



Parent/Carer Response to Questionnaire



Thank you for completing the recent questionnaire and providing feedback and comments.

Please find the whole school response below. We have provided a whole school summary of the comments for you, along with our responses, which we hope you will find useful.

We very much welcome feedback and are ready to listen to any ideas and suggestions which will help lead to further improvements at Eastway Primary School. As the questionnaire is anonymous, we cannot respond to individual comments or queries, as we have no way of knowing who you are. If you want to raise anything, please get in touch.

Annual Questionnaire for Parents and Carers- 2021 (Summary)

	QUESTIONS	Agree	Disagree
1	My child is happy at this school	99.5%	0.5% (one parent)
2	My child feels safe at this school	100%	0
3	The school makes sure that children behave well	100%	0
4	I receive good information about what my child is learning at school	99.5%	0.5% (one parent)
5	My child has additional needs and we are well supported by the school	100%	0
6	My child is taught well and makes good progress	100%	0
7	The school makes sure its pupils are well behaved	100%	0
8	This school deals effectively with bullying	99.5%	0.5% (one parent)
9	The school is well led and managed	100%	0
10	This school responded well to the COVID19 Pandemic	100%	0
11	I receive valuable information from the school about my child's progress	100%	0
12	I would recommend this school to another parent	100%	0

Parent/ Carer Responses - What went well last year?

Below are comments that parents and carers made on the feedback part of the questionnaire.

Very reliable staff and the communication was great in lockdown

Communication between teachers and parents during the pandemic was good, especially the phone calls weekly.

The weekly competitions in lockdown were good.

How the school managed throughout the pandemic supporting working families, low income families with food parcels and keeping everyone up to date

The school and staff all round need celebrating. Consistent support to families was brilliant.

Supported families very well during the pandemic and the summer holidays.

New Hogwarts library looks really good and the children are happy with the new desks and chairs.

It's nice the children bringing brand new books home, when my daughter was in reception one book she brought home was from the 1970s!

Always been well informed from school. Communication from teachers during lockdown was excellent.

The school has just been amazing communicating very well with parents and the support is there for everyone

The home learning and weekly phone calls checking in throughout the pandemic and the food parcels to all families was just amazing.

The school was great during the pandemic

The school has been absolutely fantastic in the last year cannot fault it at all.

Always above and beyond. The whole school really pulled together over the pandemic

The staff

The school has brought the community closer and is always helping those in need.

I am so happy to see the improvements and changes happening for the children with extra needs and the parents courses helping not just the children but the parents too.

The school supports the local community really well.

The support during COVID was superb.

How well everything was handled throughout Covid

I think the school went above and beyond for all Eastway families, they are always there for us I can't fault them at all, the kids always come first !

The handling of covid was outstanding

The summer clubs were so fun and kept kids busy

Lots of work done inside

I think Mrs Morris and staff have gone above and beyond x

Supportive

The school has been amazing during covid and keeping us all in the loop and helping all the families

The way the kept in contact with children and families throughout and supported families with home learning and food parcels and work packs

Very good school

The community spirit and support is inspiring

The staff are amazing, every single member has gone above and beyond

Welcoming Approachable Very supportive

The support to families has gone beyond what was required

Keep it up you're doing so well with the school

This school has been totally turned around and is all about helping families in time of need what an amazing achievement.

Mrs Morris should be very proud of what she had achieved

Communication and such very dedicated staff

Professionalism and respect and willingness to work with the families

Your communication has been fantastic and the teachers are all very dedicated and helpful

Strength helping children and families who are under privileged

The additional support given

Communication, well set out and planned home learning, head teacher award cards really boosted the boys! Help within the community helping families with food etc.

Communication from the school during the lockdowns was absolutely outstanding. I went out of my way to look at other school during it all and no one was offering what Eastway was in terms of keeping families informed and up to date. The support to ALL families for both working and not working was just amazing.. nothing was ever too much! All the little treats for the kids which again was done off the staffs back and put many smiles on kids faces! . As a full family/community/school this year you have absolutely smashed it. The summer holidays aswell.. just doing that alone saved a lot of families money (us included) as the kids had that much fun and there was that much to do there was no need for big days out which some families can't afford. Also They protected our children as much as possible through covid

Effective management and good team work some children don't get the luxury of days out or a fun day during the holidays but Eastway delivered that and more!!

The support is exceptional and any problems do quickly get resolved.

The school is always willing to go the extra mile and no problem is too small.

