

Parental Survey July 2021

Covid-19 Management

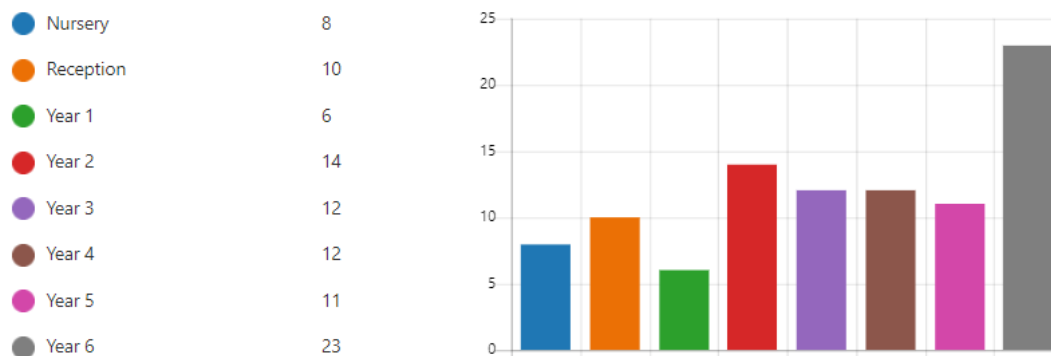
Survey Issued 20/07/2021 to 26/07/2021

92 full responses



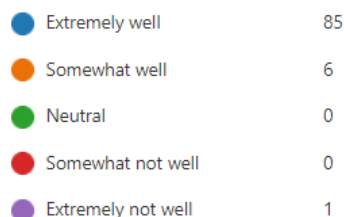
1. Please tick all the year groups you have children in.

[More Details](#)



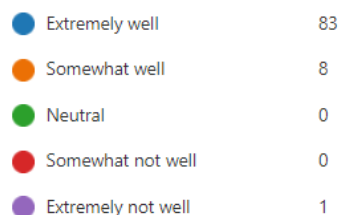
2. How well do you feel the school has communicated in order to provide the necessary information to help families understand what has been happening (through the website posts, Class Dojo and Tapestry).

[More Details](#)



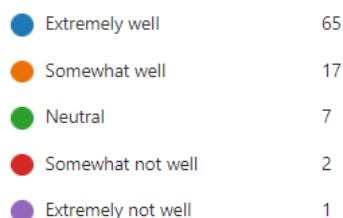
3. How well do you feel the school implemented Covid-19 control measures (e.g. collection points for parents, handwashing, bubbles, staggered lunches, etc.) to keep people as safe as possible?

[More Details](#)



4. How well do you feel the school responded to the needs of children and parents when creating the Home Learning programme for children who worked at home during lockdown or who were isolating?

[More Details](#)



5. How well did school support children when all returned to full schooling, in March 2021, so that they could come back happy and confident?

[More Details](#)

Extremely well	83
Somewhat well	7
Neutral	1
Somewhat not well	0
Extremely not well	1



6. When children were all back to school, how well do you feel school did to create an experience that was like 'normal' with varied curriculum subjects, events, activities etc?

[More Details](#)

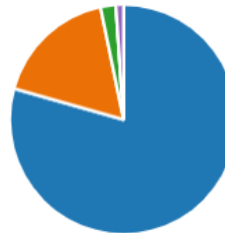
Extremely well	79
Somewhat well	10
Neutral	2
Somewhat not well	0
Extremely not well	1



7. How well do you feel the school has done to support your child(dren) to keep learning throughout the year?

[More Details](#)

Extremely well	73
Somewhat well	16
Neutral	2
Somewhat not well	0
Extremely not well	1



8. Overall, how well do you feel the school has supported our community to keep as safe as possible?

[More Details](#)

Extremely well	81
Somewhat well	9
Neutral	2
Somewhat not well	0
Extremely not well	0



Evaluation of Data and Comments

Overall, parents/carers appear to have been very happy with the school's management over the period of the pandemic. In the main, comments have been greatly supportive of all that we have done with a clear understanding that the circumstances were challenging but that we had the community and children at the heart of all that we did. These findings match what parents/carers and wider family members have openly shared with us over the last two years. As a school, this has made us feel that we are seen as an integral part of our local community that is valued and supported.

