

### **Parent Voice Feedback Summary**

Thank you so much to those of you who took the time to complete the survey we sent out before Christmas (2021). Please find below a summary of the responses plus, where applicable, any actions we are taking as a result.

We had 214 respondents.

<b>Question/statement</b>	<b>Responses</b>
Do you use the 'School Jotter' app?	98.1% said yes
Do you use the 'Class Dojo' app?	92.8% said yes
What is your preferred method of parents' evening communication?	63.8% - meeting in school 28% - telephone call
My child is happy at DJS.	90.6% agreed or strongly agreed 7.5% 'neutral' 2.9% disagreed
My child feels safe at DJS?	94.9% agreed or strongly agreed
Staff at DJS try their best to ensure that pupils are well behaved.	90.2% agreed or strongly agreed 8.4% neutral 1.6% disagreed
The school makes me aware of what my child is learning throughout the year.	81.8% agreed or strongly agreed 16.8% disagreed 1.2% strongly disagreed
When I have raised concerns with the school they have been dealt with effectively.	50% had not raised concerns. 44.4%% agreed or strongly agreed. 5.6% disagreed or strongly disagreed.

My child has special educational needs and/or disabilities (SEND) and DJS gives them the support they need to make progress.	Of the 19.2% of parents for whom this question applied to, all except 3 either agreed or strongly agreed.
The school has high expectations for my child.	93.5% agreed or strongly agreed 6.5% disagreed
I am made aware of how well my child is doing at school.	89.2% agreed or strongly agreed 10.8% disagreed

Here is a representative selection of the **online learning** comments parents made.

Parent comment	Response
We were really impressed with the use of Google Classroom during lockdown. The work was well organised and easy to follow, with achievable targets for my child to achieve. The apps for maths and spelling are also great - easy to access and allows my child to be independent whilst I am working, also a great variation of different learning to be done.	Thank you. Staff planned the learning in this way to allow children and parents to access it at a time that suited them. Aware that many parents were trying to juggle their own work whilst having to support their child(ren) with home learning activities, we felt that planning activities at exact times would limit the number of children who would participate. Also, recorded sessions allowed children to revisit a lesson if they had struggled or wanted to hear an explanation again.
1st lockdown not good, 2nd lockdown very good. Have not needed to use it since.	I completely agree. The first lockdown dropped on us at a time when we were ill-prepared for providing online learning. We were having serious internet connectivity problems in school at that time too, which was rather challenging. That said, many children and their families enjoyed the paper packs we provided and children did still have access to ongoing consolidation work such as TT Rockstars. By the time the 2nd lockdown hit, we had had time to get ourselves well prepared using Google classroom.
Don't know, don't have access to a computer.	During lockdown and since then, during any required periods of isolation we have always checked that children have access to devices to allow them to work at home if they have been well enough to do so. If necessary, we have loaned out Chromebooks, and supported any

	families struggling to access home learning through this route. If your child needs to stay at home due to Covid, but is well enough to do some home learning, PLEASE ask us for a Chromebook if you need one. We are always happy to help.
My son ran out of stuff to do when working from home, so there might need to be more online learning resources added for those who need it.	There was a significant amount of work on our home learning platforms, some of which was more open ended and research based. I'm sorry to hear that a child ran out of things to work on but a phone call to school would have given us the heads up and more work could have been provided. If this happens in the future, please give us a call.
A very good variety that our children enjoy very much and constantly want to engage in.	Thank you. The staff worked really hard to plan activities that were relevant and enjoyable.
Lack of face to face learning.	I have partly addressed this above however, should a further lockdown ever be necessary (oh my, I really hope not!), then we will definitely take this on board and build in some face to face contact between the class teacher and the children e.g. an assembly, story time or circle time.

Here is a representative selection of the additional comments that parents left.

Parent comment	Response
My child is thriving here. Links with home are excellent and homework is manageable and relevant.	Great! Homework is always an issue that divides opinion. Some parents feel we give too much homework, some think it's too little, others feel it's about right. We will never reach a point where all parents are happy! We like to set homework that will be of real benefit to the children. The 'little and often' approach is really helpful for the basic skills, as it helps consolidate what children have been learning. It's also a way of parents seeing what their children are learning and how well they are doing.

