

Feedback following the Parent Survey 2020-20

As a Governing Body, we would like to thank all of the parents that took the time to complete a survey this term. This year we had 261 surveys completed and returned to school and nursery. Every survey completed have been read and analysed by our senior management team who then created the following report, outlining the main findings and actions. On Wednesday 25th November 2020, all teachers discussed findings from the surveys, including comments made by parents, and then came up with actions to be addressed over the year.

1. How happy are you that we are a welcoming and supportive team?

261 people responded (96% graded as good or better)

All teachers have been supportive and my child feels valued, e.g. has chance to talk about her worries/anxieties.

The team are all approachable. The TAs that help with wrap around care are fantastic and the cleaners are always happy and chatty. It must be a lovely place to work!

Mr Thomas and Mrs Huda are always very welcoming!

My child transitioned from another school and I cannot explain how well he has been welcomed into the school. He was nervous ahead of starting but he has settled in so well.

It is nice to see the teachers on the door in the mornings, smiling and positive. It is encouraging for the children.

2020 has been a very unusual year. Newdale have made my son feel so welcome and supported, especially during key worker school.

Despite the language barrier, I have felt very comfortable communicating in the daily notebook. Thank you very much!

ACTION:

We were very pleased to read so many positive comments about the Newdale team. We will continue to have staff on duty at the beginning and end of each day.

2. How happy are you that your child is safe at school?

261 people responded (95% graded as good or better)

Always felt my sons are safe at school. Heard of a few isolated incidents recently but assured the staff handled the situations professionally and put the children's safety first.

I am a bit worried about the social distancing in class and on the playground.

The gates being locked until the relevant time and the staff monitoring and showing a presence around the school makes us feel happy that our child is safe.

I never worry while my son is at school. I know everything the school does is in the best interest of the children.

I have no concerns. I am particularly impressed that the children have been told to tell a teacher if they see someone in a red lanyard (a visitor) unaccompanied. I visit many schools as part of my job and in my experience, many schools are often very lax about this. So I find it very reassuring to know how seriously Newdale takes this.

I am very happy that my child is safe at nursery, plenty of security measures are in place.

ACTION:

The safety of your children is of great importance for us all at Newdale and it is great to know that you recognise the procedures we have in place to ensure everyone is safe. We will continue to follow our safety policies (for example having yellow boxes on the floor, using face shields, regular hand washing for children and staff) and we will continue to update them as the advice from Telford and Wrekin develops.

3. How happy is your child to come to school each day? e.g. are they excited, motivated and challenged by their teacher?

259 people responded (93% graded as good or better)

My child loves school! I think she would move in if she could!

They both love school, so far we have not had any issues. They both love breakfast and after school club.

Our son likes both his teachers and his TA. He seems really motivated by praise and getting 'star of the week' and a lanyard.

My child is always happy to go to school and is motivated by his teacher.

She is excited every single day. She likes the challenges but doesn't feel pressured or stressed.

My child is always happy to come to nursery, especially to play on the cars outside.

ACTION:

Teachers will continue to plan exciting and interesting lessons to make school engaging and enjoyable for everyone. Please can we ask that parents support us by talking positively about school, to encourage all pupils to be as excited as we are about the learning that is going on every day.

4. Is your child happy with the PE sessions they receive in school?

244 people responded (94% graded as good or better)

Crossbar (particularly Mr Irvine) has always been very supportive and has encouraged my child to take part in many clubs and activities.

My son enjoys PE and talks about these lessons at home. He shows us examples from his lessons!

My child really enjoys swimming sessions. She has mentioned that a couple of her PE sessions have been cut short due to the weather.

More free after school sports club places. Only 2 children attend rounders!

