



Questionnaire Results

December 2018

There were 174 responses, thanks for taking the time to complete this.

Parent View Statements to be completed online and below	Yes	No	N/A
My child is happy at this school	99%	1%	
My child feels safe at this school	99%	1%	
My child makes good progress at this school (You'll know this from Parent Meetings, Reports, looking at your child's work)	98%	2% (Not until this year)	
My child is well looked after at this school	98.5%	1%	0.5%
My child is taught well at this school	100%		
My child receives appropriate homework for their age (e.g. weekly tasks, reading, maths homework, spellings)	97%	2% Needs to change book more	1%
This school makes sure its pupils are well behaved (e.g. rewards children get for good behaviour – team points, stickers, Passport Stamps as well as use of Warning System, loss of Privilege Time, phone call home or letter for inappropriate behaviour)	99%	0.5%	0.5% At times
This school deals effectively with bullying (swift action by school, good communication with parents, raising children's awareness)	78%	10% Sometimes not taken seriously	12% At times Don't know
This school is well led and managed (e.g. providing a purposeful learning environment to help every child achieve their potential; school runs smoothly, you are kept informed through newsletters etc.)	98%		2%
This school responds well to any concerns I raise (e.g. quick response, listening to concern, discussion of any action to be taken)	91%	6% Not always	3% At times
I receive valuable information from the school about my child's progress (e.g. school report, information at Parent Meetings, discussions with teachers)	97.5%	2%	0.5%
Would you recommend this school to another parent?	99%	0.5%	0.5%

GENERAL QUESTIONS and STATEMENTS to be completed below and returned to school		Yes	No	N/A or Blank
1	Can you confirm that you have completed the 12 questions online via Parent View and/or above?	69%	24%	7%
2	We currently offer a teatime club. This is open Monday to Friday 3.05pm to 5.30pm at a cost of £5 per session. Do you use or intend to use this provision?	32%	58%	10%
3	Does your school take account of children's views, e.g. through school council, individual pupil voice, mini-police, OPAL leaders, etc.?	81%	2%	17%
4	Would you prefer to receive newsletters and information via an APP on your phone? We are considering PAPERLESS communication.	80%	15%	5%
5	Does your child have the opportunity to attend a range of extra-curricular activities, e.g. choir, football, multi-sports, French, etc.?	82%	7%	11%
6	Do you access the school website and Facebook Page for information www.delveslaneprimary@durhamlearning.net e.g. newsletter calendar of events?	86%	9%	5%
7	With regards to the teatime club, would you like this provision to be open every day, or are there particular days when you need childcare?	Monday to Thursday or Everyday		
8	<p>If a new family came into the area and you were asked to say what you like the best about our school?</p> <ul style="list-style-type: none"> • Parent Comments • Outdoor play areas are great • Best in Durham • In good area, you are always kept updated on stuff, teachers always have time to talk if any problems • We enjoy the range of activities the children do on an average school day. We have also seen a huge improvement in her learning. • The quality of the teaching and leadership • Delves • Very good school • Breakfast and the tea time clubs are brilliant • There are some good teachers • The way the teachers treat the children is very attentive • A welcoming friendly school, safe place for your child to be • Lovely bunch of staff after doing a placement myself of this school and passed my exams with flying colours • OPAL play, how thorough the teachers are, easy communication • Well led • The teachers • Very good staff • Fantastic opal learning facilities • Yes, it is a great school 	<p><u>School Response:</u></p> <p>Very positive comments, thank you. We work hard to ensure that there are good communication links between parents and we appreciate all your positive praise and for our school.</p>		

- Lovely school with lovely teachers
- I am concerned
- Very friendly
- All
- The teachers
- Welcoming
- The outdoor play areas are fantastic
- Lovely staff
- Great school
- Approachable and friendly staff
- Pupil support
- Opal play
- It's a nice school
- It is a good school
- Lovely staff and pupils
- Well managed, good staff. Good communication. OPAL – just wow!
- Diverse school, good education
- Would recommend
- Friendly staff who are very welcoming to new children
- Very friendly
- Lovely staff, always ready to help
- Good school
- Enthusiastic teachers
- Children enjoy school and if they are happy and enjoy it they will learn better
- Supportive teachers, excellent learning environment
- Very friendly
- Outdoor play
- The dedication of staff towards our children is second to none. Every aspect of the school is dealt with our children's happiness and welfare in mind
- The teachers
- The way children develop is really good
- The teachers support
- I would highly recommend this school
- It's close
- Teachers
- Well run, friendly school, my children are happy and really progressing under the supervision of the school
- Friendly and welcoming staff who deal with queries quickly
- Friendly
- Teachers are very good
- Very friendly
- Helpful and knowledge from teachers
- Welcoming
- Friendly staff, caring staff, good community links
- Delves Lane

