4. reward points awarded for attending live lessons and meeting our expectations. These will come up as notifications in the app so you can easily see if your child has attended.
5. penalties (negative points) given

From this, you will be able to see how your child is engaging with their home learning. If they are engaging, they should be receiving reward points, be submitting their work and receiving feedback from their class teachers.

If you need your parent login for ClassCharts, please ring the school reception and we will provide it for you. There is also a parent guide of how to work ClassCharts available here: [https://files.schudio.com/central-lancaster-high-school/files/documents/Home\\_Learning/Class\\_Charts\\_for\\_parents\\_guide\\_\(V2\).pdf](https://files.schudio.com/central-lancaster-high-school/files/documents/Home_Learning/Class_Charts_for_parents_guide_(V2).pdf)

#### My child would benefit from form time.

We have now introduced a form time session each week for all year groups. Your child will have a form time session with their house tutor and form. This is scheduled by your child's house tutor and is a good opportunity for your child to chat to their house tutor about how they are getting on and any concerns they have. Your child's house tutor



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is your (and their) first point of contact for any learning concerns.

**Some of the live lessons are disrupted by students commenting in the chat feature.**

We are now limiting the chat function to when teachers are asking questions or have finished an explanation. At this point, pupils will be able to use the chat function to either answer questions posed to them by their teachers or to ask questions about the work. Pupils will not be able to use the chat function when the teacher is talking.

For pupils who do not behave appropriately in the chat function, parents will be notified of their behaviour through ClassCharts or a phone call home. I'd like to take this opportunity to reiterate that our behaviour expectations still remain the same.

**My child doesn't know how to use Microsoft Teams.**

There's a detailed video here which explains how to use Microsoft Teams:

<https://www.lancasterhigh.lancs.sch.uk/home-learning>

Hopefully this letter should address the main points outlined in the survey. Thank you again for your responses and feedback. During times like these, it's so important that we are talking and supporting each other. Please contact the school if you have any questions or concerns.

Kind Regards,

**Miss Amy Newsham**  
**Assistant Principal**

**Principal:**  
Dr. Nick Walmsley

