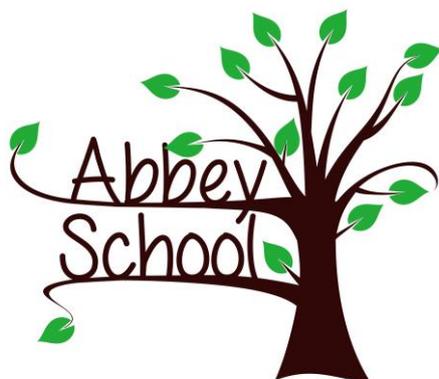


Abbey School



Family Lockdown Feedback September 2020



WELCOME AND CARE

VALUE AND INCLUDE

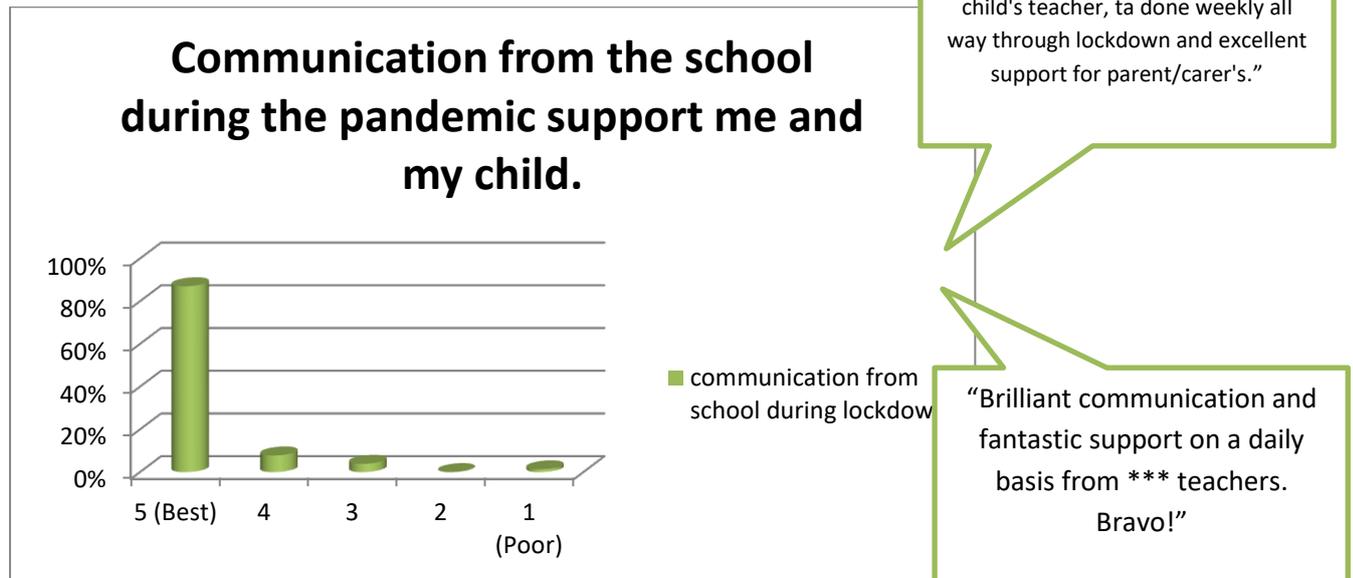
COMMUNICATE

WORK IN PARTNERSHIP

During the Covid 19 Pandemic Abbey School remained open to Key Worker children (where requested by families), offered an online curriculum and an outreach service to support families in a socially distanced approach. As with all our work we feel it is important to reflect on the service we provide to the families we serve and ask them as our partners what is working well and what could be improved further.

We are overwhelming proud of our results from our Lockdown September response which will inform our work moving forwards through the pandemic.

