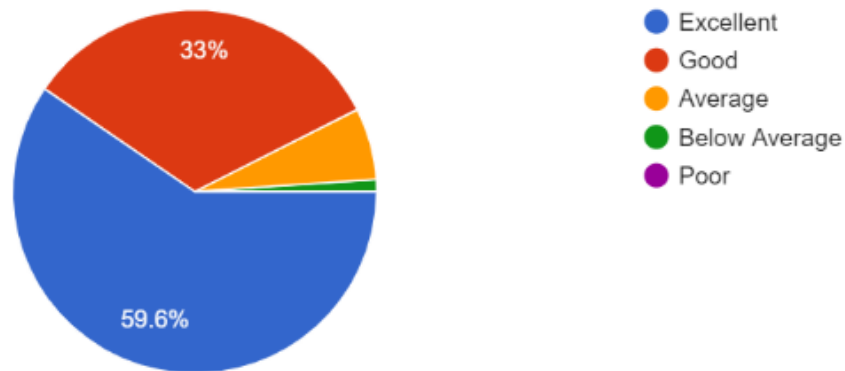


How did we do?

Parent questionnaire – September return 2020. 94 responses.

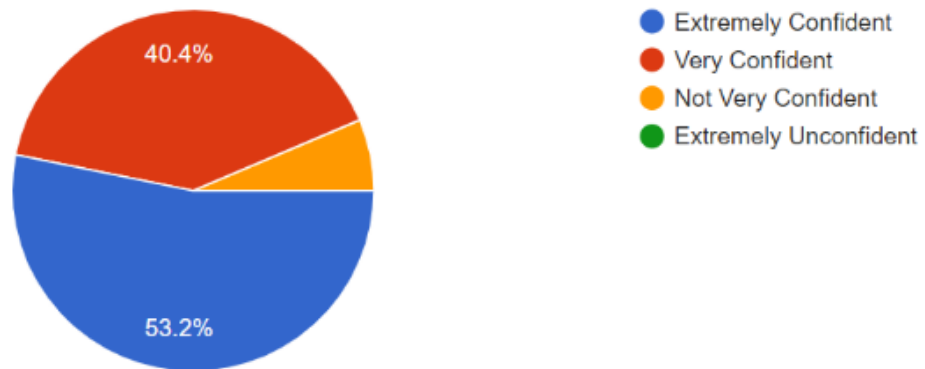
How would you rate the level of communication between home and the academy in preparation for our September return?

94 responses



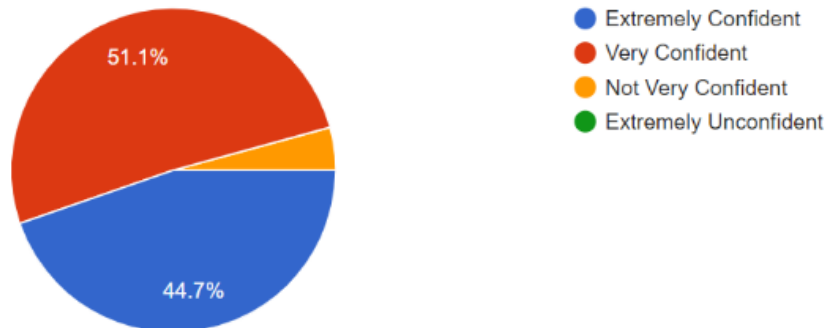
Did you feel confident in the safety measures outlined in the return letter and video recording?

94 responses



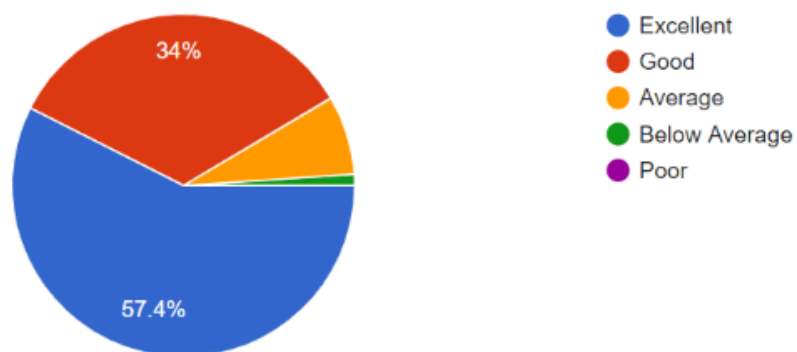
Now your child/children have returned how confident do you feel with the safety measures in place?

