



'ad omnia paratus'



Head Teacher Mrs J Cook

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15<sup>th</sup> January 2021

Dear Parents and Carers,

Hi everyone! We've made it through another week- I hope it's been a good one for you or at least a bearable one.

The children have yet again been brilliant! Whether working at home or school some fantastic work has been produced and real effort and great attitudes to learning have been seen. I know this has meant a great deal of support from yourselves – so thank you and well done all!

I need to say a huge thank you to everyone for managing the parent's evenings this week, whether virtually as planned, on Teams or on the phone! If you attended on Tuesday evening, things went more or less according to plan and we had great feedback about the system! However, to all those that were scheduled for a Thursday appointment I'm so sorry for the technical difficulties that occurred. 'It never rains but pours!' so they say! Unfortunately, the issues arose from the company *SchoolCloud's* end- they tried desperately to fix the problem, but it took time. The extract below is part of their communications to us apologising.

*As I'm sure you're aware, SchoolCloud experienced an outage yesterday between 4pm and 5:04pm. Yesterday did not live up to the high expectations schools have come to expect from us, nor what we expect of our ourselves, especially at this difficult time for schools. We've put together this email to explain what went wrong, summarise the lessons learned, and let you know what we've done to prevent any similar incident in the future.*

Lots of you used teams or the telephone instead to still meet with your child's teacher. Thank you to all the teachers and yourselves for your perseverance, patience and understanding. Hopefully, you have now all managed to talk your child's teacher, if for some reason you haven't please do not hesitate to contact school so we can organise this for you.

I also wanted to say a big thank you for the amazing feedback we have received regarding the 'home-learning'. The teachers are working incredibly hard to provide work for the children in school and at home so your kind words make such a difference to us all- thank you.

A couple of general reminders, at the risk of sounding like a broken record, please please can I remind everyone that **children should only be booked in for the days Key Workers are actually working, if you are at home then children should remain at home**. This is the best way to keep numbers to a minimum and therefore everyone as safe as possible in our school community. Also, can I politely remind Key Workers that when bringing children to school, can you ensure you are wearing masks when on the school site or speaking to your child's teacher. Thank you for your co-operation and understanding regarding these points.

As always if you are having any difficulties that school can help with please let us know.

I hope you all manage to get a well-deserved rest and chance to unwind this weekend.

Keep taking care of each other, keep safe and stay well.

Take care,

Mrs. Cook

