

**Any communications (including letters and emails) from members of the public to the Scottish Government concerning remote learning as a result of school closures. I would like this information from 17 December 2020 to 13 January 2020.**

**Case Ref – 202000130584**

**From:** [redacted under s38(1)(b)]

**Sent:** 21 December 2020 14:54

**To:** Coronavirus Public Enquiries <CPE@gov.scot>

**Subject:** Covid Suggestion - Home Schooling recommendation

Hello

In response to the school closures and home schooling it is difficult to fit work schedules around this.

As a possible solution to this would it be permissible for any parent who is home schooling to be provided with 2 hours a day from their employers to teach their kids. For two parents this could be split allowing 2 hours in the morning and 2 hours in the afternoon. Something is needed to ensure that working parents are afforded time to teach kids whilst being schooled at home.

Thanks

Best Regards,

[redacted under s38(1)(b)]

**Case Reference: 202100137225**

**From:** [redacted under s38(1)(b)]

**Sent:** 05 January 2021 13:57

**To:** Swinney J (John), MSP <[John.Swinney.msp@parliament.scot](mailto:John.Swinney.msp@parliament.scot)>

**Subject:** remote learning idea

Dear Mr Swinney

With the announcement of another complete lockdown and the various questions being raised by other MSP's and former politicians, as well the lack of equipment for home learning, not only in general but also by families that are not in a position to purchase expensive laptops or have sufficient internet access; I suddenly looked back to my own childhood where there was preschool learning programs shown on a daily basis via Television.

With the success of the Joe Wix fitness program would it be worth considering TV learning for the children. One teacher could teach each year class in a TV format, I am sure many of the TV companies would love to be involved. I am also sure that the curriculums are very similar and as such would be taught in a similar manner in each region.

There are many logistical advantages to this and it would assist the parents who have to work from home immensely. It's much easier to sit a child in front of a TV to learn than at a table with work, when some parents may not have the necessary skills to teach their child even from a book.

I hope this is helpful as I have not yet heard this option being discussed

kind regards

[redacted under s38(1)(b)]

**Case Reference:** 202100137256

Hey John

[Redacted under s38(1)(b)] I would like to offer you this mature and feature rich platform for free (except for the very small AWS hosting which will be at cost on your own account which we can manage for you.)

This is my contribution to helping out in the pandemic. Absolutely no catches. My time will also be donated free to accelerate roll out. With the large teaching teams the curriculum will be built quickly, owned by Scotland and remain consistent reducing teacher burden to facilitate remote instructor led teaching.

CreateLMS is used by some of the world's most progressive companies around the globe and even supports AR and VR education. Comcast, Toyota and others. Past clients have included the Met Police and Police Now teams.

I could help spear head a small dynamic working group to get the curriculums online in under 7 days for all pupils across Scotland with access in under 10. Its incredibly robust, secure and easy to use.

We can set it up in a clever way so that educational is easily and consistently pushed to learners, compliance can be tracked at the Country, County, School, Class, Pupil level.

I would be delighted to give your team a demo and test account. The platform is ready, requires no custom work and most of our clients go live in under 3 hours. It's that easy. If desired, at cost, it can be integrated with your IT systems to automate pupil management if such a central system exists.

Kindest regards and Good Luck

[redacted under s38(1)(b)]

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[redacted under s38(1)(b)]

**Case Reference: 202100137273**

-----Original Message-----

From: [redacted under s38(1)(b)]  
Sent: 05 January 2021 15:07  
To: Swinney J (John), MSP <[John.Swinney.msp@parliament.scot](mailto:John.Swinney.msp@parliament.scot)>  
Subject: Learning

CAUTION: This e-mail originated from outside of The Scottish Parliament. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mr Swinney,

as a now ex teacher, I have a concern, as you do, about the seriousness of the current state of affairs regarding the plight of the education of the young.

It would seem to me that the opportunity to use an existing technology to enhance the learning of our pupils is already on our doorstep. The use of either redundant TV Channels, or the creation of new ones to give lessons in specific areas from different subjects would be a way forward to keep up the momentum of important education. Not everyone has a Laptop, but most have a TV. And with the possibility of catch- up it would appear to be a sensible use Mr Logie-Baird's invention. It surely would be cheaper than furnishing every pupil with a Laptop, since empty channels are not used on TV.

Hope you have a good New Year!

[redacted under s38(1)(b)]

Sent from my iPad

**Case Reference: 202100137889**

By email: Scottish.ministers@gov.scot

06/01/2021

Dear Ministers

Re: Help with Educational Needs

I have been contacted by my constituent [redacted under s38(1)(b)] regarding help with her children's educational needs. [redacted under s38(1)(b)] is a full-time student and has three primary school age children and since the January lockdown they are all doing home learning and unfortunately, she does not have the resources to accommodate this.

The collage are expecting [redacted under s38(1)(b)] to work on line and conduct her meetings from home which is impossible with three primary school children. Understandable my constituent cannot afford to suspend her college course at this time and would be grateful if you could direct her to any help and information there is available for people in her predicament.