- There are some really good teachers at school
- Friendly staff, lovely children
- Everything
- Teachers
- The environment
- A good school, friendly staff. Children taught well and given support when needed
- A friendly school
- Good environment to learn academically and socially
- Welcoming, friendly and safe
- Communication is excellent, my children love coming to school
- Friendly staff
- How organised it is and how welcoming staff are
- Delves Lane School is a lovely place for my children to grow. They enjoy school and have lots to do, to keep their minds active
- My kids love going to this school. Great staff and kids are well looked after
- Good learning and fun
- The school has lots to offer, my children are excelling, communication is very good
- How well they are taught. How happy the children are and always have been in school.
- Staff are lovely
- OPAL facilities
- Excellent outdoor facilities
- Staff approachable
- Good school, all staff very helpful
- Friendly, that I have had no trouble with this school
- OPAL play, my son always enjoys talking about the mud kitchen. Classroom activities on the computer
- I would say it's a lovely school, wonderful teachers, it could improve on parent-teacher communication
- Teachers are very easy to talk to regarding concerns, helpful and the education is good
- Friendly, well looked after
- Good school, well managed, good communication
- Nothing
- Friendly, happy school
- I think that the Opal area is excellent for children
- Delves
- Friendly, accommodating to families
- Yes
- Very friendly, the children are well looked after and I only have praise for the school
- Staff are friendly and helpful
- Teachers, children good virtues and morals
- Longer lunch times so there is no more rushing children to eat
- Good school
- All of it
- Good caring school
- Friendly and approachable staff
- Outdoor play

	<ul style="list-style-type: none"> • Nice, friendly staff, always ready to help and talk • The schools is a safe and happy environment for your child • The teachers • Teachers, friendly • Safe, friendly staff, good communication between teachers, parents, teachers and children • Nice school, good teachers • The opal play area and opportunities available for pupils, e.g. trips away, etc. • That my child is happy there and she gets on very well • Good • The best 	
9	<p>If there was one thing you could change about our school, what would to be and why?</p> <p>Parent Comments</p> <ul style="list-style-type: none"> • Instead of standing outside in the morning, it would be better if children could go to classes straight away in the morning • Nothing • The intake process, see Q11 • No • Challenge bullies and better communication with parents (never an issue with daughter) • Patrol outside the school for parents with bad attitude • More communication if a child has been involved in an accident • Playing outside in heavy rain • No • I don't like the lining up on the playground, can't they just go in when the bell goes? There are always parents standing with children after the bell goes • Better communication when/if child is falling behind • Extra homework in Year 2 • Better communication. Both Facebook and text said we could take photos at PM nativity then told by Deputy Head, this is not the case • More notice for things that need to be brought in or purchased • Playing outside in extreme weather, I don't believe it's a benefit to children • Nothing • Not sure • Nothing needs to be changed • Attendance awards unfair for children who have disabilities and illnesses which prevent them from 100% attendance • More homework • Non-uniform days (even for small price) • Stop opal on the fields when it's very wet and muddy. Like the idea of Opal but really hate having to wash full uniform and coat frequently often daily due to mud • I am concerned about bullying, my grandchild seems to be getting bullied and does not want to go to school • Nothing 	<p><u>School Response:</u></p> <p>Children line up on the yards for school so that teachers can collect their classes. It gives parents a chance to catch teachers briefly if they have concerns and ensures that classes go into school with their teacher. In bad weather, we allow children to come straight into school. We always advise parents to stand back from class lines.</p> <p>Bullying is taken very seriously and every incident is dealt with according to our school policy. A new policy will be uploaded onto our website at the end of January 2019. This sets out a clear definition of bullying and we educate children about the term 'bullying' in assemblies and during 'Anti-Bullying Week' in November. If we have any concerns regarding incidents in school, we will speak to parents and carers as soon as possible. Please contact school if you have any issues regarding your child and bullying.</p> <p>Behaviour Policy – The strikes are explained in the policy. If you have any queries please contact school. Our staff follow the policy and seek the advice of colleagues or senior staff when they need assistance. Thank you.</p> <p>Attendance awards for classes are given out weekly. The class with the highest percentage of attendance wins an award, this is often not 100%. Individual children who have attended school for a full week will receive a raffle ticket and will be</p>