The school ensured everyone in the school had the correct equipment to learn throughout the pandemic and ensured that the teachers were on hand to help with learning if required. The daily uploaded work was good but when the lessons were videos of the teachers my children found it more engaging.

Summer club and help in lockdown

Parent Responses - Suggestions for Improvements

Suggestion/ Comment	Our Response
Give sufficient notice of events, especially for working families	<i>Whole school dates and events booked in for the year. Shared on the school website and in regular newsletters to families. We will print the dates and send home in paper copy each half term.</i>
I would like to know more about what my child will be learning.	<i>Class teachers have updated their class pages of the school website and all the information is now on there. We normally share this at Meet the Teacher.</i>
More clearly worded letters, better communication, not sure sometimes with messages	<i>We will look at the best ways in which we write to families. We will ask Parents Class Reps to gather more ideas of what you would like.</i>
Incident reports for injuries should also be emailed more often	<i>We use Medi Tracker to record all incidents and first aid in school. The system should automatically email you. If it is a serious injury or any mark/bump above the shoulders you will always receive a phone call.</i>
Introductions to staff at the beginning of terms	<i>We normally do this at the start of term but due to COVID, we did not go ahead this year. Teachers put an introduction on the class page of their website and they are on the gates each day.</i>
Teacher training on SEN and making adaptations to provision	<i>All our staff are very well trained in all aspects of SEN we work closely with the Wirral SEN Team, Orrets Meadow, Elleray Park and Gilbrook Outreach, ADHD Foundation, CAMHS. We have three staff with National SEND Qualifications and regular updates for all staff we buy in additional NHS Speech and Language and a private Educational Psychologist. We are passionate about inclusion and if you do not feel this is the case, please speak to me and I will investigate.</i>
All classes posting on Twitter as not all classes do it	<i>I have asked staff again to ensure they are regularly Tweeting and we have introduced #TwitterTuesday so you can have a snapshot of what is happening in all classes that week.</i>
More information about SEN referrals and how it works	<i>We have sent information home regarding this and all information in on our School SEN Information Report. We will run an SEN surgery drop in on parents evening for you to ask any questions to our SENDCo and are starting an SEN drop in each month.</i>
More updates about how my child is getting on, not just in the parent meetings Teacher feedback could be a bit better. Only get reports now.	<i>Teachers are happy to speak to you about how your child is getting on. Just call the school office to arrange a meeting or call back from teacher. We thought that the written reports would be useful for families to share targets and how your child is doing in school. COVID has made face to face meetings difficult but as things are relaxing, we look forward to welcoming you back in</i>
some change to the large field maybe a little football pitch a little running track	<i>We have spent over £5000 over the last 3 years on developing the field. We have a wonderful Forest School area, wildlife areas, sports field, running track, pond, orchard and raised beds to grow vegetables. We always encourage families to help and support us in developing our areas in school, if you are interested- let us know.</i>
sen children and the process to getting a diagnosis should be explained a bit clearer	<i>Please see answer above. School cannot make a diagnosis; we rely on health care professionals and services to support our families and children. There is currently a large backlog and all referrals are processed by school in a timely manner and we ensure that we are meeting needs whilst we are awaiting diagnosis. Further information is available for families on Wirral Local Offer</i>
would prefer any news or information on paper rather than email	<i>We have decided to send a paper newsletter to each family once a half term with all key dates and reminders. We would encourage all families to use the ESchools App and email as this reduces paper waste and cost to the school.</i>
Need to keep more in contact with parents of children with extra needs	<i>Class teachers are responsible for children with SEN in their class and report of progress and attainment in line with other children in their class. We use Provision Map to share Pupil Passports and Learning Plans for all children on the SEN register, if you do not have a log in, please let us know. We have been without a SENCO in school for almost a year, now Mrs. Harrison is settled, she will look at other ways we can share information and give SEN parents/carers the extra support they need.</i>
extra work for the children that are aiming above targets or guidance for extra support at home to keep their brains learning	<i>The school website has lots of links for extra home learning. We also have Spelling Shed, Times table Rock Stars, Read Theory, Bug Club and lots of teacher led lessons on our YouTube channel. If there is anything in particular you would like, please speak to class teacher.</i>
Key stage one children find work hard when they move from Early Years	<i>Transitions between key stages (Reception to Year 1, Year 2 to 3 and Year 6 to 7) are always difficult but we do all that we can to assist children with a smooth move to their new key stage. All of our Key Stage One classes have continuous provision to ensure a good balance between more formalized learning and learning through independent play. If you are not sure, please speak to your child's class teacher.</i>