This whole situation is affecting her mental health.

I look forward to hearing from you.

**Case Reference: 202100138312**

From: [redacted under s38(1)(b)]

Sent: 06 January 2021 13:32

To: Coffey W (Willie), MSP <Willie.Coffey.msp@parliament.scot>; Swinney J (John), MSP <John.Swinney.msp@parliament.scot>

Subject: Primary Education in East Ayrshire and Scotland during new lockdown - what more can we do? Work smarter not harder

CAUTION: This e-mail originated from outside of The Scottish Parliament. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon both

I hope you are fairing as well as you can be during the current situation.

My wife and I have been working from home since March and like others, we have 2 primary school aged children at home (p2 and p4). I am sure you are acutely aware of the feelings of concerns of parents in similar situations.

Whilst I am in agreement of the new measures taken, and appreciate all that the teaching community offer, I also appreciate the approach from our headmaster who supportively tells us to do what we can.

I am concerned though that not all options are being considered on their opportunity to learn.

To support continuity for children's learning why, for example, are teachers not holding online face to face sessions with students for a few hours per day?

Where I have the curriculum that is needed to be covered, I will print off/set it up to support my children prior to their lesson. Yes there is gdpr to consider but ways technically to resolve these issues.

Naturally there is no data to provide how this would improve continuity and learning, however it would certainly bring comfort to the parents who are in a similar positon to me, and I am sure would be willing to try and learn as this new proposition took shape, whilst we work from home as we should be doing.

I understand that you will receive a number of correspondence and may not get to this email, however I hope.you do get to review it, and consider alternatives to support getting the balance right.

Regards

[redacted under s38(1)(b)]

**Case Reference: 202100134057**

From: [redacted under s38(1)(b)]

Subject: Lockdown

Message Body:

Here we go again. You must be rubbing you're hands with glee how are parents supposed too work and home school kids where do you think they are going to get money if they have to home school. It's easy for you and you're so called medical specialists with you're fat cat wages Why is China the place where it started have no new covid cases yet we can't get it under control!

**From:** [redacted under s38(1)(b)]

@gov.scot> **On Behalf Of** CERG

**Sent:** 18 December 2020 16:24

**To:** CPS Hub <CPSHubCovid@gov.scot>; CERG <CERG@gov.scot>

**Cc:** Director of Learning <DirectorofLearning@gov.scot>; [redacted under s38(1)(b)]

@gov.scot>

**Subject:** RE: Schools

Hi [redacted under s38(1)(b)]

To confirm that we can respond to this.

[redacted under s38(1)(b)] – would you mind adding to MiCase and responding with standard xmas hol lines please?

Thanks

[redacted under s38(1)(b)]

**From:** CPS Group Hub  
**Sent:** 15 December 2020 14:13  
**To:** CERG  
**Cc:** CPS Group Hub ; Director of Learning  
**Subject:** FW: Schools

Hi colleagues,

Would this be one for you as it relates to the closure of schools for the holidays?

Please confirm you are able to progress or redirect to the relevant policy leads.

Many thanks.

[redacted under s38(1)(b)]

Communities and Public Services Covid-19 Group Hub | Scottish Government

Email: [cpsgrouphubcovid@gov.scot](mailto:cpsgrouphubcovid@gov.scot) | Telephone: [redacted under s38(1)(b)]

**From:** [redacted under s38(1)(b)]  
**Sent:** 15 December 2020 08:02  
**To:** Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>  
**Subject:** Schools

Hi there was wanting to know about the school's if they will shut early or not, I'm in the region of Fife and in our area alone my son has been back at school for about 4 weeks in total due to constantly being made to self isolate due to other kids dropping down with covid and that's just a

handful of primary schools up our way [redacted under s38(1)(b)] had the highest covid rate past 2 weeks 5 pupils already testing positive, that's not to mention the high schools [redacted under s38(1)(b)]not 3 weeks ago had 400+ pupils in self isolation due to out breaks and the list just keeps growing, my main worry is and fact when kids and teens are being infected they are bringing the virus home then transmitted it to the adults and even grand parents this alone has a devastating effect on families by the lose of loved ones and family members. As for the People who decide what stays open and shuts eg by law can they be held accountable for a further spread in the community by not shutting down schools that little bit earlier and easing the pressure a little not only on parents but for teachers aswell, and kids switched to remote learning for a few days isn't the end of the world and could bring a slight relief for families that have someone it's very vunrable knowing there kids are home and learning and not in schools were transmission is constantly being reported on a daily basis ,17+ schools in Fife alone have reported positive covid cases and it just seems to be climbing. Not to mention but Nicola sturgeon has done a brilliant job during the pandemic she's kept Scotland going through it all and in high spirits through the darkest times. And to close schools early for Christmas your only talking the matter of a few days between when the break of and go back.

