Hebburn Lakes Primary School

Parent & Carer Questionnaire – June 2021

This document presents the results of our latest annual survey of parent/carer views. The survey was carried out in June 2021 and will help us to shape the ongoing development of the school.
Thank you to all of the parents/carers who completed the survey
174 families completed the survey out of a possible 352 families (49.3%) - Thank you for taking the time to do so!

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total in Agreement
1	My child enjoys school.	51.7%	43.7%	4 %	0.6%	0%	95.4%
						% disagree 4.6%	
2	The school curriculum engages my child in their learning	51.7%	46.6%	0.6%	0%	1.1%	98.3%
						% disagree 0.6%	
3	My child knows what is expected of them in school	56.3%	42.5%	0.6%	0%	0.6%	98.8%
						% disagree 0.6%	
4	My child is doing well in school	52.9%	44.3%	2.3%	0%	0.6%	97.2%
						% disagree 2.3%	
5	My child is making good progress	59.8%	36.8%	1.1%	0.6%	1.7%	96.6%
						% disagree 1.7%	
6	My child enjoys reading and enjoys sharing stories at home	46 %	45.4%	7.5%	0.6%	0.6%	91.4%
						% disagree 8.1%	
7	My child feels safe at school	55.2%	42.5%	0.6%	0.6%	1.1%	97.7%

						% disagree 1.2%	
8	My child knows who to speak to if they are upset or unhappy at school	46.6%	47.7%	2.9%	0.6%	2.3%	94.3%
						% disagree 3.5%	
9	My child has a positive attitude to learning	48.9%	46%	4%	0.6%	0.6%	94.9%
						% disagree 4.6%	
10	The school sets high expectations for behaviour	43.1%	48.9%	2.9%	1.1%	4 %	92%
						% disagree 4%	
11	My child is encouraged to have good attendance and punctuality	63.8%	36.6%	0%	0%	0.6%	99.4%
						% disagree 0%	
12	The school values everyone equally and teaches pupils that different is a positive, not a negative	51.1%	44.3%	1.1%	1.1%	2.9%	95.4%
						% disagree 2.2%	
13	I am able to approach staff about any concerns that I have regarding my child	56.3%	39.7%	1.7%	0%	2.3%	95.4%
						% disagree 1.7%	
14	School leaders are approachable and manage the school well	50%	44.3%	1.1%	0%	4.6%	94.3%
						% disagree 1.1%	
15	The school takes account of children's views.	37.9%	46.6%	2.3%	0%	13.2%	84.5%
						% disagree 2.3%	
16	The new communication tools (dojo, parent hub etc.) have ensured communication	52.3%	42.5%	3.4%	1.1%	1.1%	94.8%

	between home and school is strong						
						% disagree 4.5%	
17	The school has offered a high level of pastoral support to my child throughout the COVID-19 pandemic	43.1%	47.1%	3.4%	0%	6.3%	90.2%
						% disagree 3.4%	
18	Remote learning enabled my child to continue accessing education at times when they couldn't attend school.	37.9%	54%	5.2%	1.1%	1.7%	91.9%
						% disagree 6.3%	

From these results we have targeted specific actions within the following areas:

My child enjoys reading and enjoys sharing stories at home	Mrs Machin, our English lead, has already implemented some new reading for pleasure initiatives this term. They include every child having the opportunity to take an additional reading for pleasure book home, our new book swap initiative, increased time within the classroom to read for pleasure, as well as the creation of an outdoor reading area. She is also going to be inviting parents to join us in reading workshops through this school year.
My child knows who to speak to if they are upset or unhappy at school	This is something we promote in school on a daily basis, both in the classroom, during assemblies and through the work of our CGSO's. This year we will also be introducing 'kidsafe' into our curriculum to ensure that every child knows how they can keep themselves safe and who their trusted adults are.
The new communication tools (dojo, parent hub etc.) have ensured communication between home and school is strong	From reading the results of the survey, it is clear that some parents found having two different communication tools meant they received duplicated messages and weren't sure which was the main point of contact. As a result, we will be phasing out parenthub. This means Dojo will become the main platform to share messages and updates with parents, whilst the school

	website will continue to have copies of all letters and additional parent information attached.