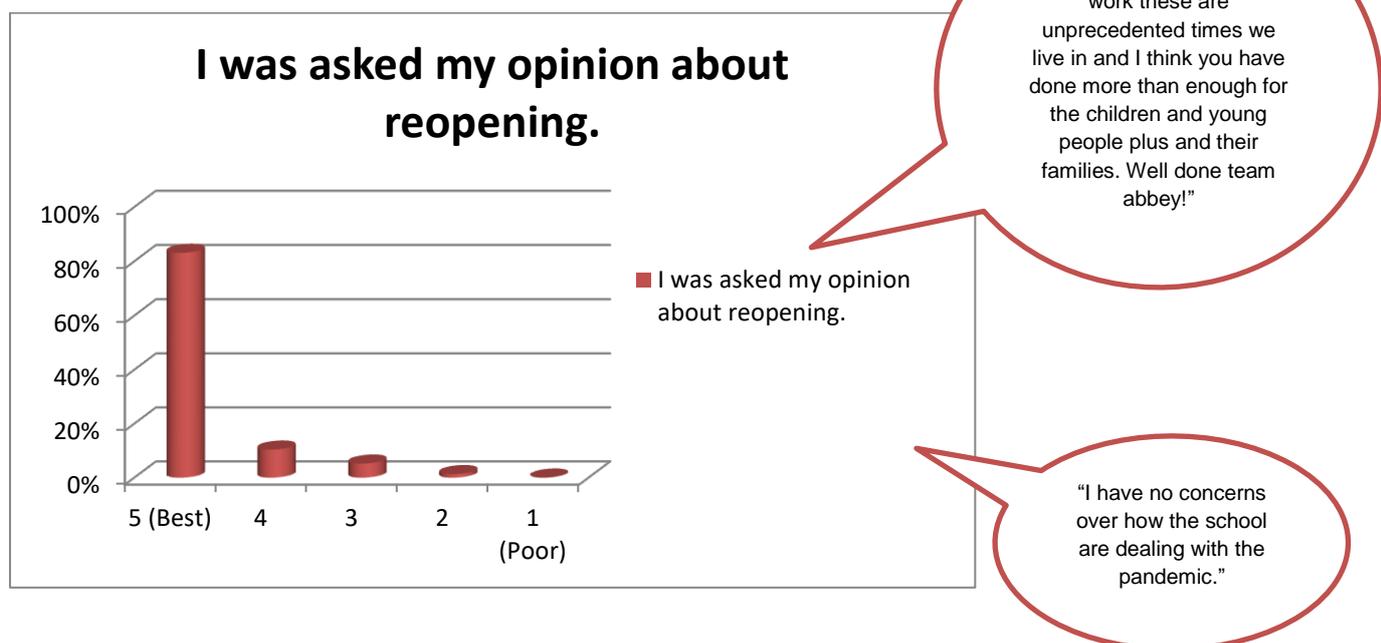
Question 1



Even better if...

The school continues to communicate in an open and transparent manner as we move forwards through the pandemic.

