

Feedback from parents on the first period of self-isolation following a positive case in school

Following the schools' first positive case which resulted in 44 students who were possible close contacts having to self-isolate, 29 parents completed a survey sharing their opinions of how well the school managed the school managed the situation. This feedback is summarised below.

Communication on the day students were sent home

- 100% of parents agreed school provided them with all the information they needed when their child was sent home.
- 100% of parents agreed school made sure they knew who to contact if they had any questions or concerns.
- 93% agreed that there were clear instructions on the school website on what their child needed to do whilst at home. 2 parents disagreed

Communication during the time students were at home

- 90% of parents agreed that staff stayed in touch with them during the self-isolation. 3 parents disagreed.
- Parents reported that when they or their child contacted the school for help:
 - o 45% said staff responded within 24 hours
 - o 7% said the response took between 1 and 2 days
 - o 3% said the response took longer than two school days
 - o 7% said staff did not respond at all
 - o 38% said they did not know

Returning to school.

- 84% of parents agreed that the school supported their child well as they returned to school. 14% didn't know. 1 parent disagreed

The work that was set

- 76% of parents reported that the right amount of work was set, with 21% saying it was a bit too much. No one said it was far too much or not enough; 1 parent did not know.
- 97% of parents said the work was mostly at the right level. 1 parent said it was all too hard.

What did the school do well?

- The school dealt with the isolation very efficiently and the remote working - one drive was a very good way of accessing work
- Communication was great throughout
- Very understanding and supportive, kept in contact throughout the two weeks. Well done to the teachers and thank you.
- Informative, and two follow ups to ascertain my son was doing well etc
- Communication at all times and the weekly check in calls were great. I am really pleased and proud that my children attend your school.
- Some teachers nailed this. It is helpful to follow the timetable and then try to correspond to the work, some teachers sent a link on SMHW to guide you to the correct documents. Teachers like Mr Gent (maths), Mr Stoddart (science) and Spanish and History - would guide you to the correct documents. This is helpful to both pupil and parent. I'm saying this it's very hard for kids to master this alone. The clearer the link the better. I think it was also nice to get a few calls from school just checking in - thank you.
- The school were very good at keeping in contact I had several phone calls to check up on X and how she was doing
- Having things available online ready was very handy rather than having to wait for the work.
- Great to receive calls checking up on x and majority of teachers acknowledged work submitted. Good process in place, that worked well for the first instance in which in needed to be invoked.
- Information given
- Keeping in touch

- The idea of accessing the work through following the folders and time table seemed like a good idea.
- The whole thing. Especially considering it was their first instance of Covid. They did an amazing job and their support and fast action in dealing with situation. Excellent job. Please keep up the amazing work
- The work on line was organised well & easy to access. 2 calls from Mr Bacon checking on x were welcomed & well timed.
- When the children were taken out of lessons and told they would need to isolate, it was calm. Questions were answered by staff at the time. The children were given the information they needed.
- Telephone call from head of year weekly. Those teachers who replied to x when he submitted work did so quickly and positively. The work on sharepoint was easy to find and access, particularly maths. The audio clips on ppts were very helpful.
- We were given clear instructions as to when x needed to return, and the work was easy to find and the correct amount was set for each day so he did not feel he had missed anything.
- Clear quick action
- Student services calling twice to check how things were. Online work very well prepared.

Actions that the school will take in response to feedback from parents on what we could do better:

- The Trust SENCo has added more information and resources to the website and remote curriculum to support students with a Special Educational Need or Disability.
- Teachers are starting to trial broadcasting live lessons to students who are at home using Microsoft Teams. We will use this trial to understand how we can make this work in the new year.
- Subject Leaders will continue to do all that they can to ensure that the folder system on the OneDrive makes it very clear which work students should complete when they are working from home. We know this needs improving in some areas.
- We have asked teachers, where it is possible for them to do so, to send a link to students via Show My Homework so that they know what work they should be completing. We have asked teachers not to send this after the lesson as this can be confusing for students
- We have conducted a quality assurance review of the remote curriculum resources, Subject teams will use this to continue to work to improve the resources they place online
- Pastoral teams will continue to support students as they return to school, if students return late they will endeavour to support them as well.
- If parents would like their children to have access to exercise books whilst they are at home, they can contact the relevant student support team who will arrange for them to be sent home.
- We have reminded teachers to ensure that timelines for the submission of work are reasonable.
- I have asked the admin team to make sure students who miss Music lessons are not sent an email about this
- When pastoral teams phone home to check in with parents, they will also speak to the student if the parent thinks this would be helpful.
- We will continue to remind parents that they may be able to borrow laptops or 4G routers if they are need to facilitate studying from home
- We will publish on our website guidance for parents on how to access the audio commentaries on PowerPoints
- In the new year we will publish a set of protocols on the school website that makes it clear to parents what they can expect of us during any periods of self-isolation