ACTION:

The PE lessons the children receive at Newdale are of a high standard. We know this as PE teaching is regularly monitored to ensure it is taught at an accurate level, in line with the National Curriculum. Unfortunately we cannot control the weather, however we do try to ensure that outdoor PE lessons can still go ahead when the weather is against us. If this is not possible, the Sports coaches and class teachers replicate a PE lesson indoors, for example Yoga. It is vital that your child have the correct PE kits for the colder weather so they are equipped to be outdoors (dark coloured trousers, a plain white t-shirt and a dark coloured jumper). Please can we remind all parents that football shirts or coloured t-shirts are not part of our PE uniform. Mrs Trevor is already offering a free PE afterschool club and there will be more throughout the year, for example cross country club in the summer term.

5. Are you happy with your child's progress in school?

260 people responded (95% graded as good or better)

Yes, I believe my child is doing well, maybe more regular updates as she gets older to ensure she is where she needs to be.

I am very happy with the progress that my child continues to make at Newdale.

My son is flying through school. He is a young one of the year but this hasn't held him back.

It's not clear what the children are doing in school other than reading and spelling which we get feedback on. Quite often we have to rely on asking our son what they do in Maths etc.

The teachers always let us know how he's progressing each term and what we could do to improve it.

I am very happy with my child's progress, he has only been attending nursery for a short time and I can already see a difference.

ACTION:

Teachers work very hard with keeping parents as up to date as possible with regards to progress. Each half term every year group uploads to the school website a curriculum overview which shows what your child will be taught for that half term. This is the best place for parents to refer to so you can talk to your child about their learning at home. Class Teachers also send home half termly updates and Early Years Staff share progress electronically via 'Evidence Me' app. We also share your child's progress and next steps every 6 weeks through parents evenings, half termly reports in the communication books and end of year reports.

6. If you have a child with special educational needs, how happy are you with the support they receive?

56 people responded (89% graded as good or better)

My child is well supported and enjoys his extra help.

My child is having extra intervention classes which I feel is important for his ability to process information with being in a smaller group.

My child's medical needs have been taken seriously throughout her time in school.

Mrs Trevor immediately made sure our son's needs were met with seating arrangements etc. in class.

Concerns I have had, have been dealt with quickly and improvements can be seen.

Very happy, the teachers have done amazing for him which I know hasn't been easy.

ACTION:

Teachers meet with our Special Educational Needs & Disability (SEND) co-ordinator every term to discuss the progress and learning needs of every child in their class. If we decide your child needs to be assessed or added to the SEND register, then parents are informed. Parents are welcome to discuss any support their child is receiving with the class teachers during parents evening or with the SEND co-ordinator during the termly SEND drop in sessions, alternatively an appointment can be made through contacting the office. . Parents are also sent intervention letters and provision maps are shared to identify the type of support their child is receiving. Parents are also signposted to external agencies for support or the Local Offer. The SENDCO now has an individual email address and emails can be sent to NewdaleSENDCO@taw.org.uk.

7. Are you happy with school/home communication?

261 people responded (87% graded as good or better)

Lots of emails repeat themselves, one newsletter would be less time consuming. Get lots of irrelevant texts/emails.

Parents have numerous ways that school communicate with us so that information is never missed and we are always being notified of ways in which we can communicate.

As I don't enter the school site or see the class teacher, the home/school communication books are my first port of call for any specific messages. Please keep this going.

Email communication with teachers would be good.

Yes but maybe we could have a monthly summary.

Parent consultation phone call was very positive.

The observation app in nursery is great, it would be nice to see even more updates or a "what is happening next week" section.

It is lovely to see photos on facebook and the website of what the children have been up to. His report last term was detailed and personal.

ACTION:

It is great to hear how successful the home/school communication books are, and we will continue to use these throughout nursery and school. Some more clarification on the purpose of the 'Evidence Me' app (used in Nursery and Reception) has since been sent out to parents to explain how to use the app. Please remember that curriculum overviews are uploaded to the website each half term and this is a great place to find out what your child is doing in school and in nursery. If you would like to send an email to your child's class teacher, then please email the office and these will be forwarded onto teachers.

