

Review of Feedback gathered from our Parent Survey January 2021

51 responses were returned (increase from Summer 2019 where 21 responses were received)

Summary:

- 98% respondents agreed/strongly agreed that their child was happy at school.
- 98% respondents agreed/strongly agreed that their child felt safe at school.
- 82% children had not experienced bullying (with a further 12% respondents “unsure”). 100% of remaining respondents reported that they agreed/strongly agreed that school had dealt with bullying effectively.
- 90% respondents agreed/strongly agreed that school made them aware of what their child will learn during the year.
- 35% respondents hadn’t raised concerns with school. Of the remaining respondents, 91% agreed/strongly agreed that school had effectively dealt with concerns properly.
- 82% respondents reported that their child did not have special educational needs. 89% of parents of children with special needs agreed/strongly agreed that school gives their child the support need for them to succeed.
- 94% respondents agreed/strongly agreed that school had high expectations of their child.
- 98% respondents agreed/strongly agreed that their child does well at this school.
- 98% respondents agreed/strongly agreed that school lets them know how their child is doing.
- 94% respondents agreed/strongly agreed that there is a good range of subjects available to their child at school.
- 88% respondents agreed/strongly agreed that their child can take part in clubs and activities at school.
- 98% respondents agreed/strongly agreed that school supports their child’s wider personal development.
- 96% respondents said they would recommend this school to another parent.

We are extremely pleased with the confidence the overwhelming majority of families have in school and appreciate the time taken to respond.

There is a family who is unsure if they would recommend our school and a second family who would not. I would urge those families to get in touch and discuss any concerns they have as we would clearly want all our families to be proud of our school and know their children are having a great start to their education and early schooling experiences.

In addition to the “tick box” part of the questionnaire we also received detailed written feedback. In order for this not to be identifiable, we have summarised this into themes, all of which has been taken on board by Miss Ainsley and Mrs Gray, the whole school team and the governing body.

Responses are shared below:

Expressed views of school weaknesses:

Broomhaugh School's online learning during the first lockdown was not the same as other schools' provision and some parents felt that it could have been improved (e.g. non-key worker included in outdoor teaching/other activities – systems for staff to feedback on home learning being completed).	<p>Different schools do have different resources and facilities so we do acknowledge we could not offer the same as other schools but hope families are confident we will always strive to offer the best we can and ensure we always move forward aiming for 'even better.'</p> <p>Moving forward: We have worked hard since last summer to adapt our offer and be prepared through Google Classroom for any future lockdowns. Staff contact is regular and we have put in place we can to support learning from home.</p>
School and governor's messages about school closure was very strongly to stay away if possible.	<p>The messages shared have been in line with national and government guidance and shared in order to safeguard staff and limit the potential spread of the virus. As a school we have done all we can to support all families who need provision during lockdown.</p> <p>Moving forward: Our capacity has limits but we will continue to do all we can to support all essential family needs.</p>
Parentmail is impersonal and the number of emails home are, at times, overwhelming.	<p>We hope to ensure all parents are well informed and apologise if messages feel impersonal.</p> <p>Moving forward: We will ensure we review the importance of messages before they are shared.</p>
Some online forms don't work properly and sometimes come from Corbridge admin.	<p>Online forms have enabled us to try and coordinate lots of family information quickly. We are new to using the system so apologise where we have made human errors as I recognise this can be frustrating if things do not work efficiently.</p> <p>Moving forward: We will aim to ensure we limit errors.</p>
Behaviour is poor at lunchtime and management should be present.	<p>The children have not all eaten together unfortunately since COVID restrictions last March but where any unacceptable behaviour is taking place management and staff are there to correct it and support the children.</p> <p>Moving forward: We will continue to ensure provision allows children to have a pleasant and calm lunch experience when all children return.</p>
Paying for after school clubs and squirrels wrap around is an additional cost for families.	<p>We appreciate, especially in these times families may have difficulty paying for childcare and clubs. The 50p weekly charge for staff led clubs was introduced so the staff could purchase resources for the club. The sports club at £3 per week was to enable to use more of the sport grant towards school PE and other sporting and curriculum opportunities.</p> <p>Moving forward: When clubs can resume we will consult parents about use of the grant funding (for sports). We will make clear if having a charge would exclude any child from accessing a club we would like parents to discuss this to ensure no child is missing out.</p>
Squirrels has become less flexible now that it has to be booked and paid for termly in advance.	<p>No changes to the booking or billing system for squirrels has been made at this time and any new system will be discussed with families who need the provision before any changes, if they are necessary, are made.</p> <p>Moving forward: The website is showing a pay in advance system so this becomes the norm for new families but we will continue to be flexible and aim to ensure the service is viable and available to all.</p>
There is a loss of a "personal touch" or "family feel" to school. Some school provision is now more formal.	<p>Despite all the challenges of closure and the COVID measures in place, when all of our children are here with us we very much feel like a family school. Even through lockdown we are striving to stay as close a community as we can while we cannot be together. Curriculum coverage and challenge has been developed to enable us to make the best of each moment in school so structures and timetables are very full but overwhelmingly the children continue to show us they love learning.</p> <p>Moving forward: When lock down is over and restrictions reduced we hope families will return to being further involved in school and by seeing how we function in school we hope this concern or perceived weakness can be overcome.</p>