And as the government's have found a new strain of the virus which spreads quicker this would be the right thing to do.

Yours sincerely

[redacted under s38(1)(b)]

From: [redacted under s38(1)(b)]

Sent: 04 January 2021 16:40

To: Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>

Subject: Package of resources of ideas for parents for remote learning

Hi there,

I'm a curriculum Leader and lecturer with 16 yes experience in FE/HE.

On the back of the announcement today I want to pioneer and produce a resource for parents to understand learning styles/ methods, to understand the SCQF that their child is at and to help them identify the range of tasks/ activities that could contribute towards the development of skills, capacities, knowledge and understanding. Learning doesn't need to happen in a classroom or at a computer; it happens in the now and it's their hands. The only reason that parents aren't acknowledging this is because they don't know the value of their child learning to bake for example (science, Home economics, maths, creativity, communications). STEM is all around them and if we pioneer this we could support all stakeholders in Scottish education through the next wave.

Could a member of the Education department contact me to discuss options and possibilities?

Best regards, looking forward to hearing from you soon,

[redacted under s38(1)(b)]

**From:** [REDACTED]  
**Sent:** 05 January 2021 13:26  
**To:** Comms Parent Club <[Parentclub@gov.scot](mailto:Parentclub@gov.scot)>  
**Subject:** Programme to help this years new P1 families in August - Negotiating Covid-19

Hi,

I'm a teacher/family learning professional whose been working really hard over lockdown to create a programme to try to mitigate some of the effects of Covid-19 to the families of Early Years children. Families have missed out so much on the necessary support to put the foundations in place for P1, and this new lockdown means that there might not be time, in a face-to-face capacity, to mitigate the deficit for this year's intake.

We've previously delivered hugely impactful face-to-face programmes on Early Literacy and Early Numeracy (as well as other things) to help parents do the little things at home that made a huge difference to laying the foundations for starting school. My team has spent time since March digitising one of our flagship programmes and I wondered if it might be of interest as a funded resource for your website.

We use storytelling and characterisation though a clan of Yeti Characters to make our material fun and engaging for parent and their children and use a lot of Growth Mindset learning in our resources (we also deliver Growth Mindset programmes the same way).

If this is something you might be interesting in finding a wee bit more out about I'd love to give you proper access to our website ([www.getsetyeti.com](http://www.getsetyeti.com)) for a wee look round and possibly have a chat on Zoom/Skype

All the very best,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 January 2021 16:39  
**To:** Comms Parent Club <[Parentclub@gov.scot](mailto:Parentclub@gov.scot)>  
**Subject:** Urgent help

Hello,

I work for a charity and one of the members of community got in touch with me asking for support that I was hoping you might be able to help me with.

She has a seven year old child now learning at home but she does not have access to a computer and the person in question does not have the skills to teach her child in this setting.

I was wondering what if anything you might be able to recommend to help with this kind of situation?

Thank you,

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**Sent:** 11 January 2021 15:43  
**To:** Comms Parent Club <[Parentclub@gov.scot](mailto:Parentclub@gov.scot)>  
**Subject:** Furlough

Good Afternoon,

I am looking for a bit of advice. Me and wife are both working from home as we are classed as key workers and we have a 9 year old son who suffers ASD (Autism Spectrum Disorder). I have approached my employer and asked them to furlough me so that I can be the main carer for our son and provide as much home schooling as possible. My work have come back to me to say that they will not be furloughing any staff and that if I want to take time to care for my son then it will be unpaid. The government has put this scheme in place to help people in my situation but I am at the mercy of my employer who is not willing to consider this.

I have agreed to flexi working so I would work the morning and take the afternoon off but this also has been advised it would be unpaid. I can use holiday's for this but again no part will be covered by the furlough scheme.

I would be grateful if you can provide any advice or even a contact so I can maybe take this further, as I am having to suffer financially to care for my child as my employer will not take the help that is available and as you can imagine this is only adding to the pressure me and my wife are under.

Kind Regards  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 January 2021 15:49  
**To:** Comms Parent Club  
**Subject:** Holiday Clubs during Covid

Good afternoon

I am trying to plan ahead with my childcare requirements as I am currently struggling to work and look after my children and it is only going to get worse. At the moment I can keep them occupied with their online school work for a short period of time each day, which means I can get SOME work done.

I am aware that the current lockdown is currently only planned to end of January but there is obviously the chance that it will continue to February half term and beyond. This worries me because they will not be having access to online schooling over half term and Easter holidays but I need to continue working.

In previous years my children have attended sports or activity clubs during school holidays - so not registered childcare as such. I am struggling to find out whether such clubs will be able to operate under the various lockdown levels during the school holidays because all the guidance refers to either "formal" (or registered) childcare (which I take to mean nurseries or childminders) or "informal" childcare (which seems to cover neighbours or family members looking after children).

These sports activity clubs seem to fall in between the 2 types of childcare which is referred to in all your guidance - they are not registered with the Care Inspectorate but are more formal than "informal" childcare because they seem to have strict child:adult ratios, and very formal safeguarding and operating procedures.