8. How happy were you with the home learning provision during lockdown?

225 people responded (78% graded as good or better)

Excellent provision for home learning. Lots of constructive and positive feedback was given on all of the work my child completed. Newdale were excellent during lockdown. We always had work to be getting on with and teacher communication daily. A lot of schools weren't giving the provision Newdale provided. The correspondence from teachers really lifted my child's spirits. I was slightly annoyed that children weren't sent home with a work pack like a friend of ours children from another school. Printer ink isn't cheap and we found it difficult to get during lockdown. I would like more zoom type classes. Home school was more challenging as teaching methods are so different. Some online lessons would have helped but I know the staff did everything they could. I would prefer paper based learning as the internet can go down at any time and costly to print it all out. As a keyworker it was difficult to keep on top of all the home learning. However, I thought the teachers did an amazing job and the communication was 10/10. I know Newdale did their best but we found the amount of emails etc overwhelming. We were working from home and so found it very hard to manage working and home schooling. It would have been more straight forward if you could have provided worksheets to work through. Mrs Cleobury's ideas for nursery were so helpful and the phonics posts from Miss Taylor were fun and interactive. Fantastic - above and beyond for a nursery level!

ACTION:

It was great to read that many parents appreciated the hard work staff put into home learning during the lockdown in March. It was a very unusual and difficult time for everyone and we feel we provided the best broad and balance curriculum for home learning. All children were offered paper copies of the home learning on a regular basis and if your child's bubble is sent home in the future then please ask for paper copies of the work if they are required.

9. How do you feel about how we promote good behaviour in school?

259 people responded (93% graded as good or better)

I love the idea of the SMART code. Our son likes to follow this at home as well as at school. It promotes good values. Reward systems definitely encourage personal (and team) determination and good choices in behaviour. I like the house points and in Year 2 the footballs and raffle tickets for reading however sometimes it seems like the reasons for getting 'star of the week' are a bit thin. My child has looked at them when it has said 'for trying really hard with homework' for example and she has said I tried really hard, why didn't I get it? I know you cannot give it to everyone but I think my child finds it demotivating. My child loves being on the rainbow! I like how no child goes unnoticed, with stickers in their books for good work and star player in PE. On the whole I am happy about this but I have some concerns over the use of the cloud. I would like to know more about when and why the cloud is used for my child. On a couple of occasions my daughter has quoted the SMART code to us at home, so we know it's emphasised to the children from an early age.

ACTION:

It is lovely to read how effective the SMART code is and how the children are using these key principles outside of school as well. When a child starts at our school a behaviour code of conduct letter is sent out to new parents so they can understand the behaviour systems we have in place at school. Please be reassured that if your child's behaviour is a concern that day, then the class teacher will speak about this to the adult who picks the child up. Your child's teacher will always be happy to discuss any concerns regarding behaviour at school if you speak to them at the door or through the communication book.

10. 'We say NO to bullying.' How happy are you that this statement reflects our school?

251 people responded (93% graded as good or better)

At Newdale no to bullying is a statement to be very proud of. School is always on any situations early and nips it in the bud. My child has had some friend issues but quickly dealt with by Mrs Huda and Mrs Powell. Happy that situations are always dealt with. Extremely happy, bullying is not acceptable at Newdale. I've never been in a situation where bullying has been an issue at Newdale however I feel the situation would be handled with care and consideration.

ACTION:

We are delighted with the outcome of this question! We will continue to work hard on educating children about what bullying is and what to do if they witness or become a victim of bullying, including online bullying. We have a zero-tolerance attitude towards this and take any hint of bullying very seriously.

11. How happy are you with our additional learning experiences, such as trips, visitors and themed days?

236 people responded (94% graded as good or better)

My child was really excited about the Egyptian day. She told us all about it in great detail. Lockdown has seen a lot of these get cancelled but happy to see that Newdale are trying their best to make up for it. STEM days would be a good addition. My son loved the Stone Age day and cave painting under the table especially. He retained lots of facts.