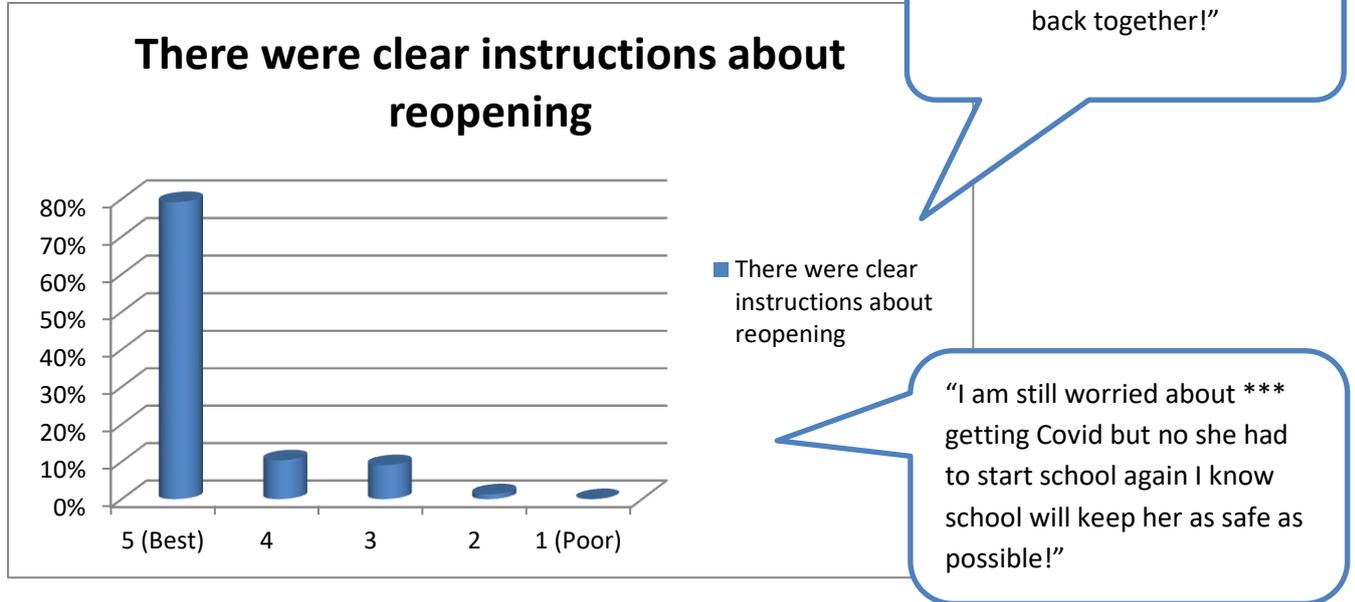
Question 2



Even Better If-

"I would like to see communications sent to parents advising them to keep their child at home if they display any signs or symptoms of illness."

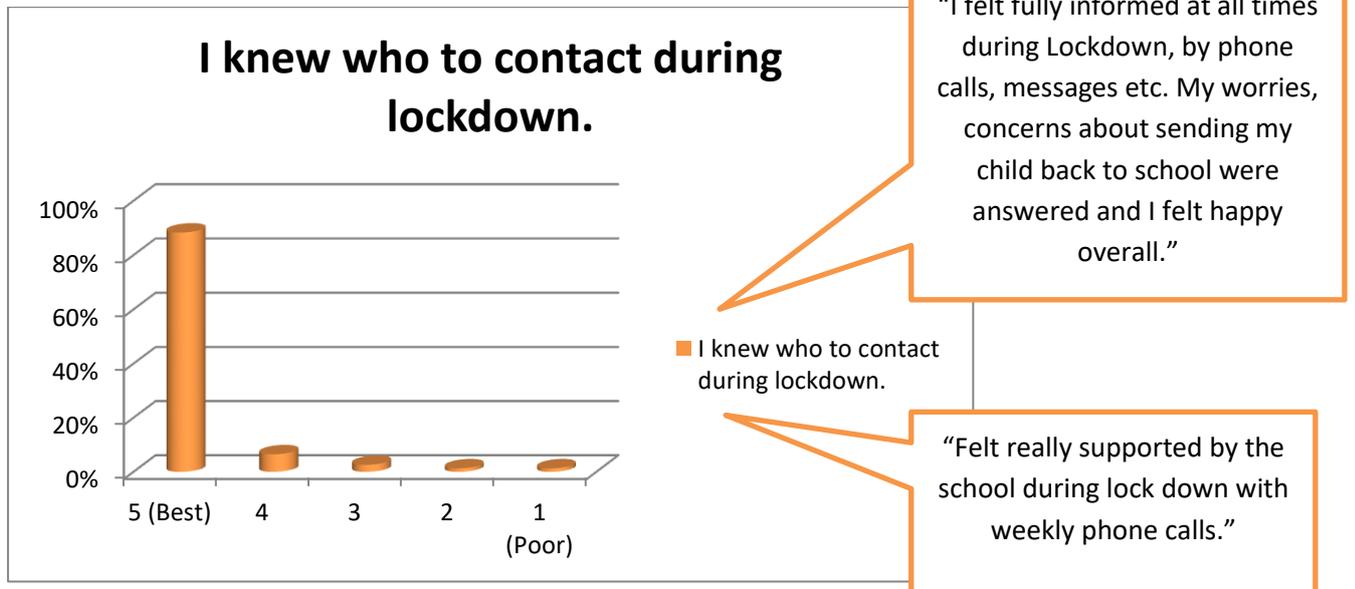
Question 3



Even better if...