Please could you let me have some guidance as to whether such sports camps will be able to open during the school holidays in the various tiers (given we do not know which we will be in after lockdown) so that I can plan for my own childcare and also share with my other friends who are parents and in the same situation. We can then contact the camps we have used in the past to ask them to please put a camp on for us if they are currently reluctant to do so because of the lack of clarity.

Many many thanks in advance!

Kind regards

[REDACTED]

## Parent Club Social Media Channels

Comments re Remote Learning 17<sup>th</sup> Dec – 13<sup>th</sup> Jan (Facebook)

Facebook Posts dated 22<sup>nd</sup> Dec – re School Closures

'couldn't agree more' ! I had this argument last lockdown, children of frontline workers are being given the short straw! Neither of my children did any home schooling without me sitting with them or at least guiding them through it.

it's not an advantage as the kids get support online both my children were homeschooling last lockdown and the teachers did amazing keeping up with any issues and addressing them as needed. If I had the choice I would rather homeschooling but if I'm working in the school this time I don't want my kids sitting playing on ipads all day and them me coming home to do the school work would not happen as they would be burnt out by then

I never said I would rather not homeschool them. Online learning maybe great for some kids but not for others but all children are different and the teachers at Clerkhill were great at helping but still not really the same

. I think they have learned from last time. All schools are following the same pattern of learning this time and all children should have tasks set for the 1st week. Last time all schools were doing different things.

last time too many children didn't have access to online learning and so it wouldn't have equitable education. There has been a lot of investment ensuring that all children can access online learning this time round and hopefully if will be less of a political and educational minefield. However, I understand your concerns as I have my own. Having childcare issues of my own, due to both myself and my husband being in education, if we are to be in blended mode for some time, then my concerns will grow for my own children's learning. Yes they will be allowed to access a hub, but staff have been told they are only there in a supervisory capacity and should be focussed on online learning primarily. I will not be able to support them at all and neither will my husband.

I really think we are missing some of the main issues here. Children who are "able/allowed/permited" to attend school are certainly not being advantaged. Surely, the whole reason of not allowing other children from attending a school building is to try to prevent the spread of the virus and keep our children safe and healthy. Children attending the school building will not be in any a better position to get help from teachers as I think that these teachers will be expected to be doing two things at once - teaching children in front of them and also online at the same time. Remember, also that teaching staff have had no real training in online teaching. The next issue will definitely effect children at home as the majority do not have access to laptops and rely on a Smartphone for their Internet access. How a child is meant to watch an online class through the likes of Zoom or MS Teams and access worksheets and other materials at same time, I do not know. Smartphones are amazing but are not adequate for proper online teaching. Lets hope, this round of blended learning or whatever term they call it, only lasts the week. Just my thoughts .....

.... online learning is no substitute for teaching  
and until there is a strong proposal to how they will  
operate things from now on in I am in full support  
of normal schooling.....I know the system will have  
to change but just now there's too much  
disruption xxx

It's been a plan with Swinney for months  
Him and Greer don't won't exams at all  
Blended learning a joke  
Snp have killed education and kids prospects  
This will go on to may

Facebook post Dated 22<sup>nd</sup> Dec – Nursery Closures

I do agree to some extent with this as I have one child in primary school . However I also have a child in s4 who online learning is not sufficient for at all , yes they aren't sitting national 5s and higher exams however they are still having to do loads of tests each week to prove their grades how they can do this with no teaching is beyond me . All children need to be back in school. S4 to s6 wear masks in school all the time apart from when eating so something not working here.

Facebook post – learning at home support – Dated 12<sup>th</sup> Jan

From experience I wouldn't worry too much about Home Schooling the last 2 years 9 months there are many children/teenagers/young Adults who haven't or aren't able to be in school for many different reasons 1 Young Person wasn't in school for 2 years and is now at University do your best we are not Teachers try not to Stress too much it's not good for your Health.

Facebook Message re Remote Learning 17<sup>th</sup> Dec – 15<sup>th</sup> Jan

Disabled children can't do home learning. What is being done to ensure they don't miss out on even more education. The attainment gap from last school closure is absolutely shocking. The school were sending home ideas for things parents could do with children. Totally unsuitable for disabled children. That's not an education for disabled children. When will their voices be heard? My son aged 9 would happily talk to the government about his experiences

Thanks, but this isn't true. My child's school have told me they have no plan

Children will continue to suffer if you don't take concerns seriously and pretend that "a lot of work has been done". Not enough has been done.  
By a long shot

For over an entire term my son struggled to access the curriculum last time we had home learning. For weeks on end nothing was done. Eventually 30 minutes a day online learning was provided 4 times a week. That is 2 hours of education per week. I've asked if he can attend the school and been told no, so there is a big mismatch between what the government thinks is the plan for disabled plan and what actually is the plan on the ground.

Do the right thing. Listen to me and make the government aware.

