

## Parents and Carers Evaluation of the School: End of School Year 2019-2020

Thank you to all 77 parents and carers who took the time to let us know their views.  
This is a summary of responses and all the written comments.



### 1 Have you been contacted by Mersey Vale Primary School since 20<sup>th</sup> March – by any means such as phone, text, email, Class Dojo, home visit?

Yes 100% No 0%

- Good correspondence on ClassDojo
- Fantastic communication throughout
- Regular updates about work to do and work being done in school
- Nursery class teacher send me story link for ..... (child's name) - I have been contacted regularly.
- The contact is just via Dojo, no phone call to check how the child is doing while I know some other schools have been doing. A phonecall a month from the teachers would have made a great difference in my opinion
- Contact was often daily either with an activity or a comment made on work submitted.
- I've been contacted regularly by text, dojo app message from teachers, phone and home visit
- Very good contact
- Lots of communication especially from year 6 teacher

### 2 Are you happy with the online Home Learning Grids and activities provided by Mersey Vale Primary School?

Yes 87% No 13%

- Very brief not easy to understand
- Enough content
- Good balance of different activities and easy for parents to follow
- Grids were clearly set out with links to activities. Mr Ellis also adapted the activity if it was too tricky
- I was only aware of the grid two or three weeks before the school open again. Earlier guidance would have been helpful.
- It's all been BBC Bitesize it's not adequate for my sons learning level. He was very bored after a week or so. We are extremely disappointed
- Some of the Bitesize lessons are a bit sparse and the ones with horrible history music videos are awful
- Yes and No...The home learning grids are fine and we are quite happy using BBC Bitesize for lessons as it's quite simple and straight forward for both children and parents. However, I would highly suggest if we do go into another lockdown to have some kind of online teaching structure in place like Zoom classes/google classroom/ skype. The majority of households have access to electronic devices, being a smartphone, iPad/tablet, laptop etc. This would greatly help to encourage the children to complete work and also have social interaction with their class and teacher. It has been a very challenging time for children and parents and in my case I was very disappointed that there was no online interaction. A simple quiz once a week on Zoom with children who wanted to take part would of been good (I suggested to the teacher).
- The BBC Bitesize materials were easy to follow. I liked the other, family activities suggested in the weekly newsletters too.
- It's really good
- Children seemed to enjoy the activities and it kept them busy learning
- Happy that there weren't online or live lessons as children have to share device
- The website has crashed.

### 3 Do you feel Mersey Vale Primary School has continued to offer advice and support to your children and family?

Yes 94% No 6%

- His teacher was very supportive via ClassDojo
- Supported us a lot and I know other families were helped too.
- Mixed level of support depending on teachers. Some just message if you have a problem, others more active.
- Miss Bunting has been very supportive and helpful
- Always great support from all staff. Everyone has gone the extra mile to help and checked that children and families are doing ok.
- Weekly letters, texts and class dojo messages have been great
- Excellent support thanks
- Everyone is always happy to help, especially the lovely staff in the school office.

### 4 Was your child/ children eligible to return to school after June half term?

Yes 52% No 46%

### 5 Did you send your child/ children to school after June half term?

Yes 33% No 27% Not eligible 40%

- We started sending in July.
- The measures put in place ensured we felt safe sending our child back but he also felt relaxed to be back in school
- We've been very happy about them going back to school. Child happy to be back too.
- Only for a week
- I'd had enough of trying to entertain them.

### 6 Do you believe the additional safety measures and procedures put in place for the children returning to school were clearly communicated to parents/ carers?

Yes 92% No 8%

- Details were shared well in advance and all concerns answered - Letters gave lots of information.
- Had letters with information about how things would be different to keep everyone safe e.g. staggered times, bubble groups, cleaning
- Newsletter from Mrs Mullane and the arrangements for each class who returned in June were helpful. They explained what the school was doing to keep everyone safe.
- Knowing what all measures are in place and followed by the kids in nursery would be helpful. E.g. are they social distancing in the nursery class? How do they have their snacks? How do they mostly spend time with friends around? My child most of the times has dirty mouth and hands when I pick her up, are they not being told to wash themselves after having snack? As a parent, I keep telling my child to make sure she washes her hand and mouth but is that not something communicated to the children after snack time? Completely understand it can be very difficult with young minds.

