



# St. Bernadette's Catholic Primary School

## Newsletter October update 2015 Issue No.80

Loving, serving and growing together with Jesus

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Dear Parents and Carers,

Yesterday my day was filled with joy and sadness and I am writing a personal plea as I would hope by now you all know my passion and love for St. Bernadette's. Firstly I received the RE Inspection report and was so pleased for my staff and for your children that their work in fulfilling the Bishop's mission within the school has been recognised. Inspectors found an ethos that is embedded and living amongst the children and staff. But then, and not for the first time, I was called to the office to calm an angry parent who then proceeded to continue the aggressive behaviour with me, to the point that the police were called. I am sure that those of you who have had any dealings towards me will know that I am not flustered easily and I do always try to listen to your concerns and take the 'put the customer first' approach. I am not trying to shame the parent as this letter provides anonymity but I feel now that I must reach out to you all to try to resolve the unnecessary pressure that my office staff have to cope with on a daily basis. I have repeatedly taken the side of the parents and tried to ease the load of parental requests by increasing staffing or bringing in systems to try to minimise errors, usually caused because instructions provided on previous parent correspondence are not followed. But after this final assault of a verbal intimidation I think I need to speak out.

- The office is there for new parents to make enquiries or for you to pass on important information about your child.
- It is an office not a shop and as such should not be handling money. When we have the uniform shop Mrs Delaney moves away from the office and has a cash tin where she can record all sales appropriately.
- All monies to the school need to come into school in a marked envelope with your child's name clearly written, the quantity of money and what it is for. The office cannot provide change as this is unmanageable for 470 children on a daily basis. It is impossible to deal with change at the office window as the only cash held is in the safe and not accessible at that time.
- The office is not a stationers for general use. On a daily basis staff are asked for envelopes, scissors, sellotape, pens and paper. As a working parent of three children I advise you to organise your schedule so that you can get dinner monies or care club monies sorted out on a Sunday evening.
- The dinner money and order forms have been separated and go straight into the box in the foyer and don't forget you can pay by BACs direct to Essence.
- Karate club money needs to be passed directly to the Karate leaders as these are large sums and we are not able to take responsibility for safe transfer from school to the club.

I do understand that for many of our families English is not their first language however I am always impressed by how well these families cope with communicating. I ask that you support our Christian ethos by remaining polite and courteous when making requests or seeking information from our school.

I feel that I have done my very best to make this school an outstanding school both in the eyes of Ofsted and for the Church. I am asking you now to support me in showing our children how to be organised, be on time and be courteous. The office will then be available to deal with the issues that really do need their time and attention and maybe we will then see some more smiles. Certainly I was not smiling yesterday and for the first time in my career of 30 years have I defensively responded by raising my voice. I am very proud of St. Bernadette's and I give my all as your children's headteacher. But please, let us all work together for the good of all members of our school community.

And, finally, have a wonderful half term break and enjoy time with your family.

God bless you all

Mrs Clewlow

**School Closed Monday 2<sup>nd</sup> November- Staff training day.  
School starts Tuesday 3<sup>rd</sup> November**