

# Eastwood Community School

Victoria Avenue, Keighley, West Yorkshire, BD21 3JL

Telephone: 01535 610212 | Fax: 01535 210238

Website: [www.eastwoodcommunityschool.co.uk](http://www.eastwoodcommunityschool.co.uk)

Email: [office@eastwoodcommunityschool.co.uk](mailto:office@eastwoodcommunityschool.co.uk)

Headteacher: Mrs. Suzanne Carter



## Feedback from Questionnaires

16.11.2020

Dear pupils and families of Eastwood Community School,

We would like to thank all those of you who took the time to complete our questionnaires over the last fortnight. As we always say, your feedback is very important to us. We want to know what we do well so we can do more of it as well as what we could do better. As the saying goes 'if we don't know about it, we can't fix it'. Whilst we send out a questionnaire each year, this is by no means the only way we want to receive your feedback. We are more than happy to speak to you in person, over the phone or by email should you wish to bring things to our attention at any point throughout the year.

We have looked through each one carefully and have collated the main points for you to see below. We hope you will find these as interesting as we did. Where we have had suggestions made about how we could improve, we have added our response at the side. Should you have any further queries, please don't hesitate to get back in touch.

Kind regards,

Mrs Carter & The Eastwood Team

## Pupil Questionnaires - responses from all classes

### What pupils are pleased about:

- ✓ Being back in school!
- ✓ Seeing friends and teachers in school – we missed them!
- ✓ Feeling safe in school
- ✓ Lunchtimes are much better – just in bubbles, less children on playground, calmer eating in classes
- ✓ Lessons are more interesting now
- ✓ Behaviour is even better than it was before Covid
- ✓ Work has improved
- ✓ Favourite lessons are English, Maths, Theme and PE

### What pupils want us to work on:

- ⇒ **Covid to go away!** *We all want this to happen! Sadly, it's out of our control....*
- ⇒ **Longer breaks and longer lunchtimes** *We can't do this without making the school day longer, which we don't think you would be happy about!*
- ⇒ **More Golden Time** *Many schools don't have Golden Time anymore at all so we're lucky to have 30 minutes a week. We will try to see if we can find any more time though...*
- ⇒ **More maths!** *We'll do our best!*
- ⇒ **Longer lessons.** *Again, this would mean longer days at school....*
- ⇒ **Harder work** *We've met with all teachers to discuss making sure we challenge you all in every lesson and will keep reminding them about this. We need you to make sure you work as hard as you can and as independently as you can so that your adults in class know what they need to challenge you with.*
- ⇒ **Trips to start again** *This is tricky at the moment because of Covid. Most places are closed. We are still going off-site to do Outdoor Learning as much as we can but, until the national situation changes, we sadly can't do many of the trips we would normally be doing and that we want to do, sorry.*



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## Family Questionnaires - 124 responses