At infant school the children wore their PE kits to school on those days which I thought worked well.	Now that the children are older we feel it's important that they learn to change into and out of their PE kit independently. This will help prepare them for secondary school. We also believe that children should change out of their PE kit and back into their uniform after a PE lesson for hygiene reasons. Sometimes PE kit gets muddy and/or sweaty. On that point, it's a good idea to ensure your child brings their PE kit to school on a Monday and takes it home on a Friday to be washed.
Regarding 'Class Dojo' app: Not aware of it. Can't get on it. It costs. Keeps asking for upgrade which costs. Wasn't sure if we were allowed to use it.	The Dojo app should not cost parents anything to install or use. You do not need to upgrade. Regarding use of Dojo, prior to Covid we used it mainly for awarding Dojo points to children for specific behaviours. At that time we were not using the system for messaging between home and school. During the pandemic, we felt that the messaging part of this app was very useful. However, please see the bottom of the page regarding our planned 'Communication Protocol'.
Would be nice if you put out the photos of the teachers of the class they are in so we know who the teachers are.	We will put photos onto our website and let you know when they are there.
It is great that the school provides after school clubs.	We have always provided lots of clubs as we believe they are important to the children. At the moment we have reintroduced clubs, though not as many
Bit disappointed that clubs are on, then off, so no routine when clubs are outside.	Unfortunately, before Christmas we had several staff absences that meant some clubs had to be postponed. I can see that this must have been frustrating both for parents and children but at the time it was unavoidable I'm afraid. Now that clubs have restarted this term, our hope is that we will get other staff to cover in the absence of the club leader, wherever possible.

<p>Regarding 'School Jotter' app: Old technology won't allow it. It'd be best if there was one app for everything. Everything in life is online.</p> <p>Please ensure that important messages are sent out in multiple formats so I get them promptly. An email does not suffice.</p>	<p>Yes, the app is designed to work on the latest technology.</p> <p>Unfortunately there isn't an app that does everything we need it to. We use various ways to communicate with parents. There is also the app we use to allow parents to pay for school meals, trips, breakfast club etc. Please see the bottom of the page regarding our planned 'Communication Protocol'.</p>
<p>Just a massive thank you to all the staff. You're awesome.</p>	<p>That's very kind of you. Thanks.</p>
<p>Unable to have visits before starting school which was unsettling.</p>	<p>We fully appreciate that the last two years have been difficult for our new year 3s who were unable to visit school and meet our staff before starting here. That said, many parents said they found the transition Mr Addy prepared to be very helpful and informative.</p>
<p>My daughter had a fantastic time on her residential visit. Thank you so much for organising it.</p>	<p>The children did indeed have an amazing time. We were so pleased that the visit could go ahead this time.</p>
<p>I do not feel that the school highlights my child's weaknesses to enable me to focus homework and home learning in these areas in order to support her.</p>	<p>We have our 2 planned parent/teacher meetings per year, usually in October and February. During these meetings teachers should share with you the progress your child has made in the previous few weeks/months, their strengths and any areas that they are struggling with. Often they will suggest things that you can do at home to support your child with a specific area of their learning but, depending on what the issues are, it may be that the support is best delivered via targeted interventions in school.</p> <p>I realise that the gap in time between the autumn term and spring term parent/teacher meetings is quite long, as is the gap between the spring term meeting and school reports being sent out, so if you have any concerns about your child's academic progress in between these times (and if your child's teacher hasn't already contacted you to discuss this),</p>

	<p>please do get in touch.</p> <p>I will, of course, stress to teachers that any ongoing difficulties children are having, should be discussed with parents. We must be conscious, though, that children sometimes say they are struggling when they don't find it easy to start with. If children found everything easy then the work isn't challenging enough - with good teaching, they will almost always understand and make progress over time!</p> <p>Please also see the above comment regarding homework.</p>
You and the teachers and receptionists have been truly incredible throughout this pandemic. Thank you.	Thank you. So have all of you parents. It has been a massively challenging time for everyone.

### **Communication Protocol**

At present, communication to parents/carers is via a combination of the following:

- School Jotter app
- Class Dojo app
- School text messaging service
- School email messaging service
- Direct emails from a specific member of staff (occasionally)
- Phone calls
- Paper copy sent home with your child (rarely used)

I agree that we have not necessarily been consistent with regards to what is sent and in what way. Unfortunately, some parents don't use the School Jotter app, some don't access the Class Dojo app, others don't like messages or information sent via email etc, so it is very difficult for us to completely get it right for everyone.

I feel that all of the above methods of communication are useful in their own right but what we are working towards is a 'Communication Protocol'; this will be a clear explanation of what information will be communicated and through which of the above methods. It will also clarify how parents/carers should communicate with the school and their child's class teacher. We aim for this to be shared before the summer break, ready for the new academic year.

**Planned visits to the school for parents of children in years 3 and 4 (and others too).**

We are very much aware that parents/carers of years 3 and 4 children have not had a chance to visit DJS, to see the site, the facilities and to meet key staff. This is especially sad for those parents/carers who haven't had other children through our school in the recent past.

Normally you would have had a couple of visits prior to your child starting, you would have been invited to an open morning in October and would have visited school for various events throughout the year such as parents' evening, sports day, coffee mornings, fundraising events, school performance and more.

Although we cannot fully rectify this, we are very much hoping that we can build in some opportunities for you to visit us in the not too distant future. Of course we need to take advice from the Local Authority on holding events safely because, as yet, we still have some restrictions in place.