Summary of Parental Comments	School Response
There was a clear response that the school's efforts in relation to communication was hugely appreciated. Communication was regular and relevant and that a balanced tone was taken to support families.	During such a challenging time for families, we wanted to make sure that communication was at the heart of all that we were doing so that we could work collaboratively in the best interests of our Harlow Green Community. It can be difficult to know what to say and when, especially when there are hard messages to share. We know we did not always get this right, but we feel any issues were few and far between. It has been very positive to find that, overall, this was a successful aspect of our management.
The vast majority of parents/carers feel that Covid-19 risks and health & safety was managed extremely well.	This was, of course, the most important aspect during this time, by far. Attempting to manage a site which had more users than most other places anyone was visiting during lockdown was the biggest logistical challenge. At the beginning and end of the day there would be approximately 800 people on site at the same time. When planning, we always looked at it from a parent/carer perspective as well as school as we know it had to work for both parties (e.g. not creating large staggered periods which would have led to difficulties in collecting children). To know that parents/carers understand the logistical planning required to keep adults, staff and children safe is hugely welcomed.
As children were out of school for a long period and had to be integrated back, parents/carers feel that the school managed their well-being extremely well.	It was key for staff to support children's return to school in respect of their happiness more than worrying about what they may have missed in educational terms. A lot effort was placed on this transition, with materials provided beforehand and, subsequently, in how we designed the curriculum/timetable upon their return. Our aim to help children progress has been based on having children first be in a positive frame of mind, which will mean that they can then make progress over time.
The vast majority of parents feel that school has supported children to keep learning over time. However, there are some who feel that school could have developed real-time contact further over the working day/week.	Striking a balance for support for children learning at home was one of the school's biggest challenges. There were parents/carers who wanted flexibility for their children to work at times that suited them (for IT purposes/balancing jobs) whilst others would have liked daily online lessons. Working virtually, was a developing aspect that schools had never been involved with before and we were learning as time went by. Teachers were teaching in class whilst balancing home learning resources which was two distinct roles and extremely challenging. However, as staff have become more proficient with technology such as Microsoft Teams, it is clear that, if we were in the same position again, we could develop this further beyond the one session per week that we had in place. This provision could have a greater focus on lessons as well as general contact. However, from information we have gathered from parents and other schools, the idea of daily online lessons, where children would log on to participate in regular teaching and learning, was much more suited to secondary schools although they had their own challenges with this.
One parent/carer, feels the school was not managed very well in nearly all aspects.	We would welcome a discussion with this parent/carer to find out why their experience was so negative in comparison to others.

Specific Comments

Areas of Strength

Always kept up to date quickly with any news/changes via text/newsletters etc

Teachers were great getting back to my child if she had any worries about home learning and myself if I didn't understand. My child was also in 2 parts of the country at times and everything possible was done to make communication with both parents and grandma at times effective. Great thanks to Mr Hollingsworth for getting to know the dynamics of the family 😊😊😊

Class bubbles rather than year bubbles, and a clear transparent structure

Clear guidance and a consistent message were really important. Mr Malik was informative and the regular updates, reminders and organization of the school during a difficult period was really very much appreciated. The school staff worked well as a team and kept a positivity that was also appreciated. Thank you.

Communication was brilliant throughout the whole time. The school and head went above and beyond the normal measures.

Communications came out clear and quickly

Communications via school text service (ping et al) very quick and informative.

Constant communication

Clear guidelines and instructions

Amazing staff who worked incredibly hard

Excellent communication from teachers through Class Dojo. Fair, but strong communications from head teacher, who I fully agreed with.

Excellent leadership and visibility from Mr Malik and teachers alike. Clear messages and quick to act on positive test results.

Harlow Green staff have been second to none in reacting to a constantly changing and unknown situation. There has been a constant flow of information and communication lines are always open. I am extremely grateful for all the effort, hard work and dedication all members of staff have shown to ensure the children of Harlow Green CPS are supported within a positive environment. Thank you very much.

Having a head teacher at entrance to school at collection time served a dual purpose. It demonstrated the schools resolve in adhering to COVID restrictions and also allowed parents the opportunity to talk with them. I feel the latter part should continue forward.

Headmaster did extremely well during this very difficult and hard time

I can't fault the measures Harlow Green had in place over the last year I think all staff have done an amazing job to keep Children and parents as safe as possible.

I feel Mr Malik has been measured and level-headed throughout this pandemic. He has put the needs of the school and local community first at all times and the communication with families has been passionate and sensitive. We'll done!!

I felt safe sending my child to school knowing that everyone was doing their best to keep the children safe and the support from the class teacher when we were struggling with certain aspects of the work was brilliant. I am pleased the school did not do live lessons as it enabled us to complete the work on the timetable at a time to suit us due to both myself and my husband working throughout

I have nothing but praise for Harlow Green school, Mr Malik, Miss Rutherford and Mrs Lewis and all the other staff that have been a visible presence around the school grounds for pickups and drop offs. The school as a whole has been so well organised and the children have been kept happy and as safe as possible in really difficult circumstances. School have been creative and innovative and the staff have been so supportive to the children and parents through lockdown, home learning and being back in the classroom. Such a shame the year has gone so fast and they have missed so much but feel school has done everything they can. Thank you for all your hard work and enjoy your rest over the summer.