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**From:** [redacted under s38(1)(b)]

**Sent:** 05 January 2021 11:56

**To:** Public Engagement Unit <[CorrespondenceUnit@gov.scot](mailto:CorrespondenceUnit@gov.scot)>

**Subject:** Re: Your recent correspondence with Scottish Government and partner agencies - 202000103303

Dear Sir

I can assure you this issue has not been resolved locally. My older children (P4 and P7) have been given their Teams log in but my child in P2 has not. I have yet to receive a proper explanation of this or what the legal concern is. We are now in another lockdown and my youngest child has no way of interacting with his teacher. A blog with general work is unacceptable. This cannot be tailored to the individual child.

I would like a proper explanation of this issue asap, not over 2 months from when I raise the issue. Alternatively, please confirm to East Ayrshire Council that they should be issuing **all** pupils with their Teams log in details asap.

Regards

[redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]

**Sent:** 19 December 2020 19:10

**To:** CPS Group Hub <[CPSGroupHubCovid@gov.scot](mailto:CPSGroupHubCovid@gov.scot)>

**Subject:** Fwd: Online learning announcement

Hello

I note that it was announced that online learning would replace classes at the start of January 2021.

My child does not have a device to carry this out on, and my mobile phone won't be sufficient for her to use. I can't afford to buy her a laptop due to the government restrictions causing a loss of income.

Can you advise on available resources for her to use please?

Kind regards

[redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]

**Sent:** 06 January 2021 18:06

**To:** Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>

**Subject:**

Hi i am looking to see if i can get a device for my children to use

I stay in clackmannshire and i am on benefits

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-----Original Message-----

**From:** [redacted under s38(1)(b)]

**Sent:** 05 January 2021 15:56

**To:** Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>

**Subject:** Tablet for school work

Hi my partners son is off school just now due too lockdown but he has no way to do the online learning as we are on benefits and are on a very low income is this the right place we apply for a free laptop or tablet ?

Sent from my iPhone

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-----Original Message-----

From: [redacted under s38(1)(b)]  
Sent: 06 January 2021 01:56  
To: Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>  
Subject: Laptops for

Kids school work

To whom it may concern

I was wondering how we go about being issued with a laptop for the kids school work as it's to be online again.

In the first lockdown they done the school work on there smartphones but it's not ideal We do not have a laptop we all have smartphones only.

I have. 15 and 16 year old In education still and wondered how I go about seeing if they can even get one to share to do work on.  
I am a single parent on income support and seen earlier in the year you can get issued for the kids to do work on the laptop but never seen how to go about applying Thanks c drummond

Sent from my iPhone

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From: [redacted under s38(1)(b)]  
Sent: 05 January 2021 22:43  
To: Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>  
Subject: Laptop or ipad

Hi I'm looking for information as where I go to get one of the above for my granddaughter who goes to a school in South Ayrshire.

Thankyou kindly.

[redacted under s38(1)(b)]  
[redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]  
**Sent:** 12 January 2021 12:17  
**To:** Connecting Scotland <[connectingscotland@gov.scot](mailto:connectingscotland@gov.scot)>  
**Subject:**

Hi there

How do I go about claiming a laptop for my daughter who is in p6?

Kind regards

[redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]  
**Sent:** 04 January 2021 15:02  
**To:** Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>  
**Subject:** School laptop

Hi I was wondering if this is where I can get an issued laptop from the council as currently I'm using my brother's old one that is very damaged the screen is coming off the base of the laptop.

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-----Original Message-----

From: [redacted under s38(1)(b)]  
Sent: 04 January 2021 14:32  
To: Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>  
Subject: FOI

I am writing to enquire how I could access the use of a laptop for my son for his school work. Due to the recent announcement of the closure of school, I am now having to work at home and use a laptop. My daughter is in first year at academy and will need a laptop. I therefore can not afford to buy another laptop at this time.

Kindest regards  
[redacted under s38(1)(b)]

Sent from my iPhone

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**From:** [redacted under s38(1)(b)]  
**Sent:** 03 January 2021 16:58  
**To:** Central Enquiry Unit <[CEU@gov.scot](mailto:CEU@gov.scot)>  
**Subject:** HELP!!

Dear Sir/Madam,

I am a mother of an 8 year old who will be learning from home online in the upcoming weeks. I have been trying to find a way to make this happen but unfortunately cannot afford to buy another laptop for my house as I am a student on Universal Credit. I am already in a lot of debt after having to buy myself a laptop to continue my studies at the start of this pandemic. I have read and been told by many people that the schools are providing laptops but her school knows nothing about this. I have also read about the Scottish Government providing Chromebooks for children to continue being educated at home but I cannot find any way to apply for this. I know I am not the only one in this predicament and am anxious about how my child will continue her education. Can you help please?

Thank you, [redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]  
**Sent:** 11 January 2021 10:50  
**To:** CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
**Subject:** Help please.