**7 Do you believe the additional safety measures and procedures put in place for the children returning to school made myself and my children feel safe and confident to return?**

**Yes 85%** **No 15%**

- Children felt safe and protected but also happy to be there. - I never got the information
- No comment - Don't know - Yes and no
- Trust staff to do everything they can to make the school as safe as possible and prevent cases of Covid
- I believe that the school leaders did everything they could to make things safe. I trust them and feel confident about the measures put in place.
- Through no fault of your own (following inadequate government guidance) we felt it better to keep our child at home.
- Because we don't understand this novel virus, I'm unsure if the measures were enough. Hence aired to side of caution

**8 In light of your experience during the Covid19 pandemic, what has Mersey Vale done well?**

- Everything - Yes (3) - Good - Good communication with parents (8) - Yes ok - Excellent care
- Support and communication to everyone - Communications to the parents were really good
- Yes keeping in touch with the kids - Tried to help with any questions when I called - Thanks Mersey Vale! - No comment - The safety of children returning to school - Yes thank you - Very well
- Kept in touch with parents - Yes, in balance, with short notice, has done well - Is good - Online activities really helped
- Online homework was great - Keeping everyone safe - Stay connected with parents and children via dojo
- Stayed positive and calm
- Mersey Vale staff and Headteacher are nice. They cooperate with parents
- School was opened to children and teachers and all staff took all safety measures and helped our children to learn about safety in pandemic. - Mersey Vale has been very supportive.
- Excellent work has been done by all staff and teachers. - Quickly putting in place and adapting to the new guidelines
- Giving information about the changes in school - Kept in touch with parents Updated parents with new information
- My children's' teachers keep sending homework, and they keep contact me and asking about my children. I would thank all Mersey Vale staff for their hard working during Covid-19 pandemic
- We were happy with the home school folders that were sent home.
- Teachers efforts was really good by being available on class Dojo and not losing touch with the children. I was also called by the teacher to check if he can help with anything.
- Everything - school have been in constant contact ensuring children never felt they were forgotten. Even my daughter who is due to start in September was contacted and already feels part of Mersey Vale. The sharing of stories was also fantastic
- Ensuring good communication through class dojo
- That the school has been open and the possibility was there for those parents who need it
- The team of staff at MVPS have been excellent in looking after all children safely and confidently which has in return given parents the reassurance and relief.
- Has been checking on everyone and seeing if they needed anything
- Looked after and provided learning for children in school as well as those who were still learning at home. Checked often that families were doing okay. Staff video message was lovely and there were lots of updates and messages on Dojo
- Good level of communication to parents in what was happening and why.
- Being open the whole time including school holidays which really helped key workers. Contacting all families regularly and providing the extras we needed. The food and then the vouchers were really appreciated. They also printed out worksheets and gave out good home learning pack with lots of activities for children to do. I also like that there was choice about what to do and it wasn't just maths and English. We liked the ideas of things to do as a family and this helped us get through lockdown.
- The guidance provided for home learning is exceptional and it gave the enthusiasm for the children to keep engaging in school work.
- Communicated effectively and reassured me that my child would be as safe as possible whilst in school.
- Communication was excellent from all staff members. Thank you
- Mersey Vale has given my child and me an exceptional level of support during the Covid-19 pandemic. The daily updates and videos on class dojo are great, many great ideas on how to keep busy, stay motivated and have fun whilst learning during these difficult times.
- Contact with home from teacher. Supporting key workers' children. Friendly, helpful staff.
- Helped been very thoughtful and communicated well. Appreciate the effort and hard work they have done for our children to attend school bless them for their kindness Thankyou to all the teachers ♥♥
- Everything they did was very supportive

