

EASTERSIDE ACADEMY

Communication Parent Questionnaire 2021



Dear Parent / Carer,
Pease see the outcomes below from our recent questionnaire.
We had 63 responses.

1. Do you visit the Easterside Academy website?

[More Details](#)

● YES	35
● NO	8
● Sometimes	20



2. If you do visit our website, what pages do you use / read?

Responses included:

- ✓ News / What's happening
- ✓ Holiday / term dates
- ✓ Uniform
- ✓ Parent information
- ✓ Covid information
- ✓ Staffing
- ✓ All

The most common answer was 'news'.

All letters to parents, notices and news go onto the 'News' section on the academy website, so if you are ever unsure please go and check there.

3. Please rate how useful the academy website is to you. (5 being extremely useful and 1 being not very useful at all).

[More Details](#)

59
Responses

★★★★☆
3.97 Average Rating



4. 2. Do you use the 'Easterside' school APP?

[More Details](#)

● YES	54
● NO	8



5. Please rate how useful the academy APP is to you. (5 being extremely useful and 1 being not very useful at all).

[More Details](#)

54
Responses

★ ★ ★ ★ ☆
4.31 Average Rating

If you don't have the school APP. Please go to any APP store and search 'School APP for Parents' – this is free to download.
We will shortly be changing our APP to our website provider. We will keep you updated.

6. Do you visit our Twitter page?

[More Details](#)

● YES	36
● NO	26



7. Please rate how useful the academy Twitter page is to you. (5 being extremely useful and 1 being not very useful at all).

[More Details](#)

43
Responses

★ ★ ★ ★ ☆
3.79 Average Rating

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8. Do you use Marvellous Me?

[More Details](#)

● YES	61
● NO	0
● Sometimes	2

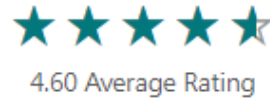


9. Please rate how useful Marvellous Me is to you. (5 being extremely useful and 1 being not very useful at all).

[More Details](#)

63

Responses



10. Do you find the newsletters from school useful?

[More Details](#)

● YES	46
● NO	1
● Sometimes	16



11. Over the national lockdowns, how well do you feel the school communicated with you in regards to what was happening when schools re-opened; the safety measures being put in place; new Covid related routines and procedures; bubble closures etc?

[More Details](#)

● Extremely Well	37
● Very Well	19
● No opinion	6
● Not well	1



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Over the national lockdown all communication regarding re-opening plans were sent out regularly on all the below platforms:

- ✓ Academy APP
- ✓ Marvellous Me
- ✓ Seesaw
- ✓ Website – ‘Latest News’

All letters and messages were sent out on all platforms to ensure we were able to communicate our plans with everyone as much as possible.

12. How approachable do you find the staff at the academy if you need to speak to them? (5 being extremely approachable and 1 being not approachable).

[More Details](#)

63

Responses



4.54 Average Rating

Staff are available on the yard from 8.45am each day as well as after school.

All teachers are happy to speak with you. At the moment it is a little trickier with Covid restrictions in place, but should you need to speak to anyone, please ring the main office and leave a message. A member of staff will be in contact with you as soon as they are available.

Mrs Linacre (Principal), Mrs Thomas (Vice Principal) and the Care Team members (Miss Sharp, Mrs Carter and Mrs Brewster) are also available to speak with – please contact the main office.

13. How would you rate our overall communication with parents / carers? (5 being excellent and 1 being very poor).

[More Details](#)

63

Responses



4.29 Average Rating

14. Please add any further comments about our communication with you below. This could include any areas in which you feel we are doing well or areas you think we could further improve. What do you want to know more about? Thank you again for your time.

Responses included:

- ✓ Commutation with any member of staff from Easterside academy is always spot on. The staff are extremely friendly and approachable.
- ✓ My daughter has recently joined your Nursery. The communication I have received is excellent via email and face to face (socially distanced). We are greeted every morning with a smile and good morning and this means a lot to me, just something little you do that makes me feel more at ease during a pandemic where things are pretty scary.

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- ✓ Glad I am able to communicate with teachers freely and openly about any concerns I have and have always had friendly responses in person or via email regarding XXXX and this has been very helpful so thank you.
- ✓ I find MarvellousMe really useful. The teachers are very helpful and communicate well with us.
- ✓ Always somebody to discuss whatever the problem is and do everything possible to resolve and help.
- ✓ I'm a parent with 4 children spread in different age groups, 1 who has additional needs and I would like to thank everyone for their continued support.
- ✓ I think the support he has from his two teachers are amazing since been in the class he's really enjoying going to school.

- ✓ There is no way to contact individual teachers without either posting it for everyone on seesaw or emailing the main school contact.

In this situation if you would like to contact a member of staff, please call the main office and leave a message and the member of staff will get back to you as soon as possible. Other ways to communicate include emailing the main school office: contact@eastersideacademy.co.uk or waiting and asking to speak to the member of staff at the end of the school day. We are more than happy to facilitate this.

- ✓ More communication on good behaviour rather than just communicating regarding negative behaviour. Maybe a weekly progress report on weekly work to help with any catch up to inform us how our child has done in school during the week. Especially in key stage 2 we're some parents don't get to see teachers at the end of the day, if child comes out on their own.

As a school we do also contact parents by telephone or Marvellous Me to share good behaviour and / or improved behaviour. The outcomes of this questionnaire will however be shared with staff.

Due to the workload of staff a weekly progress report for each child would not be something we would be able to manage, with most classes having 30 pupils in each. Helping to support 'catch-up' is really appreciated and the best way to support this, is ensuring your pupil comes to school daily and completes their weekly homework which has been set. This will reinforce the work that has been done in school that week and enables children to practise their basic English and Maths skills. Another way to support would be to ask to speak to the class teacher after school one day. Teachers are more than happy to talk through ways to support at home and even provide you with additional activities and resources should you request them.

We are hoping to organise parent / teacher meetings shortly where parents/carers will be able to discuss their child's progress.

- ✓ After school club

Our usual after school provision has not been able to take place for a while due to Covid restrictions. We continue to follow the DfE and Trust risk assessments and as soon as it is safe to do so, we will be bringing back clubs slowly. When they do begin again, they will only be able to take place for individual 'bubbles' as we are still unable to 'mix' pupils. They will also only work if we have enough 'interest' for a club within one bubble (class). We will keep you posted.

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- ✓ Marvelous Me can be hit or miss depending on which teacher they get. I enjoy Twitter because we can see photos of the children in school doing whatever it maybe it's nice to have a visual.
- ✓ I'd like to see more on Twitter as isn't much for years 1 and 2.

We will continue to strive to ensure that Marvellous Me and Twitter are used as consistently as possible across the school for all year groups.

- ✓ Often, the links or attachments to notifications on the school app won't open otherwise would have scored higher.

We are aware of this from time to time and it lies out of our control, however, all attachments and links are always also put onto 'Latest News' on the website, just in case they don't work on the APP or Marvellous Me. We hope this helps.

- ✓ Would it be possible for the teachers to put on marvellous me if a letter has been sent out as children often leave letters at school.

Thank you for the suggestion – this is something we could try to do.

Most of our letters are now sent electronically through the APP / Marvellous Me and can also be found on the website in 'News'.

Thank you all for your contributions. We will be taking all suggestions and comments into consideration as we continue to strengthen our communication with you.

Best Wishes,

Mrs Linacre
Principal