



EASTERSIDE ACADEMY

Parent Questionnaire 2018

99 returns

	Please tick ...	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
1.	My child enjoys school	77 (78%)	22 (22%)	0 (0%)	0 (0%)
2.	The school keeps my child safe	82 (83%)	17 (17%)	0 (0%)	0 (0%)
3.	My child is making progress at this school	80 (81%)	18 (18%)	0 (0%)	1 (1%)
4.	The school helps my child to have a healthy lifestyle	77 (78%)	22 (22%)	0 (0%)	0 (0%)
5.	The school informs me about my child's progress	73 (74%)	26 (26%)	0 (0%)	0 (0%)
6.	The school expects my child to work hard and do his or her best	79 (80%)	20 (20%)	0 (0%)	0 (0%)
7.	The school sets appropriate homework for my child	69 (70%)	27 (27%)	3 (3%)	0 (0%)
8.	The school makes sure that my child is well prepared for the future (for example changing year group, changing school, and for children who are finishing school, entering further or higher education, or entering employment)	72 (73%)	27 (27%)	0 (0%)	0 (0%)
9.	There is a good range of activities including trips or visits for my child to take part in	68 (69%)	30 (30%)	1 (1%)	0 (0%)
10.	The school treats my child fairly and with respect	79 (80%)	20 (20%)	0 (0%)	0 (0%)
11.	The school meets my child's particular needs	77 (78%)	21 (22%)	0 (0%)	0 (0%)
12.	The school deals effectively with unacceptable behaviour	73 (74%)	25 (25%)	1 (1%)	0 (0%)
13.	The school has appropriate procedures for dealing with complaints	73 (74%)	24 (24%)	0 (0%)	0 (0%)
14.	The school takes account of my suggestions and concerns	73 (74%)	26 (26%)	0 (0%)	0 (0%)
15.	The school is led and managed effectively	80 (81%)	19 (19%)	0 (0%)	0 (0%)
16.	The school communicates with me well.	74 (75%)	24 (24%)	1 (1%)	0 (0%)
17.	Overall, I am happy with my child's experience at this school	79 (80%)	20 (20%)	0 (0%)	0 (0%)

Thank you all for taking the time to complete our annual parent questionnaire. Your feedback is important to us and enables us to constantly look for ways to improve the service we provide.

Parent Comments Shared on Questionnaires:

“Really happy.”

“Thank you for all your support and effort.”

“Thank you for another great year.”



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"I am very happy with my child's nursery / school life. She is sharing everyday her experience and has a smile. The relationships she has with other children and the staff makes me feel settled knowing she has enough support and is safe. Thank You."

"Fantastic how XXXXX is being supported by all staff."

"I think Marvellous Me could be used more throughout the school. More communication."

School Communication

Some of the ways in which we communicate with parents are:

- ✓ School Website – news / calendar / events / Twitter feed.
- ✓ School Twitter account: @easterside_a
- ✓ School APP – free to download – search 'Easterside' in any APP store. Useful for daily checks of events / news / Twitter feed.
- ✓ Fortnightly Head Teacher's Letter.
- ✓ Termly newsletters from teams / Key Stages.
- ✓ Consultation Times – useful to discuss progress and pupil's well-being.
- ✓ Marvellous Me (APP) – if you haven't got sign up details please speak to the school office.
- ✓ Face to face and phone calls.

The point regarding Marvellous Me has been noted and we will re-look at this again next academic year to ensure all staff are using it effectively.

"I'm not sure if it is on the website as I use the APP but it would be useful to see the lunch menu. I think it is good for parents to know it daily especially when their child is a fussy eater."

Next academic year when we join The Enquire Learning Trust (ELT), we will also be transferring the lunch catering staff and services from Middlesbrough Council to ourselves and ELT. Menu's available to parents will be something that we will definitely be looking at for the future when this happens and will keep parents informed.

Further Feedback / Information following the questionnaire from the Head Teacher:

Question 13: A couple of responses put 'unknown'.



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Complaints

In the event of a complaint / query we encourage the first point of contact to be with the class teacher. In some instances it may be more appropriate to discuss the issue with a member of the school's Care Team or the Head Teacher. Please speak to the office if you need to speak to a member of the team.

The Academy has a Complaints Policy that can be found in 'Policies' on the school's website. A paper copy can also be requested from the school office.