- Communicated and kept us up to date with the latest information regarding school through the newsletters Communication to parents and keeping them up to date.
- Learning home and I shared everything with the other kids
- Communicated well with parents/children via Class Dojo, text messaging system and website. Provided a weekly timetable of lessons for the children and encouraged them to share their work on Class Dojo and take part whole school activities - Art Gallery, model making etc. Kept us informed of latest developments regarding Covid-19 and the reopening of school. Provided information on how to look after your mental health and well-being. The video message from staff was a nice touch together with the story book reading from Mrs Mullane. Overall, I am very grateful for all the support that I have received from our school during lockdown. Thank You
- Good communication and reassurance
- It has been a difficult time for everyone. In this situation, Merseyvale has done what it could to help parents , communicated via ClassDojo well
- Kept up to date with everything been very reassuring about the changes and kept my child safe while in school
- Great communication about home learning through ClassDojo and lots of support if needed. No pressure put on parents who did not want children to return in June.
- Everything! From phone support to regular email contact. Everyone has been amazing. Thank you so much :-)

**9 In light of your experience during the Covid19 pandemic, is there anything we could have done better? Please provide details.**

- No (14)
- Online Zoom class even once a week would have been effective.
- Daily online lecture of 1-2 hours on Zoom/teams during lockdown weeks and even after
- Yes, maybe in future if we return back to home school learning and my children stay at home, I would ask if the teacher can do online lessons, that would be great.
- Some virtual classes would have been nice
- Sometimes I felt that I needed support as to what topics should I cover with my daughter at home on weekly basis. Especially at the beginning after the school closed. Maybe recorded videos from the teacher highlighting the main learning objectives of each week to parents could have been helpful. I felt overwhelmed not knowing what to revise with her, especially in maths and sciences.
- Update more to the parents about the next new years in school, how it is going to happen, what's going to happen all this information is lacking!
- Better learning plan for the kids. Interactive over Zoom or MS teams where the kids got some social interaction. Submitting work and getting feedback. Better planned work that was not just BBC bitesize. Maybe a call from the teacher for a catch-up
- No - especially after speaking with friends about their children's experiences, Mersey Vale couldn't have done more.
- Improve communication with parents/ carers
- Maybe online lessons (2)
- Provided children with work. Was unable to connect to dojo. Other than one phone call to see if kids were ok, there was no educational support materials for kids
- Not currently
- It would have been better if more children had been able to return but that wasn't the fault of the school.
- Could some class Zoom meetings have been offered once a week? It might have been good to have children speaking to teachers.
- Key worker group time - if become flexible will be more helpful
- Mersey Vale has done what any parents would expect, I don't have anything to add to it
- Nothing at all (2)
- Video tutoring
- Nothing - you've been brilliant at a very difficult time. Just how Mersey Vale always is!! Thank you
- My son was so worried about his missed school days and the time he couldn't spent with his class teacher and friends. It would have been better if he could join with the teacher at least once a week in an online video teaching session.
- The school could have provided more paper homework.
- I would have liked to have seen the delivery of a couple of hours a day of online lessons by the teachers for those in KS2. With packs given out for those who could not/ did not want to access it.
- Need to start regular Zoom classes
- You have done brilliant job
- All good
- Some of the learning resources are a bit scattered, for example some on school website, some on ClassDojo, some in links in texts, was easy to miss stuff. Maybe just have everything in one place
- No you have done everything possible
- I am not sure (2)
- Online learning, checking on work and giving feedback
- 1-2 hour video lessons daily with the class teacher.
- Children in school doing mathematics and home learning packs earlier on
- More live / daily lessons with pupils e.g. Zoom or Seesaw. More interaction with pupils.
- As mentioned previously, online Google classroom/Zoom and more online interactions with teacher and pupils not just a general message on ClassDojo. Video/telephone calls with children to see how they are getting on. Weekly quizzes for the class so the whole class can interact with each other.
- No everything good.
- Everything was perfect
- No - I have been more than happy with what school have done.

- Provide better support for home learning. Video lessons, on line learning, some sort of video teacher to pupil supervision (even 15 minutes a week would have been important). The children were left completely alone and without motivation with that BBC grid
- Yes, one call from the teacher would have made a huge difference as I am sure my child would have been so happy. As you may understand it was a very difficult time for them to be away from school. Maybe one Zoom session with their classmates and teacher would have made a lot of difference. Personal touch to see how the kids were doing lacked while I know other schools did ring parents to check and have a 5 min conversation with the children.
- Learning grid to of been Explained more better which links to certain subjects
- Introduce flexi-learning option, part-time schooling, classes of 15 one week and swap next week. Hard for working parents, maybe trial it, smaller classes able to distance and even teach better. Results may improve as kids value their schooling. Just as Covid19 is major threat and we have no idea if autumn/winter will make spread worse. Flexi-schooling maybe option for younger years or worried parents, maybe survey parents about option of flexi-schooling at least in autumn/winter, as it's our first year with this new virus.
- Everything is good
- Kids returning back to school, they are happy.
- More homework maybe or more activities.
- Not really.
- No, thanks for everything the school has done