Comments which offer a suggestion:

School to explore wider links with the local community e.g. the tennis club, other sports clubs for local fieldtrips.	We definitely want to continue to build links as suggested here and value the interest of all our community groups. Another thing to look forward to
Vegetarian school meals to include less Quorn and cheese. Consideration to be given to meat free days for the whole school.	Marrie is always open to reviewing the menu and ensures we have a balance in the provision. Some of our days are meat free but we will be reviewing some additional vegetarian meal choices based on your suggestion so thank you for raising this.
Healthy treats to be sent home in place of sweets and chocolates.	We fully appreciate with class birthdays there may be weeks where children are bringing quite a few sweet treats home. As a staff team we are going to look at our gifts and rewards and look at some healthier or non-edible treats and rewards.
Can there be improved feedback mechanisms put into place for reading? We would like to know what to work on.	We agree it is really important to share with you the things which will help your child move forward. We will review the best way to share this with you as writing comments in diaries does mean we have less time to actually read with the children which we obviously want to do as much as possible.
Weekly times tables to be set in a book to improve child engagement.	With the introduction of Timetables Rockstars we hoped to get the children very engaged in practising times tables out of school and it has been well received. The introduction of a book for pencil and paper methods could definitely be introduced for individuals. The staff in top class will look into this and provide books for families who would find this useful.
It is disappointing not to have had curriculum meetings and regular feedback feels lacking. Could "Virtual" curriculum meetings with class teachers be introduced.	In Autumn term the staff made personalised phone calls and the October parents' meetings were conducted over telephone and the interim reports sent via the Google Classroom. We have worked hard to make the website informative and easy to use due to this unwelcome situation we find ourselves in. That said we fully agree it was a loss not being able to offer an in school curriculum meeting and we very much look forward to getting back to normal! This half term we have taken training, completed risk assessments and developed agreements we can put in place to enable us to conduct virtual meetings with families online. The wifi is rather intermittent some days in school which is still a barrier but virtual meetings may be an offer we can make in the future.
Can parental involvement in the decision making processes be a high priority.	We agree this is really important. Use of parent surveys and Parentmail forms should help us to continue to seek views on key issues. Where decisions or changes are needed in school we will ensure all families are fully informed as to why choices have to be made. We hope all parents would feel confident to offer suggestions or seek clarification about the best for our school too.

What we are doing well:

- Excellent performance of teaching staff was widely commented upon.
- Impressed at the speed and response when any concerns or queries are raised.
- Parents/carers loved the fact that teachers react and respond to the individual needs of each child.
- Parents/carers liked the good support from school for their children's emotional issues and an emphasis on looking after mental health.
- Weekly school newsletters are informative and helpful - Reception class newsletters also appreciated.
- The varied and interesting curriculum was widely appreciated.
- Children feel respected in school and enjoy their learning and experiences.
- Many parents were impressed at school's response to the first lockdown in terms of home learning menus and support by staff for children learning at home.
- Children have settled into Reception really well, despite Covid measures and additional pressures on school.
- Squirrels offers an excellent after/before school facility.
- Parents/carers appreciated the fact that school managed to incorporate fun and festive activities and school traditions into school life, in spite of Covid restrictions.
- Improved information on the school website and good communication.
- Introduction of recorder lessons.
- Tasty food!