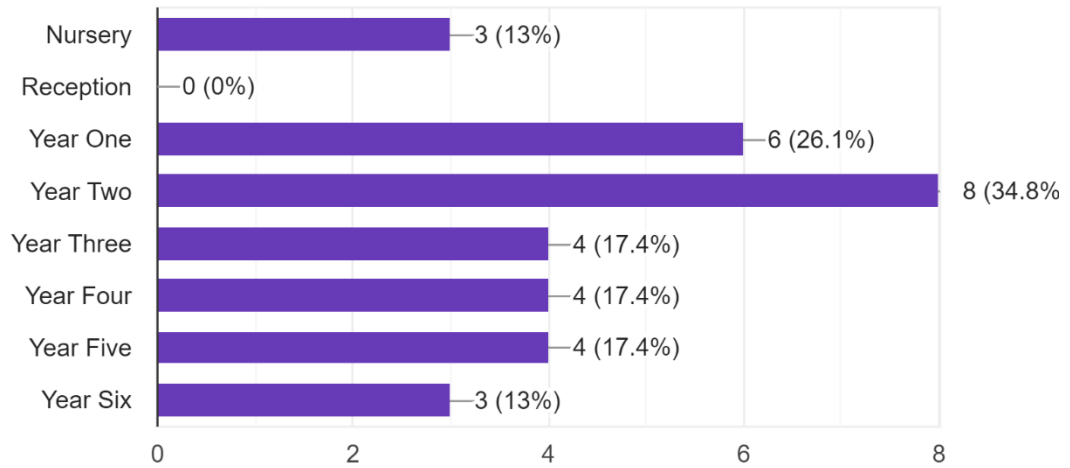




**Key Worker Survey responses: July 2020 (23 responses)**

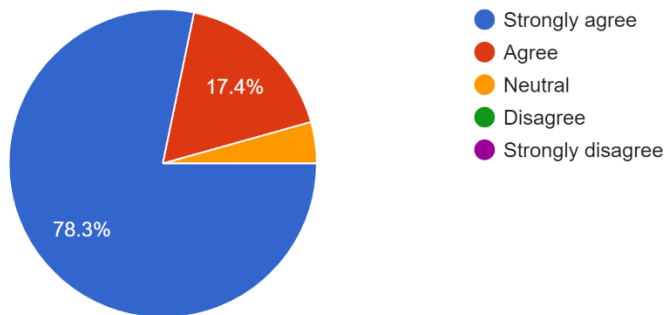
Please click the year group(s) your child is in

23 responses



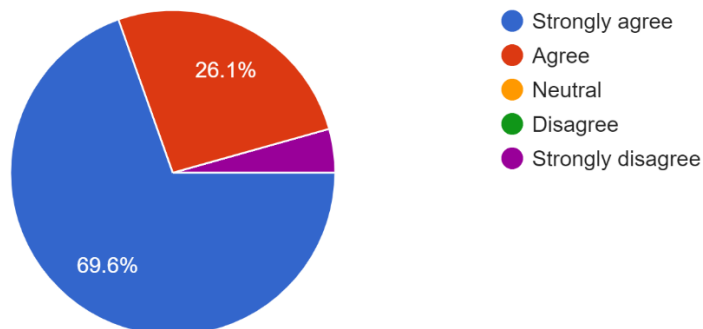
Have you felt confident with the procedures and arrangements the school has put in place to support safety and well-being?

23 responses



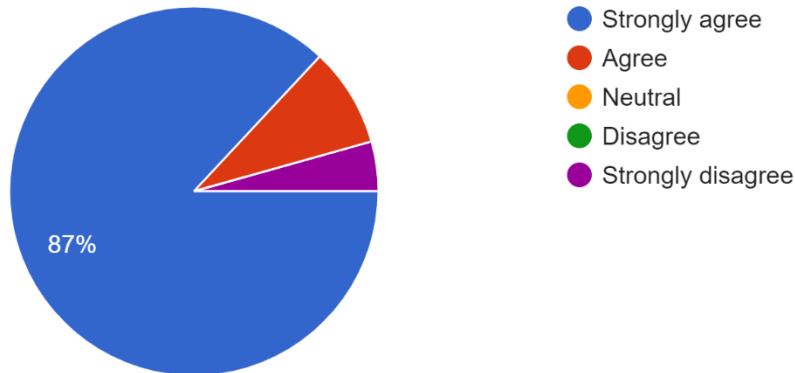
As a key worker have you felt well-supported by the school?