Instructions and concerns about transport are shared through the school rather than through the various Local Authorities.

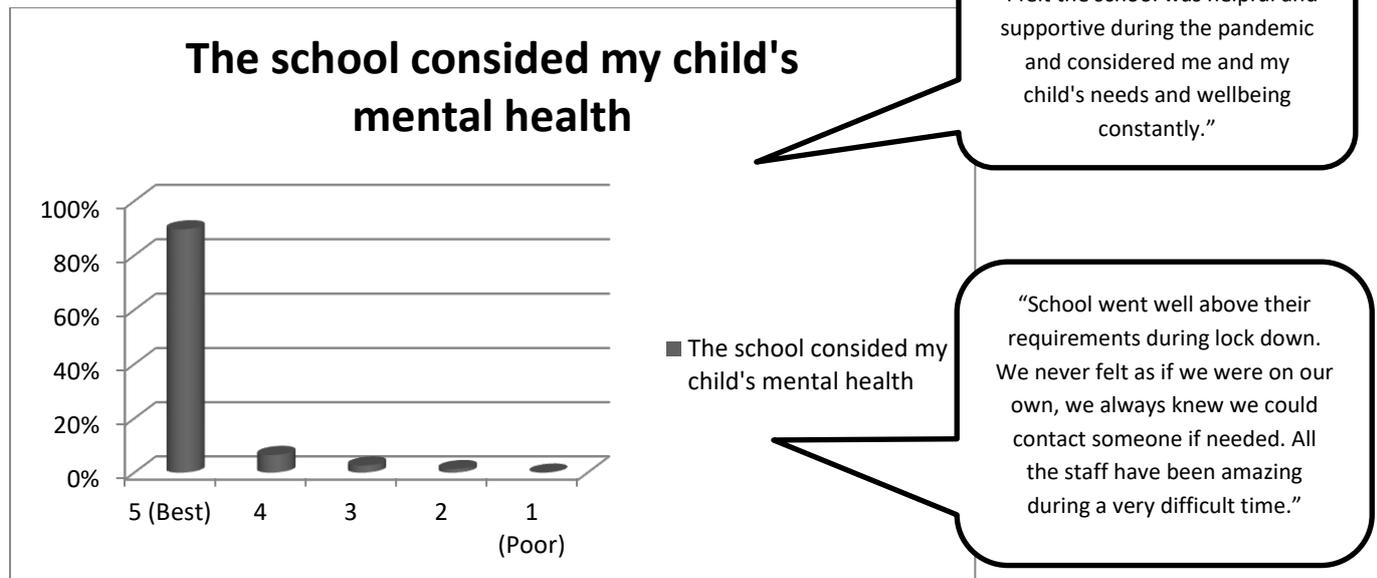
Question 4



Even better if...

The #teamabbey yellow pages is updated with an emergency number should the school close in an emergency for a significant period of time.

