



Feedback From Parent Drop-ins

- Be kind
- Be brave
- Be respectful
- Be part of a team
- Be the best you can be

You said	We did	We plan to
“We don’t always receive responses to our emails and Arbor messages.”	We have revised our communication systems to avoid emails and messages being missed or not replied to.	The admin email inbox (admin@northwood.lingfieldtrust.org.uk) and Arbor will be monitored Monday to Friday, 9am until 3pm during term time. You will receive an acknowledgement to your email/message on the same day.
“Football club needs to be able to go ahead every week.”	We have used additional spaces in school to ensure all clubs can go ahead on a Friday during the bad weather.	Film Club will be in The Den so parents and carers will collect from the Early Years school entrance. Multi Skills will take place in the dinner hall if it can’t be outside. Football Club will be in the sports hall if it can’t be outside.
“We don’t get enough notice for sporting events/trips an educational trips/visit.”	We have reassigned roles and responsibilities relating to sporting events and educational trips and visits.	Due to school receiving invites to sporting events at different times, you will get notice of at least one week. For trips that we will be requesting a voluntary contribution of £5 or more, we will give notice of at least one month.
“Our children left a recent sports event early and parents and carers from other schools attended.”	N/A	Moving forwards, we will ensure the times we have for events and the times bus companies have been given are accurate. We will check with the venue whether parents and carers can attend, and we will let you know.
“The My Clothing website needed to be updated to reflect our current uniform offer.”	We have communicated our uniform policy with the My Clothing website.	From September 2026, our uniform suppliers will be able to use our new logo. For the academic year 2026/27, both the old and new logos will be available.
“Children are not able to select books they would like to read from the bookshelves.”	Research says that children should be able to independently select books from their bookshelves. This means we have limited the number of books visible however children can borrow books from lots of other areas in school.	We will make sure that children know where additional books are stored so that they can access a wider range. Books on reading shelves will be frequently changed and will reflect children’s interests.
“We can’t always attend the drop-ins with senior leaders.”	We alternated morning and afternoon meetings however nobody attended the afternoon session.	Offer an after-school drop-in starting at 5pm. There will be a drop-in on the 11 th of December at 9am and the one after this will be on the 8 th of January at 5pm.