23 responses



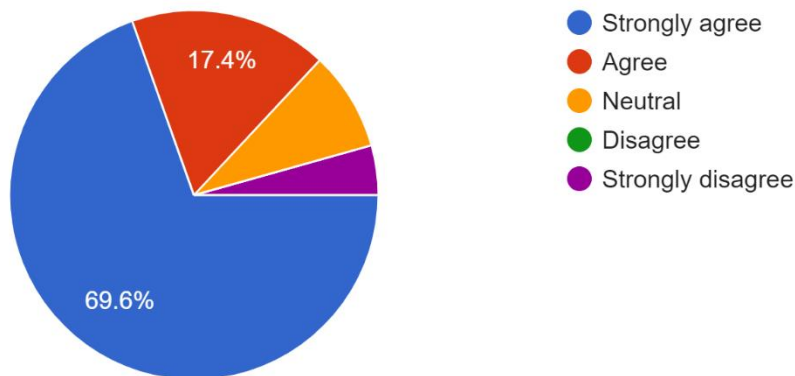
Do you feel that the school has kept you informed throughout the lockdown and wider opening?

23 responses



Has your child felt happy in school?

23 responses



**What has the school done well to support your child through the lockdown and accessing the key worker provision?** 22 responses

- Enabled my children to attend each session that they have required
- Supporting me in getting my sister to school and also giving her the support she needed
- I believe the School has been extremely helpful during this time. Not only enabling me & my husband to continue to work but also in supporting my child in very uncertain times.
- Being open throughout school holidays, was a huge help with not having the support of grandparents. Both my girls are more than happy to attend school everyday even though they are separated from there usual class mates, which means they must really be enjoying themselves, which has been amazing to see, even though there friends have been at home, they have never moaned once about going in.
- Weekly phone calls
- My child found it very calm and organised.
- The work placed on google classroom has been of some benefit but work commitments of both key worker parents has resulted in the required attention required for both children in

providing the set educational work not being fully completed. The school refused access to key worker provision when requested by ourselves. This lack of support has affected the wellbeing of both parents and has resulted in one of our children becoming worryingly disillusioned with the school and the education system as a whole. Following discussions with the school an email was forwarded noting we would be contacted on a weekly basis in relation to key worker access. Unfortunately we are still yet to receive such an email concerning key worker support and we are in the last week of school. As a family we have received 6 phone calls between March and June from the school concerning the wellbeing of both children. Such calls have been of great benefit to one of our children in particular. On one occasion, the school rang and was asked to call back the following day due to our child being out which in itself was kindly agreed. The child was informed that her teacher was to ring the following day and although told not to, insisted on sitting near to the home phone awaiting the call. I subsequently contacted the school at 14:45 following the child waiting all day and getting upset, requesting the promised phone call be made and was informed by the secretary that it was very unlikely that this promise would be made. The teacher later made a phone call following the secretary being challenged by myself and it being highlighted that a return phone call had been initially stipulated by the teacher and needed to be made for the benefit of the child. Having to make a challenge should never have had to have been made. *(The school has responded directly to this comment and parent. At no time has any parents in need of a place ever been refused. We are very proud that we were able to support all our key worker parents when required to do so)*

- Organising home learning so it can be done partially at home as well as days in school.

Clear communication and regular updates

- Made school feel as normal as it could be.
- Kept up to date about the process. Well maintained safety measures in place. Good communication during lockdown.
- Communication has been excellent throughout and the provision of information has always been delivered in a timely manner. My daughter has been relaxed and happy when attending school and has benefitted from the smaller class grouping.
- Been open and allowed Dexter to attend. He has been very happy at school although he definitely benefitted more when he could see his teacher regularly
- They have made my child feel safe and he has loved being in school.
- Made him feel safe and happy while going into school
- Just being there for them by providing security and stability

To keep them happy, entertained and safe

Provided emotional support, guidance using google classroom and providing a safe place for our child to be in when we are working.