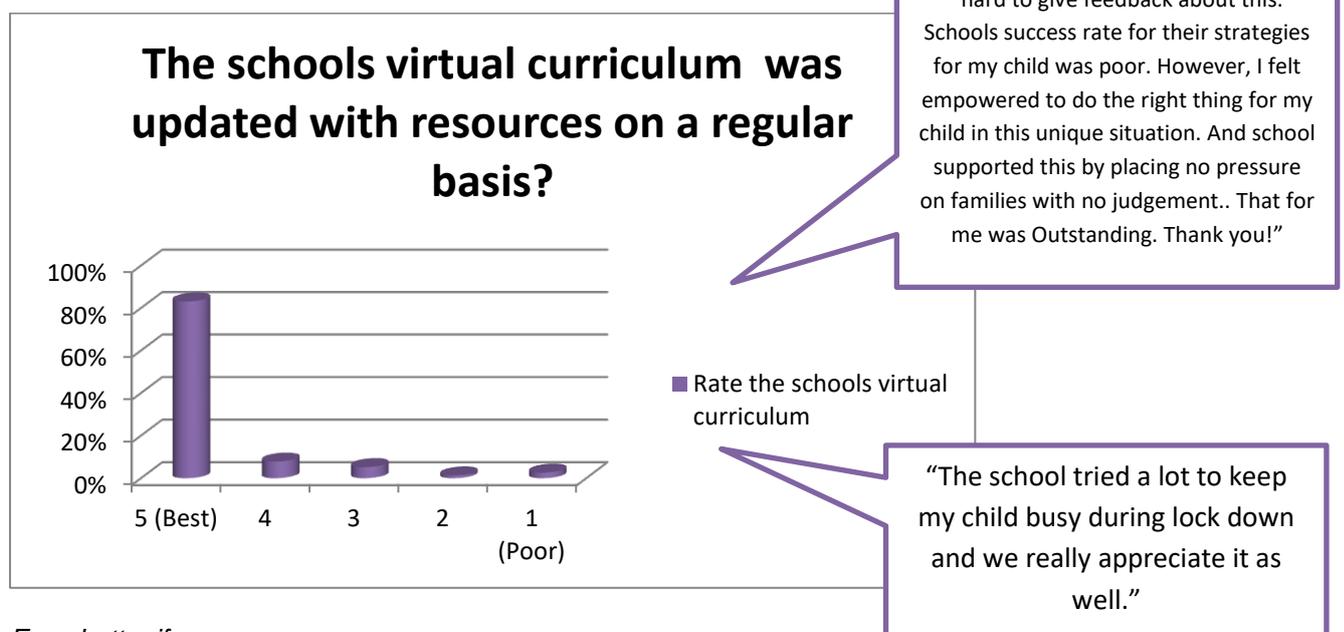
Question 5



Even better if...

We continue to focus on pupils wellbeing as we have in the past despite children missing on the academic intervention they would normally receive in school.

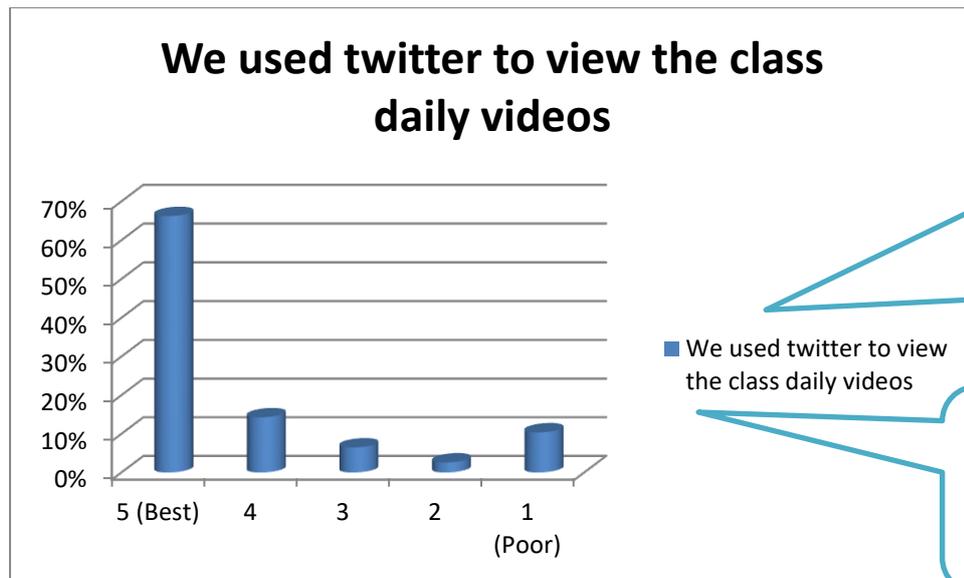
Question 6



Even better if...

We continue to ensure that pressure is not placed upon families to use the virtual curriculum but celebrate the successes families are having for example, cooking, teamwork, communication skills.