<ul style="list-style-type: none"> • The food • Sometimes the children play outside when the conditions are extreme • Both parents to receive a text • Extra support for those in need so it doesn't affect safety of other children in the class (funding issue, I know) • Nothing • I wouldn't change anything • Free school dinners • Not on a hill • Free school dinners right through • The strike system at times seems unfair on particular children, reasons behind their behaviour should be investigated as strikes do not always deter • The bullying is a concern • Communication when there has been an incident at school • Better and quicker communication re bullying and welfare issues • Three strike rule, get strikes for silly little things • Only do OPAL on the field in Summer as it's far too muddy • Everything • None • Better organisation with dates and activities • Nothing • Parking, access to school • Nothing • If possible, a little longer for lunchtime and keep reinforcing to eat and no chat, my kids sometimes come starving • A longer lunchtime as they both say they feel rushed eating their lunch • The way awards are given out • More of an effort with regard to the variety of sport catered for. There are more sports than football, we have a huge field which could be used • I think the strike system needs to be more clear and consistent • Taking kids out in all weathers • More incentive to walk to school as traffic is awful • The teachers would communicate more with parents and take a harder role with bullying • Nothing • One communication, not 3, I have 3 children at school • Bullying • If a child is bullied, it is take seriously straight away not left 3 weeks before being acted on • To be contacted over the kid • Hard to get to school activities due to times • Less letters • Parking • Nothing • More notice on events or information received via text • More music lessons, education 	<p>entered into a termly draw. The prizes for the Spring term are cinema tickets. An attendance policy will be available online at the end of January 2019.</p> <p>The local PCSO often patrols outside the school gates to assist with some negative behaviours and parking issues. Parents can contact Durham County Council over parking concerns at: http://durham.gov.uk/highwayobstructions</p> <p>If a child has received a first aid slip, then they have received first aid at school. For serious head injuries or other major concerns parents are notified straight away and in emergencies an ambulance is called to the school.</p> <p>Playing outdoors in all weathers is part of our OPAL philosophy. There is no such thing as bad weather, only inappropriate clothing. Children can be sent into school with old spare clothes and wellies to ensure they don't become too muddy.</p> <p>If a child is falling behind their peers in school, then we will notify parents of our concerns. In some cases a short note will be issued and discussed with parents and carers or a Special Educational Needs Support Plan might be written, both documents are discussed with parents. Parents evenings are held twice a year and a summer report is written for your child. There is a drop-in session for parents in the summer term. Please contact school or your child's teacher if you have any concerns about your child. We will ensure that parents are notified of any concerns we have regarding their child's progress as soon as possible. Thank you for sharing this feedback.</p> <p>If you have any queries about school dinners, please contact school and we will give you the details of our catering contractor, Taylor Shaw. They will also be at the Spring Parents Evening.</p> <p>Calendar of Events – We send this out in early September for the whole year. Sometimes,</p>
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<ul style="list-style-type: none"> • Instead of line in outside, children could go straight to classes in the morning • I wouldn't change anything • Bank outside • No 	<p>amendments have to be made, we try our very best to keep these to a minimum.</p> <p>Lunchtimes – Children are not rushed to eat their dinner, we encourage them to eat! A school governor has been into school and observed lunchtimes and only had positive praise. Children often want to go outside and play! If you have any concerns regarding your child's lunch, please contact school.</p> <p>Photographs were allowed to be taken at some Christmas performances this year. This will always depend on consent being given by parents and carers. If we receive a notice (this might be on the morning of a performance) that a child cannot be photographed, then we have to respect a parents wishes. We try our best to keep everyone informed.</p> <p>We will review the School Travel Plan, when we receive notification from Durham County Council and consider initiatives, which encourage children and parents/carers to walk to school.</p> <p>Communication – we are investigating a School APP this term, which will save paper and also ensure that parents receive news more efficiently. We will keep you informed and update you later in the Spring term.</p> <p>It is difficult to ensure all working parents and carers can attend events in school. We will consult next year on performance and event times so that we can consider other options. Thank you.</p> <p>Texts to parents – These are sent out to the primary contact on the child's record. If you would like texts to go to more than one contact, please contact the school office.</p> <p>Sporting activities – During the winter months the children can play football, tennis and basketball alongside the other play provision on the field (den building, etc.). It very much depends on seasonal</p>
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		use, there is an athletics track and other games are played in line with the PE curriculum.
10	<ul style="list-style-type: none"> • What does your child enjoy most about our school? • Parent Comments • Learning new friends, seeing his friends – good relationships – especially Mrs Shaw! • Teachers, friends, nothing disliked • His teacher and playing with his friends • Seeing friends and learning French • His friends • Everything • Learning through play and interacting with other children her age • His teacher • Outdoor play • Friendship groups • Everything • All • Playing with her friends • She loves her teacher, Mrs Schenker and she loves learning • Her teacher, Miss Smith. • Her playtimes and lunchtimes, afterschool clubs • Our child loves her teachers and enjoys coming to school every day • Everything • Teachers • Opal, ASC, their teachers! • Playing with friends and learning • Everything • Everything to be honest, there isn't anything they don't enjoy, both children come home happy and that is all I can ask • OPAL time • Friends • All • Playtime • Learning with Mrs Randell • Opal time • Her teacher, friends and the education, learning new things • Her favourite friends and teachers • Her friends, teachers • She has a good group of friends and is on the school council • Staff and helpers • Teachers, friends and learning new things • The teachers • Teachers • Spending time with his friends and after school clubs 	<p><u>School Response:</u></p> <p>Thank you for all your lovely feedback. We believe in building good relationships with parents. There is lots of good feedback regarding teachers, OPAL, children and friendships, learning, after-school clubs, etc. We appreciate it.</p>

