



Core Values and 'Care'

6th March 2023

Dear Parents,

It is hard to believe we are already halfway through the year and what for many has been another challenging year. We wanted to take this opportunity, ahead of this week's parents evening, to reinforce the importance of our core values of 'care', that we put at the centre of everything we do as a Woodthorne Community.

With the cost of living crisis hitting everybody hard, inevitably many members of our school community are feeling under increasing amounts of pressure. As staff (including office staff, support staff, teachers and senior leaders), in recent weeks, we have found ourselves on the receiving end of an increasing number of hostile communications from parents- both face-to-face, via email and Class Dojo.

Above all else, the staff at Woodthorne are here to care for your children - their education, their experiences, their emotional well-being and their overall development. We also strive to make sure that parents and caregivers have the right information and appropriate support to make sure they are happy. As you can imagine, with 4-30 children and families, this will not always be 100% perfect, and in many cases, is subjective based on personal opinion/preference.

Whilst we always welcome constructive questions and feedback that you may have about your child's education, it is crucial that you approach all our staff with courtesy and respect (another of our core school values). Please remember that our staff are professionals, working extremely hard and going above and beyond, to do their best for your children. They deserve to be treated as such, with respect for their time and expertise.

I would be grateful if all parents could make sure that any communications, either verbal or written via email or class Dojo, are made with a calm and level-headed tone and a reasonable expectation for any required response times. This also includes pausing and reflecting before sending any highly emotive messages, in potentially unsociable hours. As senior leaders we have a duty of care to protect our staff from such communications, which unfortunately, are becoming a more regular occurrence of late.

We are all working towards the same goal: providing your child with the best education possible. By role modelling a caring, positive and respectful relationship across our community, we can ensure this, whilst setting the best example for the children at the same time.

Please could I take this opportunity to thank the vast majority of parents, who show nothing but support, care, understanding and kindness when it comes to managing the complexities of school life. We really do appreciate it.

We appreciate your understanding and cooperation in this matter.

Yours faithfully,

Mr T Hinkley
Headteacher