Question 7



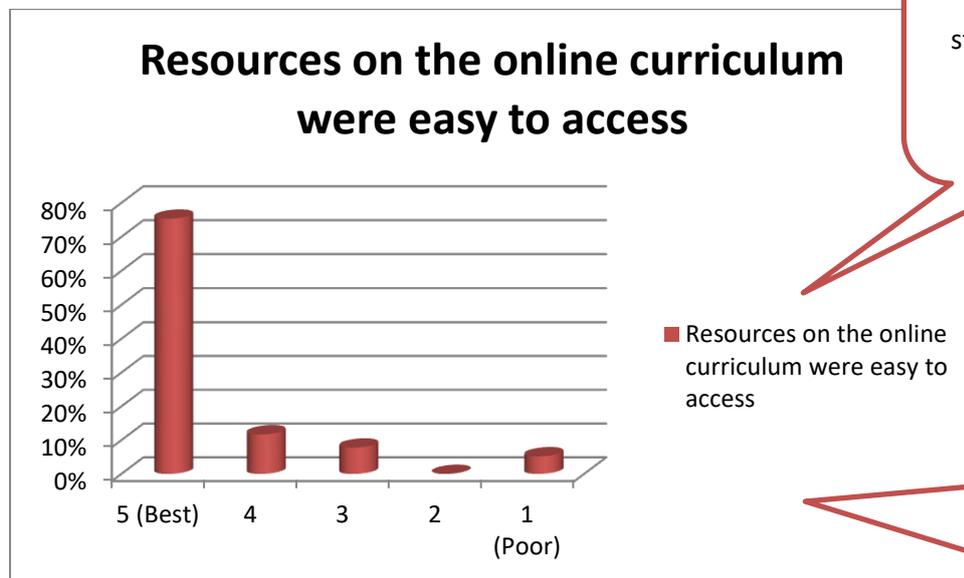
“Would just like to Thank all staff for their dedication and love for all of our Abbey Families and the support they gave everyone while also looking after their own. You are all hero’s in our eyes massive respect to you all 🙏”

“Very pleased with the regular updates and not using twitter could not mark appropriately!”

Even Better If-

Twitter is available on the school website so families do not need a twitter account to find out what is happening in their child's class.

Question 9



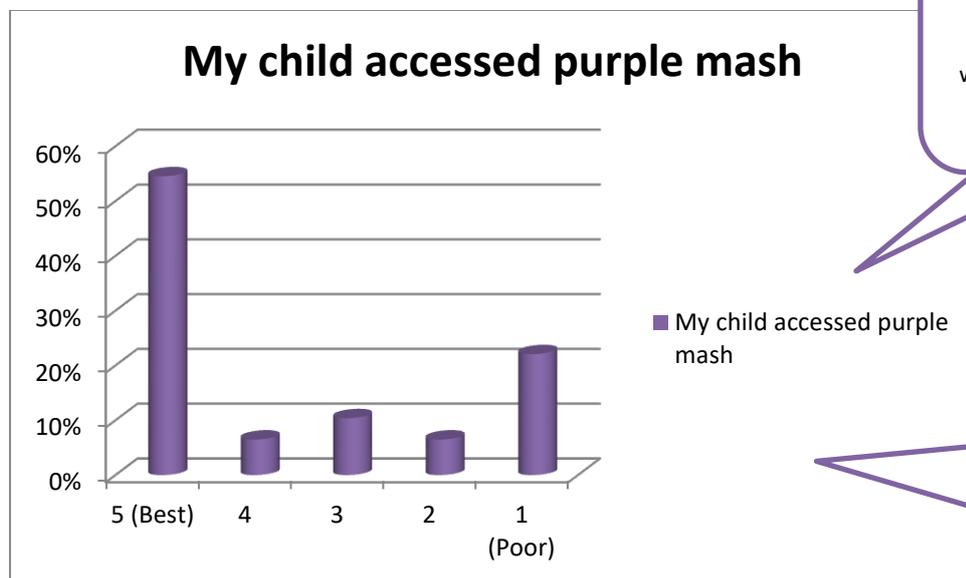
“Excellent support from staff. Thank you xxx”

“Impressed as always. Thanks Abbey 🌟”

Even better if...