94 responses



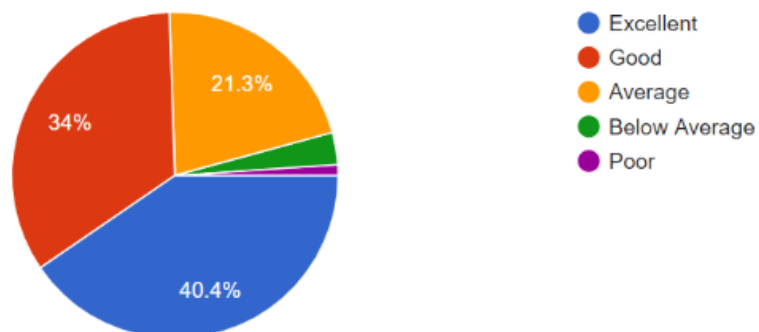
How well have the staff supported with drop off and collection routines and any initial concerns around the return?

94 responses



How well do you feel the academy has put plans in place for home learning in the event of a class/bubble closing? (this was detailed on the return letter and a separate letter sent regarding home learning)

94 responses



Parent comments and academy responses.

Your comments	Our Response
Well done to all staff. Thank you very much for all your hard work.	Thank you!
Miss Garside and all the staff have made the return to school easy and welcoming and have been very clear in communication and have been efficient, they are clearly ensuring pupil, staff and parent support, it leaves the parents to respect the school and implement the same. Thanks Miss Garside and the team. X	Thank you, what lovely feedback.
It's a shame parents aren't sticking to the plans you've worked hard to put in place	Our priority is to keep our site COVID safe, so we do expect parents to follow our rules to ensure we can do everything we can to keep the community safe and the school open to all classes.
This has been an extremely difficult time for the school, organising everyone in a small space. They ironed out teething problems early on.	Thank you, it was important for us to ensure our systems were suitable and kept everyone as safe as possible.
In particular, the video messages from the teachers & video showing the changes was really appreciated.	We really enjoyed creating them. Thank you!
I thought the video explaining the one way system was brill, well done to all the teachers	Thank you!
We have heard reports that the children are moving desks during the day, this seems strange as 'hot desking' has been stopped in most work places.	As each class is a bubble, classroom practice is able to continue as normal with children moving places for different lessons to support differentiation. Tables are cleaned between each lesson to help mitigate the risk of germs being spread.
We have had a good start into school life especially considering the covid measures needed at this time.	Thank you, we are really pleased to hear this.
There needs to be support for parents who don't have or can't afford the equipment needed for the online learning that the school issues.	We have sent two letters asking parents to contact the academy if your child would not have access to a device for home learning in the event of their class closing. -Welcome back letter sent in August -Online Learning letter 10 th September Please contact the academy if your child would not have access to a smart device t home.
We are delighted that you've planned for recorded lessons rather than live, it shows how much you have taken into consideration of family dynamics. Thank you for doing such a good job of keeping our children as safe as you can.	Yes we thought access to live lessons would cause problems at home, especially if parents were working from home due to children isolating. We are pleased you are happy with our arrangements.