### **To support with the wider return of all pupils in September, what do you feel could be improved?**<sup>20 responses</sup>

- N/A
- I don't think anything could be improved
- Nothing the existing plan seems safe
- No need for improvements.
- Having staff to deter groups of parents congregating on school grounds when leaving and at the top of the exit gate with no social distancing. Having more Twitter feeds for network older children not just EYFS and YEAR 6.
- The system has to be equitable for all children and not for a select few. Clear plans need to be in place to identify COVID-19's impact on all children and not just those who display

challenging behaviours. I remain concerned that one of my children will be overlooked due to her good behaviour, her inability to highlight that she is struggling and the need for staff to re-establish a positive relationship with her in which she feels confident to communicate. The school needs to recognise the requirement for better communication. Newsletters were forwarded suggesting that places may be offered to other children based on the numbers of children not returning in certain year groups. Unfortunately we have heard nothing since. Even if this wasn't possible then this should have been communicated to those parents who were desperate for their children to return. In addition, the school needs to look at the basics and the perspective of the children. If children have been awarded silver/gold awards then these need to be immediately handed out upon their return. The impact of this will be of benefit. It also needs to look at how it can work with parents to fill the voids caused by COVID-19 in the child's education and how it can re-establish relationships with both children and parents. *(The school has responded directly to this comment and parent)*

- Link club back on as no wrap around care means parents cannot go back to work.
- I'm not sure the staggered drop/ pick and gathered in hall is the best solution for siblings but I can't see any better solutions. Pick up and wait for second child is the hardest to understand where ideally we shouldnt gather or go in a small space like the reception to tannoy. However as we have this info now we are able to inform our works of this issue
- N/a
- I am expected to return to the workplace on a full time basis from September, inclusive of two late nights a week and will experience extreme difficulties due to the slightly earlier finish at 3pm and the fact that Link Club will not yet be reopening. This will, of course, be discussed with my employer and hopefully a temporary resolution will be reached until the situation changes with Link Club.

nothing. The school has done really well.

- Nothing I'm happy with everything you have in place.
- Start times for siblings should be the same
- Work provided to get us through the summer holidays and ready for September
- More subjects than maths, English and reading ( for example science, geography)
- Difficult to comment, though I feel that it will be difficult to limit the amount of interaction children have when whole school returns.

### **Any other comments you would like to make?** 16 responses

- Thank you for your continued support
- I think the school has done an amazing job in supporting me through this pandemic, they've constantly reassured me and always make sure they follow the guidelines. I also feel it has helped chloe build her confidence in new situations.
- I am extremely grateful to all the staff for taking the time to speak to me, take an interest in my child & support her through this whole ordeal. She has been very happy and whilst a resilient child, has of course been effected by the changes. I feel the impact has been reduced by being able to attend school, engage with staff who were previously unknown to her & forge new friendships.
- Just a massive thank you for all your support.
- As keyworkers, we unfortunately feel let down by the school and more importantly, feel that our children have been negatively impacted by the actions taken by the school. We have never complained and have been great advocates when in discussions with others

about the school. Unfortunately this is no longer the case. *(The school has responded directly to this comment and parent)*

- Thanks as I say all the time for your support in this time. I feel blessed that my kids had the opportunity to continue attending and they have loved it.
- Thank you for all you have done
- online virtual classes would of been a nice mix to the online learning. I found it started getting a little confusing when the weeks agenda was added in one go to remember to not hand in and just comment. It was easier to monitor for working parents to do the day's work and hand in that day.
- I sincerely appreciate the support provided for my daughter and have been grateful that this provision has enabled me to continue going into the workplace.
- I understand that the key worker group has a mixed age range but I feel more support could have been given on the daily work. Once the other year groups came back Dexter had minimal contact with his teachers although the did always pop their heads out when we were passing at the end of the day. The school have been brilliant overall and staying open in the holidays has been amazing. Thank you to the school and all the teachers
- Thank you for making school a nice, relaxed and enjoyable place for my son during these horrible times.
- No

Thank you for completing this short survey. Your opinions are important to us and will help us with our opening in September.