## 10 Are there any other comments that you would like to make?

- No/ None (13) - No comments (2) - No I think everything is ok.
- Thank you - Thanks Team Mersey Vale!
- Thanks for all the school members for their hard work and support during these difficult times.
- Only that virtual classes would have been good. When both parents work full time but are not classed as key workers its incredibly tough to home school especially in a global pandemic when the company you work for has never been so busy. Only other comment would be that the teachers seemed surprised that my child was disengaged and tired the first week back and also called me to say that my child was behind and struggling and how will he cope doing SAT'S next year.
- I have felt quite let down by the school. Considering you are outstanding I would have expected more in terms of learning for the kids. BBC bitesize is a massive cop-out
- Thank you to all staff for keeping some sort of normality throughout this difficult time.
- Excellent team!
- Thanks to the brilliant staff team who were wonderful as always. Let's hope we don't have to go through it again but I know you would do everything to help us get through if we did.
- I feel it's important that the school does everything possible to get all children back in Sept.
- We are lucky to have such a wonderful Headteacher and all the staff teams who have done everything they could in order to manage the school/children/school work during this pandemic time. Nothing more to add other than saying a Big Thank you to all of you. Well done!
- It's been a tough time for everyone but school has really done a lot and kept in touch which has helped us feel connected.
- Thank you everyone and have a great summer holiday - you deserve it. We're looking forward to being back in September **Arthur** has formed a lovely bond with his school community and he missed everyone during the lockdown. The great effort teachers put on arranging home learning is unforgettable and it made **Arthur's** time at home happy. We cannot thank the staff enough for making our son's years at school so rewarding.
- I have two children at Mersey Vale. The initial packs that were sent home varied in quantity and quality. Side by side my eldest child had much more of a variety of work set at the right level. My youngest had a lot less material and it was not that challenging. That said I recognise that we did not know how long the lockdown was going to last and it was not planned for. I am grateful for all the efforts the school has made in keeping the facilities open for all the key worker children and also those who were allowed to return in June. I'm sure it has not been easy and I feel confident about the return to school in September.
- I am really very happy and impressed by the way teachers communicated the home learning weekly tasks and ongoing support throughout out till date
- Mersey Vale has given my child and I an exceptional level of support during the Covid-19 pandemic. The daily updates and videos on class dojo are great, many great ideas on how to keep busy, stay motivated and have fun whilst learning during these difficult times. Thanks Mersey Vale! ♥
- Giving work-packs and marking work should of been essential
- Thank you for all your hard work and support during these difficult times. It was so helpful for school to be open even in the holidays. It allowed me to go to work and provide a critical service to high risk renal transplant patients could not have done it without Mersey Vale. Thanks again.
- Thanks for all the school staffs' hard working! Take care and see you in September!
- A difficult few months. Thanks to everyone. Well done Mersey Vale!
- Everything was great and well done thank you Mersey Vale teachers.
- Make sure all staff are trained for online teaching in case we have another pandemic.
- A big thank you very much for all staff for supporting us during this difficult time. You definitely have all earned a well- deserved break. Looking forward to September.
- Thank you for supporting parents and children amidst such difficult situation. It has been a learning experience for everyone and I am sure for Mersey Vale too. Thank you to all the teachers and staff who have always been helpful and kind
- Please teach children how to be safe in these situations, wash their hands regularly and avoid temporary social distance and things, and use masks and disinfectants.
- I'm happy to send kid's back to school, because at home they wasn't learning much, was so slow full routine was ruined now thanks to school they are active again, everything slowly going back to normal. A big thank to school teachers and everyone at school they are doing really great job.
- We would like to say thank you for all that you have done under such challenging circumstances You're all amazing :- ) Very satisfied with everything explained.