

# POSITIVE FEEDBACK

## Positive messages from parents and the community

July 2020

### Thank you

Would you please pass on my thanks to all the school staff who have worked so hard over these difficult months to provide education and support to our children.

I am immensely proud of my daughter who has risen to the challenge and maintained her school routine, this despite the fact that her Dad who is working from home and I who am frontline ambulance haven't been able to support her as much as we would have liked. The support from her teachers has been invaluable.

Received: 03/07/20

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### Transition Support

I wanted to say how impressed we've been with the transition support, all our questions have been answered either through the school visit, the emails or the YouTube live and video sessions.

Received: 03/07/20

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### Thank you

Please could you pass on our thanks to all the students that took time to write to our residents at Troutbeck care home in likely.

It gave us all such a lovely boost reading the cards and looking at the detail of how they had been made, some with pressed flowers all very beautifully made.

As you can imagine it's been a difficult time as we haven't been able to welcome visitors, friends or families.

Contact with the outside world is crucial for the well-being of everyone and especially members of our elderly community.

We are very grateful

Kindest regards to all

Julie Lawler  
Activities coordinator, MMCG - Troutbeck

Received: 05/07/20

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### **Huge thank you**

We would like to say a huge thank you to Ms Williams and the whole IGS team for the outstanding way you have dealt with this unprecedented crisis. For our son in year 10 the overall communication, home learning provisions and management of the transition back to school have been excellent.

Thank you for your hard work and dedication and we would like to wish you all a pleasant, well-deserved summer break.

Received: 10/07/20

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### **A thank you**

I just wanted to thank all staff at IGS for their efforts over the last 4 months.

To help manage that challenge, I am very grateful to everyone at IGS for keeping the school going within their different roles. I appreciate I won't be aware of much that goes on behind the scenes, but from the communications provided to us, the continuous lessons from all the teachers, the introduction of learning improvements as the situation lengthened (especially on the live lessons and parent access to showbie), the chasing down of refunds for all the trips (which I'm sure that has been a nightmare) and then of course the plans in place to finally bring our children back in September (mine two sons being in year 7 & 9 respectively), I am thankful. Unfortunately I imagine that the challenges will continue into the next school year, but I am glad my children are with you and I know IGS will do what it can to try and help minimise the impact of the last 4 months as much as is possible.

In amongst this period, I have needed to contact the team on a few occasions and everyone has been so very professional, supportive and helpful. Even though I'm sure I'm just one parent of many who have got in touch over this period, you have looked into my child's problem quickly and helped. I also feel my children have been supported by their teachers, with fast responses when they have been stuck and with empathy when empathy has been needed.

Received: 12/07/20

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### **Thank you**

I would just like to say thank you for everything the school has done during this term. We have been kept informed about what is going on and I feel T has been set the right amount of work and certainly benefited from the live lessons this half term. I work in a school ( a small primary) so know how hard it has been...and the logistics of organising a large secondary school must be a nightmare! Thank you for everything, including the recent update.

Received: 10/07/20

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### **Thank you**

I just wanted to take this opportunity to thank you and all the IGS staff for everything you have done in such challenging times.

It has been really appreciated.

Received: 13/07/20

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### **Live Celebration Link**

Thank you for this email and yes both my wife and I were with J for the Live Celebration link this morning which was brilliant and a lot of work had clearly been put into it yet again.

We are so please with everything J has been doing with school work and just want to say a big thank you to all at IGS for your hard work and commitment to the students during this very difficult and challenging time for all.

Received: 15/07/20

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### **Year 10 Option Choices**

Thank you very much for your letter regarding Y10 option choices. It feels a little strange to have a child starting their GCSEs next year!

Thanks for your help **and also for all the time and effort the staff at IGS have put into making E's (and B's) experiences so positive during the Covid-19 lockdown. I hope you are all looking forward to some rest and relaxation over the summer break.**

Received: 15/07/20

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### **Community Award Nomination**

IGS has been nominated to receive a community award ( and rightly so) for all of the schools sterling work during lockdown

A MASSIVE thank you to you and your team at IGS for all your hard work especially during lockdown,  
thanks again

Received: 15/07/20

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### **Thank you to you all**

I would like to express my sincere thanks to yourself and staff for all your hard work and organisation during what has been a challenging time. The communication and workload provided has been second to none and I have on several occasions commented on this to friends! My girls have engaged with their learning from the beginning and have benefited greatly from the routine and structure of a normal school day, albeit from home!

I think the fact that my girls miss school and can't wait to return speaks volumes! You all do a terrific job!

Received: 16/07/20

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### **Thanks**

I really appreciate everything that you and the rest of your team at IGS have done. M in particular has really benefited from additional help.

Received: 16/07/20

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### **Thank You**

A very big thank you to all of you school staff who have worked so hard to keep our children taught and supported.

Received: 16/07/20

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### **Expression of Gratitude**

I'd like to express our gratitude to IGS for all of the hard work since March.

Our thanks go to:

- teachers who have clearly gone to great efforts to set and mark work, and to provide live lessons, especially to those who have responsibilities at home which have made this particularly challenging for them;
- leaders who have waded through reams of guidance in order to keep school open for those who need it, reopen for y10 & anticipate reopening in September;
- office staff who have aided in communication and chased up refunds for trips;
- cleaning staff who have maintained hygiene throughout the school and will continue to do so in September.

And obviously to anyone else who I've not thought of who has played their part in this strange period of our children's lives.

Received: 16/07/20

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### **Thank you!**

I just wanted to say a big thank you to all of the teachers and staff at IGS. What a tricky time it's been for everyone.

My children have got the most enthusiastic teachers. I've loved listening into live lessons and it's made me feel very happy knowing that my children have been receiving such good quality lessons during lockdown.

Received: 16/07/20

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### **Return to School September 2020**

Thank you so much for the information about the return to school in September. I can only imagine how much hard work and thought has gone into organising the logistics of your plans, particularly as you have such large numbers of students to consider. Thank you also for communicating them so clearly and comprehensively. It is very reassuring.

I would also like to thank your amazing staff for the dedication they have shown to continuing our daughters' education in such unusual circumstances. Although they have obviously missed aspects of school life enormously, our girls have been given support and a consistent approach to their learning opportunities, which I am sure has helped them to adjust more smoothly than they might have done, without such commitment from your staff.

Received: 16/07/20

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### **Thank You**

In response to your email thanking parents for their support we would also like to thank you, and all of the IGS staff, for what you have done in the last few months and for what I know you will continue to do for our children. We can only imagine the amount of work that has gone into preparing the latest documents that have been sent regarding school opening in September.

The last few months have been challenging for all but we are immensely proud of the way our 2 children have continued to be committed to their school work (not without the occasional outburst of frustration/anger) and we know this is partly due to the dedication and enthusiasm shown by IGS staff in continuing to provide interesting and engaging lessons albeit remotely.

Received: 16/07/20

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### **Thank you**

We would like to thank you and your staff for the teaching and support that IGS has provided over the last four long months. Our son, in Y8, has had a full timetable of lessons everyday, each week since the lockdown began. From all that we have read this level of provision is exceptional. While we all understand that learning is most effective when students are in school and taught by teachers they know and respect, the students at IGS are very fortunate to have had such consistency at a time of uncertainty.

Received: 17/07/20

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### **Thanks**

Thank you both so much, and all the team at IGS, for all your hard work and encouragement throughout C's 2nd year at IGS. She has really enjoyed it and we have been really impressed.

Received: 17/07/20