### What families are pleased about:

- ✓ "Communications during the pandemic have been very good. Staff are always on hand to address any concerns"
- ✓ "This is a good school which helps out the community no matter what background. It's a school you can trust".
- ✓ "They listen to the parents and communicate well."
- ✓ "They have provided good homework through the pandemic"
- ✓ Eastwood has a "friendly, hardworking team who take parents views into account when making decisions, thank you".
- ✓ "It is very much appreciated by families when school is providing support, good communications, sending children work at home as we are worried about our children's futures with the pandemic".
- ✓ "Under the present situation, you are doing a very good job. Keep up the hard work".
- ✓ "The staff are welcoming and caring".
- ✓ The support through Covid "was amazing, thank you".
- ✓ "I feel the school has done an excellent job during the pandemic from keeping everyone safe to preparing work for the children and keeping them happy during lockdown. The staff have done an amazing job in keeping all the parents informed all the time about the new school systems and making school safe for the return into school. As a parent, I was very happy to see the smile and happiness in my children from receiving gift bags, watching Youtube videos and doorstep visits by staff, thank you".
- ✓ Eastwood is a "well managed, caring school that doesn't only care and look after the children but also has a strong connection with all families and the community. I want to thank all the staff that have been working very hard behind the scenes to keep my child happy and connected throughout the closure".
- ✓ "The school vouchers and the bubbles are a BIG support, thank you!"
- ✓ "The bubbles have been really good. Other schools do big bubbles so lots of children miss time in school but Eastwood have kept everyone safer with smaller bubbles, thank you. I feel my child is safe coming to school."
- ✓ This is a "good school that you can trust and it helps all the community to get around the hard times".
- ✓ "They have done everything brilliantly staying in contact throughout and once school opened again, helping all the families with meal vouchers, even when they didn't need to and also making it feel welcoming and normal for when the children returned to school. You all do more than enough and are fully appreciated for that".
- ✓ "Regardless of the Covid pandemic, you are becoming more connected with parents and children. My youngest started nursery in September and he feels like part of the school so much he loves it".
- ✓ Eastwood is "like 1 big family always willing to help and to take on board any advice for the future. You look after the children well in all aspects ie learning, health, mental and physical wellbeing."
- ✓ Eastwood is: "supportive, friendly, child focused, a great place to be and learn!"
- ✓ "School is doing a great job, especially during difficult times".
- ✓ "The school has been very supportive. All 3 of my children have attended Eastwood, we have moved house and not changed school, my child is very happy here".
- ✓ "The school has been trying very best to look after the wellbeing of our children as this is a very difficult time".
- ✓ I have no ideas for how to improve; (you) "go above and beyond. Couldn't be happier".
- ✓ "I always say what a fantastic school. Family members comment on how happy they are at Eastwood".
- ✓ "In every sense (Eastwood) is a community school, that's inclusive of parents and children alike!"
- ✓ "I feel well informed and I am able to contact staff easily as they are always outside in the morning and at the end of the day. The amount of contact with parents via messages has been very good. School has constantly passed on information to parents informing them of all the changes and preparations".
- ✓ Eastwood is "a safe school where bullying is not tolerated, well behaved students, polite and smart and happy to attend school".
- ✓ Eastwood has a 'very inclusive caring and loving atmosphere for children to grow and learn in".
- ✓ "School couldn't be more helpful and supportive"



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## What families want us to work on:

- ⇒ **Keep us informed of the lunch menu.** *We use a Bradford Council catering company to provide all our food and we are constantly in touch with them about the menu. A temporary menu is in place at the moment because of the Covid pandemic and this can be found on our school website.*
- ⇒ **Can we send book bags to school?** *We took the decision to have no book bags in school in September to reduce possible covid risks and also reduce clutter in classrooms as we are not using cloakrooms at the minute. We will review this decision in the coming weeks and communicate our decision once we have had chance to speak to staff.*
- ⇒ **Sanitizer for parents on the gate.** *We have considered this point and have decided that it is not necessary at the current time as family members do not touch anything when coming to pick children up other than their own children's belongings. Therefore there is no risk of transmitting the virus through contact which is what the use of sanitizer prevents. We will however keep this under review.*
- ⇒ **Tissues for children.** *All children are encouraged to bring tissues into school. We also provide boxes of tissues in classrooms for use by the children and staff. Once used, these are placed in a lidded bin which is emptied daily.*
- ⇒ **Friday afternoon closures.** *This had a mixed response with some parents really appreciating the Friday lunchtime closures and some asking for school to re-open. While the Covid restrictions are in place, school needs to remain closed on a Friday afternoon for 2 main reasons: 1) to allow additional cleaning time and 2) so staff can prepare lessons and resources for the following week. If they did not do this on a Friday, they would need to take time out of class on another day to do so (as all teachers are entitled to 10% non-contact time each week). Normally, we would be able to move staff from one class to another to cover the teacher's absence but, at the moment, this is not possible because we have to keep everyone in their own bubbles. Again, we will keep this under review and will let you know of any potential changes in the future.*
- ⇒ **Home-school diaries / reading records.** *We made the decision that we would reduce the amount of books going from school to home to reduce Covid transmission risk this year. This will be kept under review as the pandemic situation changes. However, when we have had diaries in the past, we have sadly had quite poor levels of use in general of these books which is a shame. We would hope that as/when we are able to re-introduce these books again that these would be well used by the pupils, families and staff as another means of communication between school and home.*
- ⇒ **More information about Home Learning.** *Because home learning packs are a new thing for all of us to get used to, we are constantly discussing how to make these better. In response to your feedback, we have now agreed a consistent format across all classes and will try to include more information about what needs to be done on each one. Teachers will also be texting out links to online lessons and activities which can be used to support your child's learning at home. This system is very much a 'work in progress' and we would welcome any further feedback about how we can help you with your child/children's learning at home.*
- ⇒ **Make mask wearing compulsory.** *Mask wearing cannot be made compulsory on the school site until the Government enforce this. In the meantime, we thank all those of you who are wearing masks while on site as this helps prevent the spread of the virus.*
- ⇒ **School should close because of Covid.** *Again, this cannot happen unless the Government says so. At the moment, they are being very clear that schools must stay open.*
- ⇒ **Social distancing at the beginning and end of the day.** *Some parents have raised this as a concern. We would again ask that, when waiting to come into school, and walking on the school site, everyone keeps at least 1m+ from the person in front of you. We would also ask for family members not to wait for others by school gates as this can cause blockages which are unsafe. Thank you.*





