

## Response to our parent questionnaire December 2023



Thank you to all the families who responded to our questionnaire. We had a 43.5% response.

All the responses were overwhelmingly positive which makes us feel that we are for the most part getting things right. Below are the results, some feedback regarding school communication which was the main issue being brought to our attention and some of the lovely comments from our families.

**My child has settled well in to their new class.** 91% agree and 8% neither agree or disagree.

**My child enjoys coming to school.** 89% agree, 8% neither agree or disagree and 3% disagree.

**My child is making good progress.** 91% agree and 8% neither agree or disagree.

**My child has made friends.** 89% agree and 11% neither agree or disagree.

**Communication with the class teacher is good.** 81% agree, 17% neither agree or disagree and 1% disagree.

The areas where some of you feel we could do better are mainly around communication. This is often an area that causes concern and we understand it is because you as parents and carers want to get things right for your children. Hopefully you will already see things have improved in the areas where changes can be made. We know that several families struggled with the last-minute request for clothing for the Christmas concert. We recognise that this was not ideal and in future we will ensure that you have more notice. A few parents are frustrated with the amount of information we share with you and how we share it, for some it is too much and for others not enough so below are a few pointers to help. Where an individual concern has been raised a personal email will be sent to help address any problems or the class teacher will check in with you if the matter hasn't already been resolved.

### ParentHub

Our school communication App, ParentHub is used to send all our school letters and none personal messages (with the exception of direct messages regarding head bumps). Some messages are for the whole school regarding school matters and some are about activities in the wider community. There are also messages just for individual year groups and classes.

As a school we have a large part to play in the local community and so we share information that we hope some or all our families can make use of at different times as everybody's circumstances and needs are different.

Unless urgent information has come to us late and families need to know before the following morning or it is regarding weather conditions, we only post messages between 8.00am and 6.00pm. If you feel you are either receiving too many messages or not enough regarding your child, then please make sure you are only following the whole school channel, the year group channel your child is in and your child's class channel. Sometimes when children move classes families forget to unfollow the previous class or year group and this can lead to unwanted messages being received.

### Evidence Me

This is used by the teachers to share information about what the children have been doing during the week. Teachers post a brief weekly round-up. They also use it to share homework. You can respond to these messages directly and only the teacher can see your message. You can also message teachers directly with things that you would like to share about your child such as out of school achievements or

other issues linked to their development. This platform is used differently to perhaps how it would be at a nursery where you may be used to daily posts. It is not possible or necessary for staff to do this.

## **Email**

For general information regarding events, payments and appointments you can email [info@holmesdale.derbyshire.sch.uk](mailto:info@holmesdale.derbyshire.sch.uk). If you are wanting to discuss something directly with the class teacher such as an incident in school or you require an appointment to discuss something in depth, then you can contact them on their school email account. All the teacher's emails can be found on your child's class page on the school website, click the orange tab at the top of the page named, 'Children'.

## **Response times**

Staff always do their best to respond quickly to messages and emails as they understand that there is often some anxiety around these queries. However, if they are sent during the evening or over the weekend please do not expect a reply until at least the next working day. Although all our teachers work well into the evening, during weekends and holidays they also need some family time, we hope you understand.

## **Face to Face communications**

We are very proud of the fact that all our families are greeted personally at the beginning and end of each day by a member of staff from your child's class. This allows for the opportunity to pass on a small piece of information such as a different person collecting or they haven't slept well etc. Mrs Lockwood and Miss Sutton are also usually around in the playground to pass on small pieces of information. If you have something that you would like to discuss in more detail then a separate appointment needs to be made. Teachers are very accommodating and will try to make an appointment as soon as possible to meet your needs, they can't however do this 'in the moment' or if you arrive early at drop off. This is because before school starts all the staff are very busy preparing and setting up the resources for the day for the varying needs of all the children or attending briefings and previously planned meetings and at drop off time they are busy welcoming the children in, we do hope you understand. If you work and your child attends Kids Club and you find it hard to catch the teacher, please call school or email the teacher directly to arrange a discussion or meeting.

## **Activities and After school Clubs**

We are pleased to be able to offer the growing number of after school clubs we have do and are especially pleased that we can offer two of these at no cost to our families. All the clubs that are managed by school are monitored and we try to offer them on a first come first served basis however, once your child has had half a term of sessions they will go to the bottom of the waiting list to allow all who want to have go, the opportunity. If you request and receive a place your child must attend, otherwise the place will be passed to another.

All other activities in school such as special assemblies, open classrooms, coffee mornings, and gardening events do take place in the school day. This is because our children are very young and evening activities are not successful for various reasons. We do make sure that we offer evening appointments for parent progress meetings for our working parents. We also provide our yearly event calendar (link below) in September so that parents can book the necessary time off. As stated on the document, all events listed in *green* are those families can attend.

Thank you for the lovely comments below. It really does give all the staff a proud moment knowing what they do counts.

“We simply can’t thank you enough for keeping her so content and happy.”

“The nurture provided is second to none.”

██████ is smashing school loves seeing her friends and teachers.”

“My child absolutely loves his school experience at Holmesdale and I feel he is very well supported and cared for.”

“I also find that Miss Sutton is fabulously caring, not only for the children but also for their families too.”

“The communication and care taken is truly impressive.”

“We see that the school takes an inclusive and innovative role with celebrations of black history month and Diwali and absolutely love that.”

“As parents we really do appreciate all your support, care and guidance for our boy.”

“We are really happy with how he's settled, and the communication from school”

“The new parents information session was lovely and really helpful to see what's expected of the children in their school day.”

“I feel his teachers are approachable and know that they are there should we ever need to discuss anything in particular.”

“The curriculum is excellent and we like that there is lots of opportunity for parental involvement.”

“It’s great that we hear a lot from them via the different channels. “

“I think the school is doing everything I hoped for with regards to helping our children to develop socially, physically and emotionally, as well as academically. “

Thank you for your responses.