Hi. Looking for some help please? I have 3 kids age 5.. 12.. 14 they go to [redacted under s38(1)(b)]and I don't have devices to be able to do this home learning. I have a small mobile no good for 3 kids to be able to all this on. We are really struggling financially at the moment or would have bought them something and we have never asked for help with anything and plodded along through all this but I don't want my kids not to be able to learn what the school is asking them to and fall so far behind again. Not sure what is best thing to do at the moment.

Kind regards

[redacted under s38(1)(b)]

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-----Original Message-----

From: [redacted under s38(1)(b)]  
Sent: 07 January 2021 12:50  
To: CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
Subject: Help

Hi I'm looking to try get help to get a laptop or computer for my daughter to do school work

Sent from my iPhone

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**From:** [redacted under s38(1)(b)]  
**Sent:** 06 January 2021 12:36  
**To:** CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
**Subject:**

Hi looking for two laptops or tablets for my boys for home learning while on lockdown one goes to [redacted under s38(1)(b)] [redacted under s38(1)(b)] and other goes to [redacted under s38(1)(b)] [redacted under s38(1)(b)] i on low income and care for my son [redacted under s38(1)(b)] if you could point me in the right direction or send me any phone numbers would appreciate it thanks [redacted under s38(1)(b)] dad

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**From:** [redacted under s38(1)(b)]  
**Sent:** 05 January 2021 00:46  
**To:** CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
**Subject:** Fwd: How to apply device cor my children online classes

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**From:** [redacted under s38(1)(b)]  
**Sent:** 05 January 2021 00:11  
**To:** CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
**Subject:** Home Learning.

Hi. In regards to the recent lockdown and closure of schools. Can you point me in the right direction as to who I should contact regarding obtaining a laptop for my 2 children to use for education during lockdown. My children are in The middle of prelims and exams and their current laptop is broken. I am a key worker on a very limited budget and in receipt of tax credits and cannot afford a new laptop for them during the lockdown. Who should I contact regarding this. Thankyou

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-----Original Message-----

From: [redacted under s38(1)(b)]  
Sent: 04 January 2021 22:17  
To: CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
Subject: College Student IT Assistance

Hello,

>  
> Can you please advise if it is possible to get IT support for my daughter who has now been told her classes will be online only?  
>  
> Many thanks,  
>  
[redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]  
**Sent:** 04 January 2021 17:58  
**To:** CPS Hub <[CPSHubCovid@gov.scot](mailto:CPSHubCovid@gov.scot)>  
**Subject:** Home help

To whom this may concern

I have a child in P4 at [redacted under s38(1)(b)]

I am sending this email as I'm concerned that in my house hold I don't have any sort of device my child can access for home learning, it was a struggle the last time and I done the best I could to teach my child.

But as a parent I am scared she will not get the correct education and fall behind because we don't have a laptop or device that is suitable for such learning.

I don't work at the moment and have to kids so I don't have the funds to buy such things and don't know how to apply for this.  
I hope you can help me.

Thanks

Kind regards

[redacted under s38(1)(b)]

Mon 04/01/2021 16:20

[redacted under s38(1)(b)]

Central Enquiry Unit [CEU@gov.scot](mailto:CEU@gov.scot)

Good afternoon,

Firstly, thank you to our Scottish Government in all your efforts to keep us safe and well in these most difficult and challenging circumstances. The decisions made have not been easy but i am confident in the leadership and decision making of our government. Thank you.

Following our First Ministers announcement this afternoon i was interested when our FM mentioned that all school children had been supplied with iPads for home schooling.

This sparked some debate on social media amongst local parent forums and parent councils and there was differences between schools. Some schools in Glasgow (for example Rosshall and Govan High) advise that all Children had been supplied with an iPad for school learning throughout lockdown however, schools in Renfrewshire appear to have been neglected. I was interested in the differences across authorities. Of course some of the comments on social Media were made by keyboard warriors but all the same it was backed up and quite alarming that it varied so.

My understanding of this was that all authorities applied a matrix with regards to vulnerable children and they would receive an iPad, however this appears not to be the case. Non vulnerable children appear to have been provided with technology.

I would be grateful if Mr Swinney could please therefore provide a breakdown and response to the following:

1. What was policy applied and the remit for the purchase and distribution by each Authority across Scotland for ipads/laptops etc.
2. Who made the decision at each local authority level on who would be supplied with technology? Chief exec? Head of education?
3. Is anyone looking at bridging the gap for the children who don't have access to any technology?
4. Is there a report and : or findings on how many children across Scotland do not have any access to technology to allow for virtual learning

5. Why did some authorities apply zoom classes yet for some it was uploading homework to an app with no online class facilities? Again, who makes this decision as it varies so.

There appears to be no continuity or consistency across the Board.

I would be grateful for a reply.

Thank you and again well done to everyone in their efforts to keep us all safe.

[redacted under s38(1)(b)]

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Your Reference:

[redacted under s38(1)(b)]

Hi,

i am a little concerned about the number of available devices for home learning. My child attends [redacted under s38(1)(b)] and

we have already been told there are very limited numbers of devices.

