

**St. Anne's Catholic Voluntary Academy**  
To be like Jesus.... wise, caring, honest and fair, today and every day  
Lightwood Road, Buxton, Derbyshire, SK17 7AN

Executive Head: Mr. Brendan Hickey  
Head of School: Mrs. Julia Wiggins



# Weekly Newsletter

20th November 2018

Dear Parents/Carers,

## Parents' Evenings

Our first formal parents' evenings will take place today, from 3.30 – 6.30pm, for parents of children in EYFS/KS1 (and Miss Foley's Year 6 class) and tomorrow, from 3.30 – 7.00pm, for parents of children in KS2. We hope you will take the opportunity to come and discuss how your child is progressing in school and what you can do to support them further, at home.

Please note that the focus of these meetings is on your child's attainment and progress; appointment time slots are tight, especially for the larger classes in KS2. If there are any additional aspects of your child's school life that you wish to discuss in more detail, please speak to your child's class teacher who will be pleased to arrange another mutually convenient appointment. Thank you for your support.

## Choir

Year 3 children will be joining our choir today. When we have the completed register from Mrs. O'Neill, we will contact you regarding payment, which will be by Parent Pay.

## Punctuality

Following last week's letter about attendance, please find attached a letter relating to punctuality. Thank you to the vast majority of parents who ensure that their children arrive at school on time each day.

## School Uniform

Unfortunately, we have had issues with late delivery of ordered school uniform by our suppliers, School Trends. We have expressed our dissatisfaction with the service provided and have conveyed the frustration of parents who are still waiting for their orders. For financial and storage reasons, we are not able to buy in stock to sell directly to parents. Please find below the text from an email from the company, to us, together with contact details if you wish to contact the company direct:

'Dear Customer,

It is of great concern to hear that you as a valued customer have reason to be dissatisfied with the level of service you have received from us. Firstly, I would like to offer you our sincerest apologies for the disruption and distress we have caused you, the pupils, parents and any other members of the school.

Our employees take pride in providing our customers with a great service, however we have had an extremely difficult period at School Trends which has unfortunately impacted on you, our valued customer.



A member of  
**St Ralph Sherwin**  
**Catholic Multi Academy Trust**

Telephone: (01298) 23589  
Email: [enquiries@st-annesrc.derbyshire.sch.uk](mailto:enquiries@st-annesrc.derbyshire.sch.uk)  
Website: [www.st-annesrc.derbyshire.sch.uk](http://www.st-annesrc.derbyshire.sch.uk)

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We have worked incredibly hard to rectify the situation internally, but unfortunately failed in our efforts to control a supplier to a required standard. This has impacted on our ability to fulfil your expectations. To compound the issue, we also encountered a technical issue, resulting in around 10,000 orders disappearing off our supplier's system, which in turn impacted hugely on our ability to deliver on time.

In my tenure as the new Managing Director, I have started to instigate major improvements for 2019 and would be more than happy, given the opportunity to visit and explain in more detail what these are.

Thank you for bringing the issues to our attention, we value your relationship with us and this gives us a further opportunity to work on what is important to you.

If you have any further questions or comments, please feel free to contact us or to arrange a visit.'

The company contact is: **Jayne Burgess** Regional Sales Manager North T: 07760 771685

E: [jayne.burgess@schooltrends.co.uk](mailto:jayne.burgess@schooltrends.co.uk)

### The Shrine

We have decided to reinstate the shrine in the hall to become a focal area for prayer and reflection. The area has now been opened up and we will be completing its design over the next week or so, in readiness for Advent.

### Prayers

In this month of November, please continue to pray for all our family and friends who have died and for anyone we know needs our prayers.

### Upcoming events

Remember to also check the website/school app/Dojo and newsletters for more information about future events.

Yours faithfully,

*JME Wiggins*

Julia Wiggins  
Head of School



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