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Kind regards,

Suzanne & the Leadership Team

## Staff Questionnaires - 25 responses

### What staff are pleased about:

- ✓ Communications during the pandemic have been 'great' and communication has improved significantly since the last questionnaires were completed
- ✓ Eastwood is a 'dedicated, hardworking community school committed to good outcomes for the community' and is an 'excellent school to be proud of'.
- ✓ Eastwood is a 'friendly, caring school' and is 'more than a school, it's a family'
- ✓ Eastwood demonstrated 'fantastic teamwork' and 'works closely with the community'
- ✓ The 'Leadership Team have done a fantastic job of keeping everyone safe and as happy as possible in these very difficult times'
- ✓ The 'children's learning and wellbeing is at the heart of everything'
- ✓ The majority of staff feel happy and supported in their work and are clear on what the school is working on to improve.
- ✓ Children get a 'good deal' at Eastwood and are well supported
- ✓ Changes are generally made in school for the better
- ✓ Relationships are positive and staff know who they can go to for support and guidance

### What staff want us to work on:

- ⇒ **Ensuring all teaching and supporting of teaching and learning is consistent throughout school** *This is one of our whole school targets and we are working hard to achieve this. It is important that we all support each other to be the best we can be; we don't 'write off' approaches or people, we are a community of collaborators who support and enable one another.*
- ⇒ **More flexibility around lunchtimes for staff.** *We appreciate that there have had to be a number of changes around lunchtimes for staff (shorter breaks, restrictions on where breaks can be taken, staying on site and not going to shops/home) and that these have been difficult for lots of staff to adjust to. As soon as the Covid local and national restrictions are lifted and the 'R' rate in our community reduces, we will of course look to return to more 'normal' arrangements but we would ask for everyone's support and understanding of why we have had to make arrangements as they currently are.*
- ⇒ **Additional time for colleagues to support new colleagues to school and a focus on staff wellbeing.** *We are very keen to facilitate this. Whilst it is challenging at the moment with Covid Risk Assessment bubbles in place, we have invested in our technology in school to try to facilitate meetings taking place over the internet which should hopefully help with achieving this*



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target. Please see our 'Wellbeing Charter', which has been developed to draw everyone's attention to what we do as a school to support staff wellbeing. Where areas are identified as needing further work, we will do our best to work on these and would ask for constructive, solutions-focussed feedback to assist us in doing this effectively.