How does the choice get made over who will get a device to home learn on?

in the statement made by the first minister, she did mention funding that was given to local authorities, not individual

schools, for devices. Given we are one of the most deprived areas in Scotland, I would have thought we would be

first on the list of people who need help, in that department.

Months ago, we were asked if we would require a device if home learning was to happen again, it seems like that

survey fell upon deaf ears at the council and lack of planning is rearing its head again.

i look forward to your reply very soon.

kind regards

[redacted under s38(1)(b)]

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From: [FirstMinisterWebsite@gov.scot][[SMTP:FIRSTMINISTERWEBSITE@GOV.SCOT](mailto:SMTP:FIRSTMINISTERWEBSITE@GOV.SCOT)]

Sent: 07 January 2021 10:23:04

To: First Ministers Website Mailbox

Subject: Students at home

Auto forwarded by a Rule

From: [redacted under s38(1)(b)]

Subject: Students at home

Message Body:

With schools now effectively closed to most students, how many Scottish primary and secondary students in total are studying from home and how many of these cannot currently access the internet via a laptop, iPad or other electronic device (excluding mobile phones) to do their school work? Please provide the exact numbers. Also, by which date will all these students receive the required electronic hardware so they can work from home? Please provide requested data in your responses.

**From:** [redacted under s38(1)(b)]

**Sent:** 06 January 2021 11:16

**To:** Covid Exit Strategy <[covidexitstrategy@gov.scot](mailto:covidexitstrategy@gov.scot)>

**Subject:** Laptop, tablet

Hi I'm looking to see about help for my daughter who is six she doesn't have a laptop or tablet to do her school work I'm disabled so can't work I have been using my mobile phone but it is very old and not reliable

Can u point me in the right direction pleas

[redacted under s38(1)(b)]

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Fri 08/01/2021 17:37

[redacted under s38(1)(b)]

Scottish Ministers [Scottish\\_Ministers@gov.scot](mailto:Scottish_Ministers@gov.scot)

Dear Mr Swinney

I would like to bring it to your attention of how appalled I am with decisions being made, in relation to my daughters blended learning.

I was contacted by the school today asking for my daughter. I questioned to why, and was answered "to give your daughter her glow user name and password". I was happy to take this but again, told it was my daughter that had to take these details over the phone. My wee daughter is 7 years old !

I think for the Scottish Gov to pass a directive as this is totally disgraceful. Who made this decision and why and who thought that giving P3 pupils this responsibility should be brought into question.

I'm now considering detailing this to the BBC as this is wrong. Who would think that it's appropriate to give details such as this to log onto an account like this.

I'm sure you would agree that this is totally wrong and something should be addressed to rectify this immediately.

Best Regards

[redacted under s38(1)(b)]

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From: [FirstMinisterWebsite@gov.scot][[SMTP:FIRSTMINISTERWEBSITE@GOV.SCOT](mailto:SMTP:FIRSTMINISTERWEBSITE@GOV.SCOT)]

Sent: 06 January 2021 10:55:53

To: First Ministers Website Mailbox

Subject: Schools

Auto forwarded by a Rule

From: [redacted under s38(1)(b)]

Subject: Schools

Message Body:

I am really sorry to bother you but my daughter [redacted under s38(1)(b)] who attends Noble primary school in Bellshill North Lanarkshire she has no way of doing online learning due to not having a laptop computer or iPad at home I have tried to contact education department my local council and everybody keeps hanging me up or cutting phones off I really don't know what to do the school can't give one as they will be needing them you are my last hope can you please please help me thank you I am a worried mother that my daughter won't get an education because I can't afford to get one for her

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From: [FirstMinisterWebsite@gov.scot][[SMTP:FIRSTMINISTERWEBSITE@GOV.SCOT](mailto:SMTP:FIRSTMINISTERWEBSITE@GOV.SCOT)]

Sent: 20 December 2020 10:32:25

To: First Ministers Website Mailbox

Subject: Online learning

Auto forwarded by a Rule

From: [redacted under s38(1)(b)]

Subject: Online learning

Message Body:

Hello firstly Thankyou to all who are doing whatever they have to in saving our people , I understand the choices that have been made and why they need to be done however I am a bit worried about the online learning from the 11th January my daughter is in 1st year and doesn't have a computer or laptop and I'm on universal credit so money is really tight as it is I don't want my child's education to suffer as I believe it to be very important if you could please advise me on what I'm supposed to do so my child doesn't fall behind her class .

