



Padgate Academy

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Principal: Mrs M Barclay BSc (Hons) NPQH

Our Ref: SLE/JHA-150121

Friday, 15 January 2021

RE: Year 11 Parents Evening

Dear parent / carer,

Please accept our sincere apologies for the year 11 parents evening not taking place last night. Unfortunately, the outage was experienced by an external provider of the software used to host the virtual meetings (SchoolCloud) and was completely outside of our control.

As you might have seen on Twitter, we were not the only school affected: many schools nationally and at least two other schools within TCAT were also unable to deliver their parents evenings last night.

A statement has been released by SchoolCloud this morning:

"SchoolCloud provides parents' evening software to over 5,000 schools, and experienced an outage on 14th January affecting the parents & teachers accessing video calls at that time. An update to the system in December caused a web page to perform slowly and this ultimately took the system offline. This wasn't up to the high standard of service that schools expect of us, nor that we expect of ourselves. We have already made changes, and continue to take further steps to ensure that you can continue to enjoy this new format of parents' evenings."

We are looking to reschedule the evening and have sought assurance from the company that this problem has been resolved to our satisfaction. We understand that they have put in place a number of measures to ensure that this doesn't happen again however, if they cannot guarantee this, we will look to other ways of holding the meetings.

Please rest assured that the parents evening will go ahead in one form or another.

Thank you for your patience in this matter; if you have any questions please do not hesitate to contact me.

Regards,

Mrs Hawley

Senior Lead for Student Intervention