My child loved the exotic zoo visit to school. We appreciate that there won't be any school trips at the moment. Trips were fab pre-Covid. My child did really enjoy the Royal Banquet, the photos and videos were lovely to see.

ACTION:

At Newdale we know the importance of making learning fun and engaging. We are pleased to read that the themed days are well received by the children and that it helps them to retain facts. Due to COVID, school trips cannot go ahead this term however staff are trying to get visitors into school and continue themed days where possible. We will resume school trips when it is feasible to do so. We are very excited to say that Newdale will be having a 'STEM week' later in the year, as well as offering two STEM after school clubs.

12. Are you happy that we are promoting healthy eating and lifestyles?

256 people responded (95% graded as good or better)

Very happy as it reduces my child's prejudice on such food and encourages her to eat something different for her health which is very important.

I like that children have been involved in cooking. We would like to see more of this.

Yes - I love the variety of the salad and pasta bar.

The variety and quality of food is amazing. My child always loves the food!

It is a struggle to find things that he will eat, so the only fruit or breadsticks for snack is not achievable.

When it was possible to do wheelie days, we thought this was a good idea.

Yes, we are happy with the vegan menu.

Yes always. Also great at allergy/dietary provisions.

I'm very happy as it gets children to try things they won't normally try at home.

My son always tells us the healthy snacks he has had in ladybugs. The children are always doing active physical activities.

We really like the posts giving ideas on how to vary meals and especially lunch box ideas as this can be tricky to keep it varied.

ACTION:

It is great to read that the new school menu is being enjoyed by children across school and nursery. It is school policy that the only snacks allowed for KS2 breaktime is fruit, raw vegetables or breadsticks, this is inline with healthy school national agenda. In KS1 free fruit and vegetables are provided. Unfortunately our Autumn wheelie day has not been able to take place due to COVID, however wheelie days will resume when it is possible to do so. Every year group completes one 'Cooking and Nutrition' topic as part of our Design and Technology provision, as well as having the opportunity to work with the Eatwell Project and cook during Healthy Lifestyles Week. Teachers also work really hard to plan exciting and engaging cross-curricular activities, including cooking, throughout the year.

13. What do you feel about the events we organise in school? E.g. Family lunch, grandparents tea party etc....?

231 people responded (90% graded as good or better)

My Mum has really enjoyed attending previous grandparent tea parties and I think it is a really lovely idea, as is the family lunch.

It's great for the parents that don't work. Maybe something else could be introduced for working parents so the parents/child don't feel left out all of the time.

I think Newdale is brilliant for these events and they do a lot more than other schools do.

If a family doesn't have grandparents it's a shame that another member of the family can't go instead.

I love it, so we have the pleasure of showing you the value of school-family integration.

ACTION:

We are conscious that school events need to fall on varying days of the week to help working parents. We will continue to take this into account when booking future events. We really do understand how hard it is for working parents to attend, as many of us are working parents too! Teachers try to share and celebrate children's work via the school website, phone calls to parents and through the home/school communication books.

We also understand that not all children have grandparents who are able to attend our Grandparent events, however we do try to invite different families to other events across the year, for example family sharing lunch and sports days. Please be reassured that the children without a grandparent at the event do still take part in the activities and have treats with their class teacher.

14. We post regular E-safety top tips on the school website. How happy are you that these support you and your children with online safety at home?

245 people responded (94% graded as good or better)

Great ideas to help with online safety at home.

She is very well aware of it and regular support is good for reminding them.

I always monitor my child online and am happy that school also promotes this.

Always happy to receive tips on online safety as they are a reminder to keep checking and an awareness of what to look out for.

Nice to have updates and see the latest advice.

Excellent. Was not applicable to my child but I was impressed how quickly the school responded to the TikTok incident.