Suggested actions that the school will not be able to undertake

We would like to do everything but there are some things that are just not achievable. When students are at home, teachers are continuing to teach a full timetable as well as continue to adapt the curriculum in response to the school closure and the latest government announcement on exams. In addition they are also continually working to enforce Covid-19 control measures. Schools have been given no extra funding or time to manage the remote curriculum and so we are not able to meet some of the requests made by parents. These are set out below:

- Make sure teachers reply when questions are asked, not all did which was disheartening. *We have encouraged teachers do this, but it will not always be achievable. If there are major concerns, then these should be directed to the Student Support Team in the first instance.*

- Make sure teachers mark and respond to all the work that is submitted by children. *Our expectation of teachers is that they only mark and feedback on the work that they would have done if the student was in school. If students do send work in, we have encouraged staff to acknowledge and praise them, but unfortunately this will not always be possible.*
- Don't give homework to those at home as they have spent 5 hours in front of a laptop already. *It would be unfair of us to remove the opportunity for all students to have access to homework. We would encourage students to complete the homework. However, parents are best placed to judge if students can complete their homework, I have asked teachers not to sanction students who do not complete homework whilst they are self-isolating*
- Reduce the number of tests when students return to school. *We do understand this concern, but it would not be possible for subjects to reorganise their curriculum plans following unpredictable periods of self-isolation. Indeed, we can see that sitting these tests will help teachers quickly identify and tackle any gaps in knowledge and skills that have arisen during the self-isolation period. If your son or daughter faces this situation and is anxious about it then please contact the Student Support Team who will be happy to help.*
- Stop sending students' home. *If only we could!! The decision to send the students home is one made by Public Health England. By doing so we are taking the necessary steps to reduce the transmission of the virus into the wider community and we are reducing transmission in school which helps keep us open for most staff and students.*
- You should have sent the whole of Year 7 home. *Public Health England instructed us to send home only students who were in close contact. They only instruct schools to send whole year groups home when there is evidence of an outbreak in the school. There is no evidence of this at Kimberley and where we have positive cases they have clearly come from within the community and not originated in school.*

Questions that parents asked:

We've had no steer on what will happen will school tests, when are they? *Test weeks are published on our [website](#). The Year 7 test week is week beginning March 8th. Teachers use these tests to inform planning for individual and groups of students. Prior to test weeks we share with parents and students what needs to be revised.*

Will allowances be made for periods of no teacher teaching? where should my child be in terms of progress? How far behind are they/ how will you address this?..what should we be doing? And how will you help us to do it? *Teachers will continue to identify and tackle gaps in knowledge and skills in lessons. Subject Leaders plan a curriculum which enables teachers to identify these gaps. We are currently collating progress data for all Year 7 students and this will be shared with parents in an interim report during week beginning 8th December. This will give us an early indication of what progress students are making and we can use this to identify any additional support that needs to be put in place, working with parents as necessary.*

What will you be doing to address mental health effects on these kids? *Work that we do on mental health is delivered through our Tuesday Period 3 Personal Development Curriculum. Students are regularly reminded in tutor time what they can do if they need support. [Student Notices](#) are shared for absent students on our website. Teachers will refer any concerns about students' mental health through our safeguarding system so that our pastoral teams can put in place appropriate support. However, it is often parents who are best able to spot this and if you have any concerns at all then you should contact the relevant Student Support Team.*

Thank you

Thank you for those of you who took the time to give us this feedback. We do know how difficult this is for you and your children and we are doing everything that we can to make this work. Although we are not able to meet every expectation of parents this feedback will help us further refine and improve the work that we are doing. At Kimberley we have a fantastic team of teachers who know that their role is to make sure that they minimise the detriment to students of the difficult challenges that they have all faced in 2020. We are confident that we can all work together to provide the very best possible education and support for students in the coming weeks, months and years.

The Kimberley School

4th December 2020