<p>Communication from class teachers not brilliant, we understand the difficulty of the current situation but the lines of communication worked really well when the children returned for the end of the last school year (weekly emails detailing the weeks learning, easy & quick communication via email for any issues/queries/concerns etc). Currently very difficult to contact class teacher, no responses to emails or calls.</p>	<p>Now that class teachers are back in full time teaching, we have returned to our previous arrangements of class teachers only being accessible via the main office. This is to support their workload and well-being. Class emails are not in use, as previous correspondence has stated, so please email/call the main office if you wish to speak to your child's class teacher.</p>
<p>The current circumstances do make it feel difficult to speak to teachers at drop off and collection times. I am aware that communication can be done by email but sometimes it's just a simple question that goes unasked.</p>	<p>It is vital that we keep our staff safe to prevent the risk of closing a class. The arrangements that we have are to ensure the teachers feel safe in the workplace and social distancing is adhered to. Quick questions can be asked in passing as your collect your child, but conversations cannot be held during our busiest times of the day.</p>
<p>I feel like access to the teachers is difficult</p>	
<p>My daughter had felt safe and happy during her return. We have also experienced the home school plan due to self-isolation. The work she has received and the communication from her teacher has been good. We have felt supported. Thank you</p>	<p>We are really pleased to hear that you found our plans for any child having to self-isolate, whilst still receiving home-learning to be good. Lines of communication with the teacher in this event is done via the class email, so home learning can be supported more. Thank you!</p>
<p>Not many parents have taken up the advice of wearing a mask on the playground which was disappointing</p>	<p>Sadly, we can only advise parents wear a mask and unless the Government change their guidance, we cannot enforce it. We just want everyone to ensure they play their part to keep our community safe.</p>
<p>Just to say a massive well done and thank you for all the hard work that goes on behind the scenes to make sure school operates smoothly with all the Covid regulations. All staff have been a credit to the school and the professionalism has gone above and beyond. It hasn't been easy working with the logistics of operating a school in these unprecedented times and following ever changing Government guidelines. Seeing our little girl run into school, washing her hands etc the new norm, smiling and skipping into class shows how life for her is as normal as can be, yet again that is down to the warm welcome, even though I suspect it's been stressful and a lot of hard work before and after school it's a pleasure for her to attend Greenways. Again a huge thank you.</p>	<p>Thank you, what lovely feedback.</p> <p>We worked very hard over summer, with ever-changing government guidance, to ensure the school was COVID safe, by no means an easy task.</p> <p>We are pleased to hear your daughter has settled so well and you are happy and confident with our changes. School is such an important part of a child's life and it's vital that we keep things as normal as possible for all of them.</p>
<p>Staff went above and beyond with communication and home learning during lockdown and continue to work as hard during this difficult, unprecedented time. Much appreciated</p>	<p>They did indeed. They are a fantastic team and they continue to work just as hard now we are back open. Thank you.</p>

<p>Fab leadership and the children have felt safe and confident since their return.</p>	<p>Thank you!</p>
<p>Please pass on my thanks to the entire staff within the academy. This is an incredibly difficult time for everyone involved in education and your efforts are most appreciated</p>	<p>Thank you!</p>
<p>How can the children wash their hands when there is no soap in the boy's toilets?</p>	<p>As I am sure you can appreciate, we are getting through a lot of hand wash, but as soon as soap runs out, it is replenished. It is good to know children are washing hands and getting used to a new 'norm' in school.</p>
<p>Thank you to the staff for all the hard work behind the scenes in preparing the children to return safely. My child enjoys and feels safe at Greenways.</p>	<p>Thank you, we are really pleased your child enjoys school and feels safe.</p>
<p>It would have been more beneficial to have had more advance notice of communication around new drop off and pick up times to enable working parent to arrange working times. One weeks notice was not very helpful to alter working patterns.</p>	<p>Due to the government guidance changing regularly, communication was sent out at a time when we were confident no further changes would be made so that parents were not receiving different messages which would have caused more confusion. We were very mindful of parent's work shift patterns and therefore did not want multiple messages being sent. Thank you.</p>
<p>Communication between parents and school has been difficult due the current circumstances, but when I emailed regarding lack of communication and concerns I had it took 3 days to get reply, so communication could be better.</p> <p>But the teachers have helped my child to settle into the school route in well, and I feel he is well looked after and happy.</p>	<p>Depending on what email address you emailed would depend on the speed of response. The greenways@learningvillage.org.uk email is the main contact email now as stated in previous correspondence.</p> <p>Class email addresses and the GPAhelpline will only be used in the event of a class closing or a child self-isolating.</p> <p>If you do not hear from us within 24 hours during a working week, please call the main office and speak to Mrs Boden or Miss Potter. Any communications that come in for the staff are forwarded straight away, but please be mindful that teachers are teaching during the day and may need to call you after school.</p> <p>We are really pleased your child is settled into their new routine and is happy in school. Thank you!</p>
<p>Great, can't fault it.</p>	<p>Thank you, it means a lot.</p>