ACTION:

We are pleased that you find the e-safety top tips useful and we will continue with these in the future. With technology changing all of the time, it is vitally important that you monitor what your child is accessing at home and on their mobile phone. We are here to support you with any issues your child is having online and if more advice is needed please speak to a class teacher or our pastoral team.

15. 2020 has seen a lot of upheaval due to COVID-19, especially with school closures. In September 2020 we reopened our school to all of our pupils. Please share with us any comments you have about how your child has returned to school.

The school have done a fantastic job and I have never once worried about his safety.
Very pleased about the one way system round school. Also it is a great idea to have children going in to school in their PE kits on PE days. I felt there was a lack of communication in the build up to children going back after lock down. I felt there was a lack of reassurance for parents.
My child was so excited to return to school. School have everything in place and my child has felt safe and happy. Well done Newdale, you've done amazing during a very difficult time.
Can not praise school enough - my children attended key worker bubble and always felt supported.
You ALL are amazing and should be so proud of yourselves!
I can't emphasise enough how well the school has done compared to other schools.
I would love if you could make it mandatory for parents to wear masks on school grounds as some parents struggle to not stand around in groups chatting.
I hope that the staff at school can help the children with everything they have missed during the lockdown and also give extra work to make them more confident.
Parents were asked to encourage children to enter and leave the site independently, entry is fine but children are released on to a car park.
The end of the school day process still feels chaotic.
We are very happy with the situation although the early finish can cause issues.

ACTION:

We listened to your comments on parent wearing face covering around the school premises and since returning to school after half term this has been implemented. Prior to the return after lockdown, class teachers posted videos to welcome their new classes and webpage communication were strong at this time. At then end of the school day we ensure there are many members of staff outside to support children on safe practise (e.g. walking on a pavement). We understand the early finish can cause some issues, however it is in place so we can stagger the volume of people on site and keep everyone safe.

Any further comments

Thank you to all of the staff for your continuous hard work during such hard, worrying times. You have definitely made it easier for the children to return happy.
I can't thank Newdale staff/teachers enough, with such a strange year, Newdale have looked after the children and parents amazingly. The support over lockdown blew me away! My sons missed school but worked hard to keep up and enjoyed having daily contact with their teachers via purple mash. As a parent with home schooling I felt in control and confident but purely because of the effort Newdale put into planning/marketing and their encouragement. Thank you Newdale, you are amazing!
The only improvement for me as a parent would be to see more rewards for children who always follow the rules, complete homework, behave well. Sometimes this is slightly overlooked.
It would be very useful for working parents if you could continue holiday club at the school during half term.
Teachers and TAs work so hard in this school to provide a good and safe learning environment for our children. I would have no issues recommending this school to other parents.
Thank you to everyone who plays a part in our child's education because she is happy and that makes us happy.
Thank you for being such an amazing team. We really appreciate all the hard work you all put in. I wish I could have attended Newdale!
We continue to be very happy with the standard of education my child is receiving at Newdale. Every week we see her develop and grow in confidence. We thank you for all your hard work and continued support and think you are doing a terrific job in very uncertain times.
You are a credit to our community to achieve all this in these current COVID times. Well done!

ACTION:

The children who always follow the school rules are not forgotten. Rewards are regularly given in school, for example housepoints, star of the week, postcards, gold cards and the SMART cup. Holiday clubs are dependent on demand and unfortunately there is not enough interest in this currently.

And to end...

My third child to attend Newdale and he's in his last year! Newdale have shown that through even a pandemic that you are an amazing school. You have an amazing team! Sending my children to Newdale was the best decision ever made!

One child has gone through Newdale and had a wonderful experience, they came away with fantastic SATs results. My second child, so far, is having the same experience as his sister - I am so glad both attend/attended Newdale!

We really do read every single word that you write in this annual survey and where possible take whatever necessary actions are needed to make our school even better.

Many thanks for the time you took to fill a survey in.

Miss Cook and School Governors