Thankyou very much

[redacted under s38(1)(b)]

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**From:** [redacted under s38(1)(b)]

**Sent:** Monday, December 21, 2020 12:35:11 PM

**To:** Sturgeon N (Nicola), MSP <[Nicola.Sturgeon.msp@parliament.scot](mailto:Nicola.Sturgeon.msp@parliament.scot)>

**Subject:** Please can u take the time to read

Hey nicola sturgeon,

Thanks for ya decisions that taken since coronavirus one thing I like to ask if kids are in lockdown and they don't have a laptop as such seeing the government had decided who would get my kid is a p2 student and we won't be doing any online learning while off as we apparently didnt meet the criteria can u let me know. Its a question I think needs answering so every kid in Fife should be important.

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----- Original Message -----

**Subject:** Online learning

**From:** [redacted under s38(1)(b)]

**Sent:** Monday, 21 December 2020 18:22

**To:** [Nicola.Sturgeon.msp@parliament.scot](mailto:Nicola.Sturgeon.msp@parliament.scot)

**CC:**

I am behind most of the decisions you have made during this awful pandemic. My son and daughter-in-law are key workers, one of whom is a nurse so during the online learning period in January my grandkids will be staying with me.

The problem we are staying in the country means internet bandwidth is chronically bad and it will be difficult to get the work completed, which will put my grandkids at a disadvantage

I am sure we are not the only people with this problem

[redacted under s38(1)(b)]

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Mon 04/01/2021 15:06

[redacted under s38(1)(b)]

First Minister [firstminister@gov.scot](mailto:firstminister@gov.scot)

Dear First Minister

Thank you for your openness in today's announcements. I teach [redacted under s38(1)(b)] in Huntly, and I am very concerned about provision for remote learning, not only in my area but in all rural regions.

Many of my pupils are handling the problems brought on by Covid-19 remarkably well. They are more resilient than I think many give them credit for. Not all are doing so well or have the consistent parental support needed. The largest factor, however, is - by an order of magnitude - the access of households to reasonable quality broadband.

Some pupils have absolutely no access; others struggle to get reliable connections and yet others have very low data speed available to them.

I know that it is not something you can have an 'instant fix' for, and that the irresponsible renegeing of UK Government promises with regard to UK broadband coverage is the real source of the difficulties we face. I am, however, not really interested in assigning blame just now - I am desperate to help my pupils. Can you please consider spending money on interim measures to widen and

deepen broadband access in rural areas? I cannot guarantee to be able to reach all of them unless the broadband infrastructure improves significantly; and although I have prepared many online resources it is heartbreaking knowing that there are pupils who cannot access them.

Thank you for your leadership during this time of great difficulty. I wish you - though I am not an SNP supporter - all the very best.

[redacted under s38(1)(b)]

Sent from my iPhone

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Mon 04/01/2021 16:21

[redacted under s38(1)(b)]

Central Enquiry Unit [CEU@gov.scot](mailto:CEU@gov.scot)

Hi was wondering if someone could point me in the right direction, how do I go about getting the grant for online learning devices for my children due to them having to home school again.

Many thanks [redacted under s38(1)(b)]

Sent from my iPhone

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----- Forwarded message -----

From: S [redacted under s38(1)(b)]

Date: Tue, 5 Jan 2021 at 15:43

Subject: Online Schooling

To: [Nicola.Sturgeon.msp@parliament.scot](mailto:Nicola.Sturgeon.msp@parliament.scot)

Dear First Minister, I would just like to raise some concerns regarding both my education as well as my younger brother and sister's education.

Currently I am studying 3 highers, 2 of which I am crashing, in 6th year, my sister is in 4th year studying 7 national 5's and my brother is in 1st year. We have been informed that we cannot go back to school until the beginning of February, at the earliest, which is concerning as I know school will be online until we are able to go back.

Unfortunately, my family only has one laptop to share between my siblings and I, meaning we will find it extremely difficult to keep up with all of our school work.

During the first lockdown period, my sister and I struggled to share one laptop for our school work but now that my brother is in high school also it will be even more difficult.

Both of my parents work in the hospitality industry and have both been furloughed, yet again, meaning my family hasn't had our full income for almost a year. We really struggled at Christmas and don't have enough money to purchase a second laptop for educational purposes.

Could you please help as I am really worried and I am in the middle of applying to university, in which the deadline is the 15th January and there has been no news that this date will be pushed back.

Thank you for taking the time to read this email.

Yours truly,

[redacted under s38(1)(b)]

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Wed 06/01/2021 19:25

[redacted under s38(1)(b)]

Central Enquiry Unit [CEU@gov.scot](mailto:CEU@gov.scot)

Hi there

I am writing to find out how we can receive some help during lockdown. We have 4 children who all need to be online and we do t have enough devices to go around. We really struggled last time with lockdown but with only 2 devises working properly we can't go on like this. My husband is working fro Home and needs his laptop and my daughter has a laptop but we only Hve an old iPad that won't update so we can't use seesaw on it. We have been using my phone but it's pretty impossible. My eldest son is 16 and I am going will be getting some online zoom meetings but we don't have a devise for him! Please can someone help us, I've already been in touch with the schools and no one can help us! It says to go to them but they are saying they can't help.

Very worried about this

Kind regards

[redacted under s38(1)(b)]