Questions:

What do you feel are our greatest strengths? (with so many replies, we have selected the things you mentioned most frequently)

- Bringing out the best in my child in whatever she does. Also supported with dietary requirements, my child is a fussy eater and I find Hebburn Lakes have made her meal times easier to deal with. Thank you to the kitchen staff for that.
- Always being able to communicate with teachers through 'dojo' never have to wait for a response as teachers respond instantly.
- Friendly staff and very understanding with anything I've spoke to the teachers about
- The booster sessions for children who need that extra help.
- Communication is brilliant, my child really enjoys going to school so there is also a good, safe environment for the children
- Very approachable
- I love that the school has personality. It doesn't feel like a machine; the children are happy and seem to all mix well together. The change in my child since moving schools is enormous. I can't praise the school enough. He enjoys learning so much more now also as he is fully engaged by his teacher. She is brilliant... the open drop off and collection is also amazing
- Communications and understanding
- Everyone coming together during lockdown
- Level of education, support and understanding for children
- Communication with parents around concerns parents have. Taking into account parents' worries and putting things in place to help with these. Taking time to respond to parents. Managing covid around the school.
- Friendly staff, approachable, coped great with keeping our children safe
- Dedication
- Putting the children first
- Make learning fun for my child. Also very welcoming to new starters as my child starts reception in September. The school has worked very well with any difficulties I've had too.
- The staff team that you have are always there to help however big or small the thing might be.
- Your support not only for the children but parents too. Always go above and beyond to help in any situation

- My child is happy and loves school. I feel the school is very inclusive and very quick to act on bullying. Staff are friendly and approachable.
- Communication on COVID has been great. Honest and clear communication. The organisation and approach has been exceptional. Staff are always there to answer questions and having staff at the gate helps massively to enforce the message. Great to see the head teacher displaying a great example for others to follow.

What do you think we could improve further? (with so many replies, we have selected the things you mentioned most frequently)

Your Comments	What we hope to do
• Nothing	• Thank you!
• Earlier communications such as when wanting kids to dress up. Always feel we could do with more notice	• I completely agree. This is something we hope to address in our annual calendar from September.
• I have no issues with the school but the car park issue needs sorted	• The issues with the car park have been ongoing since the school opened. The governing board have now made the decision to close the car park in order to ensure the safety of those on site.
• School dinners – portion size, wider range of menus, sticking to menu as displayed on council website	• I have discussed this with our catering service. We have agreed to add an additional carbohydrate each day. • We appreciate that making changes to the menu can be difficult for parents, our cook does this as she knows the children well and will replace items on the menu that she knows are not popular with the children. We will now display a copy of our menu on the school's website for parents to view
• Move the higher ability children to achieve more, whilst still supporting the lower ability approach. children to achieve their age related	• This is something we already work hard on in school and is a regular focus within the classrooms, staff development and on our

expectations. (Catch up clubs are great but what about something for those who don't need to catch up but could still achieve more?)	school development plan, however the introduction of additional clubs for our most able children is something for us to think about.
• Continue staggered start and end times into the new academic year.	• This is something many parents felt worked well this year and so a staggered start and end to the day will continue in September. It will however, be shortened slightly.
• Would love to see the return of after school clubs	• Clubs will be returning in September.
• 3 parents have also mentioned bullying in their responses	• As a school we do have a clear 'Bullying policy' and take a zero tolerance towards any form of bullying. The children learn about all forms of bullying, the effect it has on young people and are actively encouraged to raise any concerns they have. We would encourage any parent concerned about bullying to come and talk to us.

Any other comments? (with so many replies, we have selected the things you most frequently mentioned)

- Keep up the good work, you are all doing great x
- The school has been fantastic through the pandemic! And are still showing how amazing they are now. Well done.
- My kids always come out of school happy and seem to have lovely supportive class teachers and always tell me the fun things they have learned I feel any issues have been communicated in a professional way
- Would just like to say I am really impressed with the teaching of cultural diversity and all the support for lgbt 'be proud of who you are'
- The pastoral team is 2nd to none. Mrs Barrett and Mrs Walton are a credit to the profession. The senior management team are lovely fair minded people with the children's interests at heart. Hebburn Lakes is a fabulous school.
- I like the staggered start and finish times being flexible to allow working parents to use school where needed to get to work/from work in time for drop off and pick up.
- A lovely school, approachable staff, meaningful topics of learning, zero tolerance for bullying and happy children!

- Would like to thank all staff that work with my son for their help and support though all the difficulties that he has had thank you for help and guide him from negative about school to positive and am pleased that my boy is happy and excited to go school
- I feel the school is superb with children and families alike. They have the children's best interests at heart and go above and beyond for my child. Any issues I have I feel more than comfortable speaking with staff. The head teacher is very approachable and welcoming.
- We will always greatly appreciate everything that has been done for our son at Hebburn Lakes, we cannot praise the school and particularly the Specialist Support Base highly enough.
- The staff do a fantastic job at keeping our children safe, happy and excellent learning experience. I would like to see this good school turn into a great school. The potential is there as I see the commitment and dedication from the staff. Keep up the great work!
- I think teaching staff throughout the school deserve praise more than ever! They have all gone the extra mile this year and have always been available either in person or via Dojo which is amazing! Well done Hebburn Lakes.

Thank you!