- ⇒ **Acknowledging when staff go 'above and beyond'.** All our staff at Eastwood work hard every day to provide high quality, enjoyable experiences. Sometimes, additional effort and commitment is required, especially when challenges present themselves. We have introduced the 'Pride of Eastwood' awards this year to acknowledge the extra achievements of pupils and staff in school and hope that this will go some way to working on this target. Whilst it is difficult for leaders to get into classrooms due to the Covid risk assessment, we are all working as a leadership team to get messages into classrooms through phase leaders and to thank as many people face to face as we possibly can. We try to ensure gratitude is conveyed over the phone / text / email / WhatsApp groups as well when face to face contact is not possible. Whilst we have made some positive changes in this regard, there is always more we can do to improve and we will continue to work on this in the coming months ahead..
- ⇒ **Some staff noted that they want to know 'who has Covid' to alleviate their anxieties around this.** Whilst we acknowledge that the present situation is extremely challenging, we are not able to share with people who in particular has contracted Covid as this would breach GDPR regulations and would be unprofessional. We must respect everyone's right to privacy, especially where their health is concerned. We will however always notify close contacts of those who test Covid positive that they have been in contact and will conduct a thorough risk assessment of each individual situation. If individuals choose to disclose their personal health status to colleagues themselves then that is of course fine but we cannot do this on their behalf and would ask for everyone's understanding on this matter.
- ⇒ **More Leadership Team visibility around school.** Usually, the Leadership Team (Mrs Carter, Miss Butler, Mrs Hainsworth, Mrs Herrington, Mr Hawker, Mrs Khan, Mrs Saleem and Mrs Wright) will be in and out of classrooms on a regular basis. During the current pandemic situation, this is sadly not possible as this would break the Risk Assessment in place for Covid risking everyone's safety and potentially leaving the school without leaders should one or more of them contract and/or spread the virus from bubble to bubble. However, the Leadership Team are on the playground from 8:40 until 9:15am every morning and from 2:55-3:30pm every afternoon to greet every child and family on site. In addition, members of the Leadership Team will pay visits to classrooms (through the windows) to check in on pupils and staff and make sure everyone is ok, working hard and is as happy as they can be. There is a member of the Leadership Team in every bubble and we meet at least weekly and are in constant contact with each other to share information. We have invested in our IT facilities and have finally resolved the internet issues which have prevented the use of video call technology in school having spent 8 weeks trying to source the problem in the system preventing it from working. Now that this issue is resolved, we will be exploring ways of improving contact with classes through the use of this technology. We are of course open to any suggestions as to how we might 'improve (our) visibility' throughout school whilst maintaining social distancing and Covid secure practices and would welcome conversations with anyone who has any such suggestions.
- ⇒ **Staff to wear PPE.** The current Public Health England and Department for Education guidance is that staff in schools do not need to wear PPE unless undertaking first aid or close personal contact for medical / care reasons. (see below screenshot of document which can be found here: <https://www.gov.uk/government/publications/safe-working-in-education-childcare-and-childrens-social-care/safe-working-in-education-childcare-and-childrens-social-care-settings-including-the-use-of-personal-protective-equipment-ppe-how-to-work-safely-in-specific-situations-including-where-ppe-may-be-required>). PPE is readily available for all staff undertaking these activities and full training has been given on how to use and dispose of this correctly. Should this change, we will of course bring our practice into line with national guidance. Staff however have been encouraged to speak with the Leadership Team about any concerns they may have around the wearing of PPE and, where required, Leaders have provided staff with PPE.

## 6. Where necessary, wear PPE

Most staff in education, childcare and children's social care settings will not require PPE beyond what they would normally need for their work, even if they are not always able to maintain a distance of 2 metres from others.

PPE is only needed in a very small number of cases if:

- an individual child, young person or other learner becomes ill with coronavirus (COVID-19) symptoms and only then if a distance of 2 metres cannot be maintained
- a child, young person or learner already has routine intimate care needs that involve the use of PPE, in which case the same PPE should continue to be used



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