I have nothing but praise for the way the school have communicated and supported families during this

I think the head teacher and all the staff have all worked brilliantly throughout the whole pandemic. Communication has been excellent from Mr Malik.

Managed very well

Mr Malik has literally led his schools COVID response from the front, whether it be at the school gate masked up advising parents on the new protocols or clearly training his teachers in quick new processes, in my opinion Mr Malik and his team have done an outstanding of looking after the welfare of my son and all children in school.

My child hasn't had to isolate once due to her bubble closing so I think they have managed COVID-19 extremely well

New system to drop off and pick up.

One-way systems

Masks

One adult per child drop off pick ups

Regular comms, excellent management of the changes. Fierce commitment to ensuring safety of all

Thank you for keeping going

Thank you to the whole school community for all you have done throughout this very difficult and challenging time. We have felt confident sending our boys to school knowing they are in safe and caring hands. You have all done an amazing job not only keeping our children safe, but looking after their welfare and providing an excellent education.

The communication with parents was constant throughout this pandemic and I can't praise the school highly enough. Also the amount of resources and help for home school was brilliant

The head teacher's letters were a clear and wonderful way to explain things and keep us informed.

The school has done an excellent job in all aspects.

The schools management of covid was exceptional. My children attended school throughout due to my husband and my key worker status. I felt very confident that my children were being kept safe whilst still learning. They never complained once about attending and the changes they faced which is testament to the school staff. Staff were available for queries and information provided was timely and clear. I would like to thank you all for everything you did and continue to do. You are all fantastic

The staff have been excellent during what has been a difficult year. My child has always been happy to go into school and has been helped to ensure she understands covid and it's implications in a way that has caused her to be worried. The Home learning schedules have been varied and provided a good balance of activities that have kept my child engaged while working at home. Well done everyone!

The way the drop off and collecting of children flowed with limited fuss

We feel it was really well managed and our children's welfare was central to everything that you did. Adapting things that weren't working so well e.g putting the one-way system back on the playground happened swiftly. Communication was excellent, we love class Dojo and Tapestry. Thank you to the whole staff for your hard work this year, it's been a tough year but our children have still made progress and still love coming to school each day!

We feel Mr Malik and his staff did the very best they could during these past few months. Regardless of anyone's thoughts and feelings about restrictions etc Mr Malik did what was right for the children and their families. Thank you for everything you have done to my daughter safe while giving her the best education she deserves.

What an amazing job your school has done through the whole of the pandemic. Thank you for all of your help and support throughout.

You have all worked extremely hard. Thank you so much for everything.

Areas for Development

None - school has achieved beyond expectations

The home learning is very difficult for the parents of home workers and it is hard to work whilst showing a 6 year old their schoolwork as you have to sit with them to do it, they can't just get on with it. So hard to work from home at the same time as home learning

Ensure all parents follow the rules regarding the one-way system.

Genuinely nothing to improve...this was a unique scenario, and your adaptability as a school leadership team was nothing short of exemplary, especially as one of the largest schools in Gateshead

I do not feel you could have done anymore and am really grateful that you have all put so much effort in and put your own worries or feelings to one side to continue the focus on the children. Thankyou.

Helen Gifford

I don't think the school could have done any better they were outstanding in every aspect!

I feel some live lessons would have been very beneficial or pre-recorded lessons explaining the work. Couldn't fault anything else

I feel there should have been more regular calls from teachers to the children and that more should have been done on line with the children instead of one call a week.

I felt confident sending my children to school and feel it was managed well with COVID measures that were put in place

I realise live lessons with nursery would have been extremely difficult but It could have been nice to have some recorded story sessions/song times with Miss Hamilton. My child would have really liked to see her teacher.

More differentiated work higher up the school, although I appreciate this would have been extremely difficult and that the recovery curriculum was essential

More use of teams not just once \ week. Daily teams class check ins

Potentially more contact from school during the lockdowns in the form of a telephone conversation or zoom even once a week or every two weeks just so some interaction was happening.

The home learning supplied was not particularly challenging but appreciate that you had to cater to a diverse learning group in novel conditions.

The only slight negative we encountered was that home learning wasn't on the website until the Monday morning/first full day of isolation, with both parents working this meant we often didn't have chance to look at it before the evening so kept missing the first day of activities (although we also were never able to complete the activities with a 5/6yr old and both of us working, but we appreciated the effort in putting a full timetable together!)

Think technology could have been utilised more to allow for more interaction during lock downs.

Other schools were able to do registration and zoom lessons etc . There was little interaction between child and teacher, we were asked to send work in, was what they were doing right?

Virtual taught sessions for children - too much reliance on parents (who are usually working, and admittedly inferior!) to teach children during home learning

Nothing