Ipads were loaned to the very few families who do not fit Government laptop scheme to enable them to access the online curriculum.

Question 10



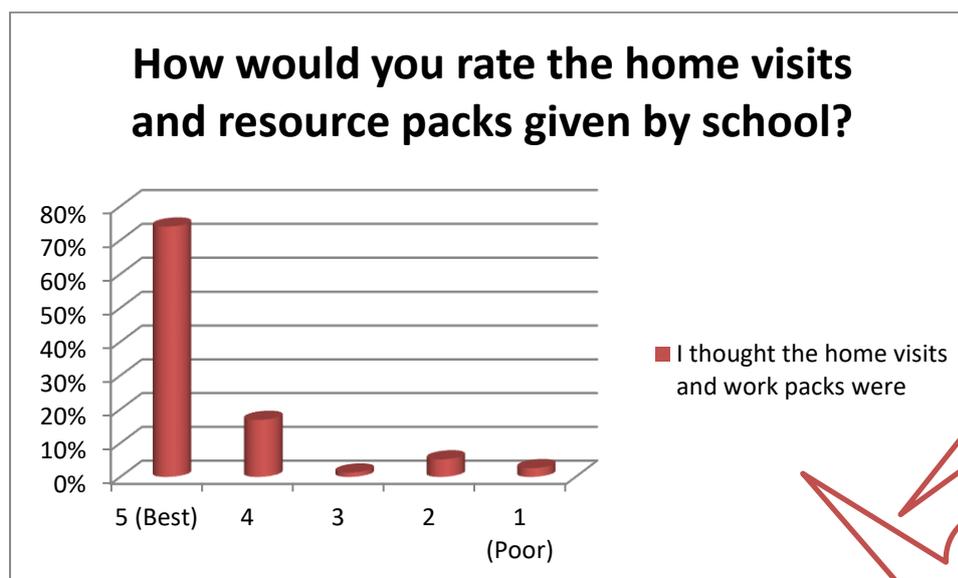
“Purple mash was tricky to access due to not having a laptop so doing it on the phone was a bit tricky so we asked for paper copies which were provided.”

“We are very impressed by how the school has handled everything”

Even Better If...

School have sent out an updated electronic devices questionnaire to keep a record of who needs additional resources at home from school separate from the Governments laptop scheme. We are also working on purple mash with all pupils to ensure they are empowered to use it independently.

Question 11



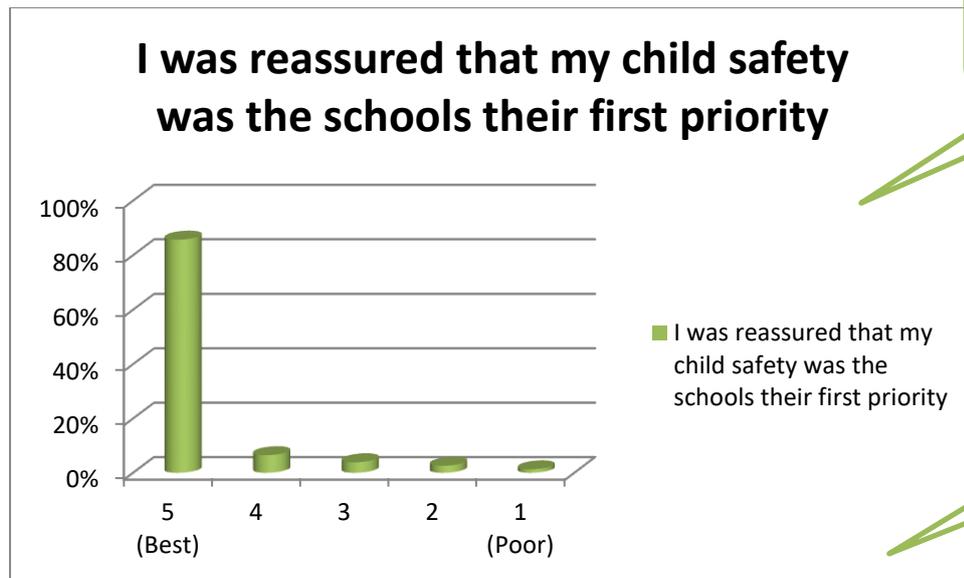
“Team abbey was amazing throughout the whole time schools were closed i couldn’t ask for a better school i wish all my children had such a wonderful amazing school and team”

