

Waltham Forest Music Service Parent/Carer Feedback 2022

Parents /Carers asked for:	How we're responding:
Guidance on how to support children with their learning	<ul style="list-style-type: none"> Teachers give welcome letters for families of new pupils receiving lessons in school including guidance on support with learning Office give welcome letters to families hiring instruments, including advice on how to care for instrument and how to get the most out of lessons Music School families are sent a parent handbook at the start of the academic year, which includes guidance on supporting your child with their music
Better feedback from Teacher	<ul style="list-style-type: none"> Supporting teachers and pupils to use practice diaries / notebooks to communicate regularly Music School open house week introduced in Spring term 2023 where parents are invited to attend lessons to see learning in actions, and to have discussions with music teachers
More provision in the north of the borough	<ul style="list-style-type: none"> New Satellite Music School opened at Chingford C of E in September 2022 offering 1-1 music lessons and a creative music group, open to all children and hoping to develop further Scratchmakers creative music holiday courses offered at Handsworth Primary, open to children aged 8-12 who are learning an instrument
No waiting place for parents at Music School	<ul style="list-style-type: none"> Car parking is available at Walthamstow School for Girls after 4pm
Difficult to get in touch with Music Service office	<ul style="list-style-type: none"> Phone call response times are monitored to identify issues and improve responses Call back function is being implemented
Music lessons are too expensive	<ul style="list-style-type: none"> Payment plans are offered at Music School to spread the cost Sign posting and nominating funding opportunities including Friends of Music School grants, London Symphony Orchestra (LSO) and London Music Fund (LMF) grants Working with schools to offer whole class, small group and 1-1 lessons in flexible ways, to keep costs for schools and families as low as possible