

Parent Survey Results September 2020 – Whole School Combined

Focus: Home Learning, Wellbeing & Safety of Full Re-opening

246 responded (38% of eligible parents)

Q1	Very Easy	Easy	Difficult	Very Difficult	
How easy was it to access the home learning provided by the school?	21%	57%	18%	4%	
Q2	Very Satisfied	Satisfied	OK	Unsatisfied	Very Unsatisfied
How satisfied were you with the content of the home learning and the materials provided?	32%	38%	24%	5.6%	0.4%
Q3	Very Helpful	Helpful	Neither Helpful nor Unhelpful	Unhelpful	Very Unhelpful
How useful were the videos in helping you support your child?	38%	45%	14%	2.6%	0.4%
Q4	Very Satisfied	Satisfied	OK	Unsatisfied	Very Unsatisfied
How satisfied were you with the contact and support provided by the teachers over lockdown?	43%	30%	19%	5%	3%
Q5	YES		NO		
Do you feel the school managed to keep a sense of community and boost morale whilst we were unable to be physically together?	87%		13%		

Q6	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe
How safe do you feel when dropping off and collecting your child?	40%	43%	14%	2%	1%
Q7	YES		NO		
Does the staggered start help to make you feel safe coming to the school?	93%		7%		
Q8	Very Well	Well	Quite Well	Not at all Well	
How well do you think the school have managed the mental well-being aspect of the return?	46%	38%	13%	3%	

Combined Results

Q1	Very Easy - Easy	Difficult - Very Difficult
How easy was it to access the home learning provided by the school?	78%	22%
Q2	Very Satisfied - OK	Unsatisfied - Very Unsatisfied
How satisfied were you with the content of the home learning and the materials provided?	94%	6%
Q3	Very Helpful - Neither Helpful nor Unhelpful	Unhelpful - Very Unhelpful
How useful were the videos in helping you support your child?	97%	3%

Q4	Very Satisfied - OK	Unsatisfied - Very Unsatisfied
How satisfied were you with the contact and support provided by the teachers over lockdown?	92%	8%
Q6	Very Safe - Neither Safe nor Unsafe	Unsafe - Very Unsafe
How safe do you feel when dropping off and collecting your child?	97%	3%
Q8	Very Well - Quite Well	Not at all well
How well do you think the school have managed the mental well-being aspect of the return?	97%	

Thank you to everyone who took the time to respond and add comments – all of which are useful and will help shape our practice, now and in the future. I would first like to address the points raised by a few parents in the comments section.

Home Learning:

Ease of Access to home learning: We will review this and by completing the questionnaires by year group, we can share the results with the staff and look into how we can improve the ease of access in the case of a further lockdown.

Live Videos and Meetings: A few parents responded by saying that they would have preferred Zoom meetings or live-streamed lessons. Unfortunately, as I mentioned at the start of lockdown, our firewalls prevented us from being able to use Zoom in the school building. Our IT providers and the London Grid for Learning (LGfL) have sent out various documents to schools stating that they highly discourage schools and teachers working from home using Zoom and we would have been left with little recourse had something gone wrong.

I understand that some schools have used live-streaming and I would be very interested to hear which schools they are so I can contact them to see how they circumnavigated the many safeguarding and GDPR caveats. The protocols that need to be in place to protect the children in terms of safeguarding are significant and include a parent having to be present throughout the duration of the lesson or meeting. This then has implications from the teachers' unions around parents observing teachers teaching. I gather from some sources that parents have gone on to share their views on social media to judge and comment on the quality of a teacher's ability and performance. This has led to accusations of libel. I also understand from some colleagues in the independent sector that issues arose with children taking and sharing

photos of classmates during live lessons without their knowledge or consent and made derogatory comments about them. The fallout from these cases of cyber-bullying are ongoing even into the new school year.

We have also heard from a number of parents through the questionnaire that they had access to only one device and for such families, live streaming for siblings in multiple year groups or with parents under pressure working from home using the same laptop would render accessing live-streamed lessons impossible.

In the event of a further lockdown, we will provide pre-recorded videos as we did from June. The Department for Education are encouraging schools to alert parents to the videos available from the Oak National Academy or BBC Bitesize, which I understand some schools have already offered. They provide online lessons for each year group. If you would like online lessons, I would urge you to visit their websites:

<https://www.thenational.academy>

<https://www.bbc.co.uk/bitesize>

Teacher Contact: I understand that a few parents felt that they would have preferred more contact from the staff. The need for us to keep numbers of staff in school to a minimum in the early stages of the school closure (March – end of May) made this difficult to achieve. Teachers cannot contact parents from home and so would have only been able to contact families when they were in school on the rota. From 1st June, all teachers were in class pods teaching the year groups the Government selected to return to school so would not have been in a position to make contact with their own classes.

Safety

Many of the parents who answered that they felt unsafe mentioned that it was due to parents congregating on the narrow pavement outside of the school gates and parents not wearing masks. We cannot insist parents wear masks but if you would feel more comfortable wearing one, please feel free to do so. Please could we ask you all to be mindful of our school community and keep moving around the one-way system and immediately outside the school grounds. I am happy to report that having liaised with our Health and Safety advisors, Year 5 and Year 6 pupils will be allowed to walk to and from school with written parental permission as of Monday 21st September. Your child will not be allowed to leave the premises without your written consent (this can be through a Dojo message to the class teacher).

From Monday, all children can bring in a plastic bag for life to carry their items to and from school. I have suggested to the teachers that the bags are folded and kept in the child's individual tray or pocket. Due to the fact the bags have to be stored away during the school day and be wipeable, they have to be plastic (we suggest a bag for life rather than a single use plastic bag).

Wellbeing

All lessons plans and activities related to the extensive work we have done (and will continue to do) on pupil wellbeing can be found on our school website on the home page. There is general, whole school information as well as year group specific planning of the sessions. All activities we have planned have been taken from Place2Be, The Anna Freud Centre, Mentally Healthy Schools and advice from the London Borough of Hillingdon's Educational Psychology Service.

Hopefully these responses help those who expressed concerns on the survey.

I would now like to turn to address and thank you for the many, many positive comments we received. We were so touched by your recognition of how hard we have all worked throughout this period and how supported you felt during these strange times. Your comments have been shared with the teachers and rest of the staff and they have been thrilled that you recognise their professionalism, dedication and commitment to the school and, more importantly, your children.

I am so pleased that so many of you said that you feel safe when bringing your children to school and to one particular parent who praised our decision not to greet the children with masks but with warmth and affection.

This is a community and, as such, please keep us informed of any concerns, suggestions or feedback as we all continue to navigate ourselves through this challenging time.

Mrs Penney

18.09.2020