“lovely support from the teachers during lock down, home visits and phone calls every week.”

Even better if...

Staff will arrange a time to visit for some families who are particularly anxious.

Question 12



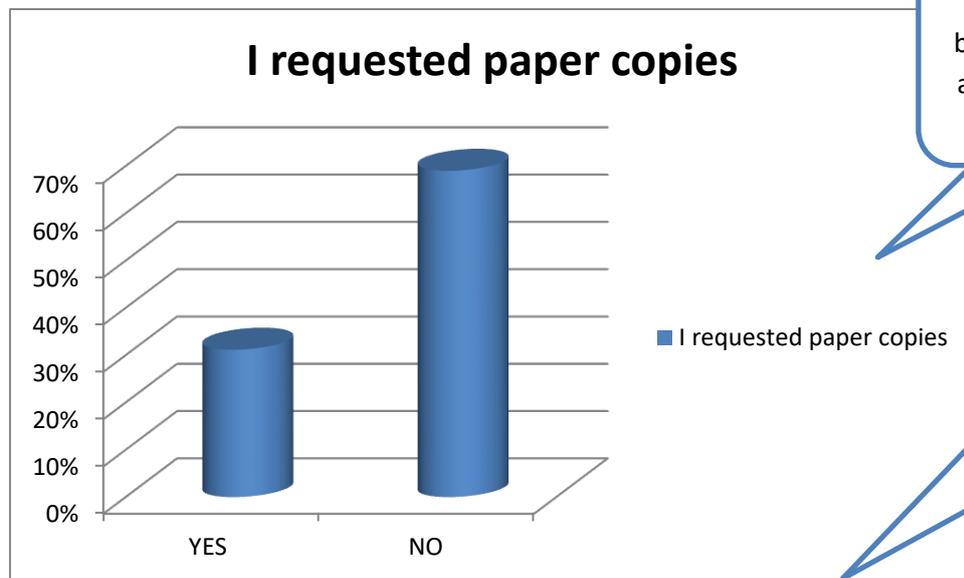
“The weekly phone calls were a boost!”

“Thanks for everything you all have done for my child”

Even better if...

School continues to communicate with families as much when they return.

Final Question



“I felt fully supported by school pre, during and after lockdown”

“Amazing school cannot fault this school even during hard time they are always there for you and your child.”

Even better if..

The few families who don't have a smart phone now have communication emailed directly to them.

Final thoughts from families

“Teachers was fantastic during the really bad time!”

“Cannot fault school 👍”

“my children wouldn't access purple mash but this was not the schools fault!”

“Abbey staff have done an excellent job throughout the lockdown xx”

"This school and staff are the best *** has been with and I'm very grateful to you all!"

"Abbey School have been excellent all the way through all this, going up and beyond at all times!"

"Love everyone at abbey school what an amazing school not just during COVID."

"The School has been excellent with ***!"

"Couldn't have asked for more!"

"Felt really supported by the school during lock down with weekly phone calls."

"Myself and *** loved the weekly phone call thank you x"

"Great support from school many thanks"

"Absolutely amazing throughout, lots of support given."

"It was great how the teachers phoned and checked on the students!"

"Happy with everything Thanks!"

"Fantastic school!"

"Fantastic school and fantastic staff."

"Great communication during lockdown."

"You have been fantastic"

"Things seem to have gotten off to a good start so here's hoping it continues"

Based upon the Family Lockdown Feedback - September 2020.