- Maths and playtime and events that parents are invited to
- All of it, non-specific
- Everything
- Friends, playing, reading
- Everything
- All
- Playtime
- Teachers
- His friends
- Everything
- School work
- Everything
- Learning and friends
- Socialising with friends. Enjoys maths lessons and playing outdoors
- Mrs Moody's lessons
- He loves Nursery and seems to enjoy everything he does
- Playing and learning
- All
- Class rewards for attendance
- Friends, playing, learning
- Everything
- He enjoys all aspects including dinner (Fishy Friday)
- Learning with teachers (Miss Smith)
- Everything
- Everyday
- Maths, friends and drama
- Science
- His friends and some teachers
- Their teachers
- Everything
- Drawing pictures
- OPAL
- Make friends and learning
- Everything
- The OPAL play and teachers
- Everything
- Outdoor play
- The teachers and her friends
- Everything
- Very friendly
- Outdoor area is great
- Having lots of fun with friends and learning new things
- The house cup is always mentioned in our house. They are very competitive.
- OPAL and after school clubs

	<ul style="list-style-type: none"> • After school clubs • OPAL • The children love the OPAL play and teachers • Learning • Her teachers • Seeing her friends • Accelerated Reading! He loves books • School • Her friend group • Seeing his friends • Learning and friends • Playing with friends • My boys love the teachers and the activities, especially OPAL • He enjoys being outside opal play and the friends he has made at the school • Playing in nursery garden • The teachers • Sport activities • Sports • His mates • His teacher and friends • Learning and playing • Friends, playing and singing • Spending time with friends • She loves almost everything • All of nursery • All of it • Homework and learning • Reading, accelerated reader • Variety of learning methods across the topics and outside OPAL play area • Afterschool clubs 	
11	<p>Additional comments – if you want to explain any of your answers or if there is anything else you would like us to know about, please tell us here.</p> <p>Parent Comments</p> <ul style="list-style-type: none"> • Need to improve communication; several ways of sending out messages NOT all consistent • My opinion of school is nothing but positive. My children are exceeding in lessons and all the staff have been very approachable every time. • Music in education helps a range of skills if not followed professionally, it still helps in applying mathematical, rhythmic and motor/memory skills in addition helps to express emotions that sometimes can't be expressed verbally • Progress – not sure personally don't think my child is making good progress, but this is down to a list of factors, e.g. time off, etc. • None 	<p><u>School Response:</u></p> <p>Communication – This comment refers to consent for photographs. Please see section 8 where a school response has been given, thank you.</p> <p>Music in Education – We appreciate your feedback. Music is very important and each class will have learn a repertoire of songs in a school year. We currently have a scheme for Music teaching – Music Express. Music tuition is available for individual children – please contact the school office for more information.</p>

<ul style="list-style-type: none"> • My second daughter is starting Nursery in January. My daughter is currently in AM Nursery and will be until end of school year. Her sister was only offered a PM placement, this is a massive inconvenience • The charities this year disappointing no children in need, no Christmas jumpers, won't be supporting red nose day next year. Don't rule my life by Facebook. • Teachers are very efficient of getting questions answered and dealt with quickly. Always informed. • The school and teachers have been very supportive with personal issues we have had over the years • Exceptionally brilliant nativity play, massive thanks to the great effort of all staff for their patience and learning skills of such young children • School APP ideal, seen the benefits with other schools • The organisation for activities over the last 6-8 weeks has been terrible, late changes, last minute information, you have a lot of working parents who rely on accurate and reliable information and consent for pictures, my child's father has been unable to attend today so has missed his sons first Christmas performance due to work commitments • My son feels disheartened about Star of the Week as the last time he received it was Class 3, two and a half years ago • Don't receive information about my son • My son has always mentioned star of the week, which he never received. I think if something the school continues to do; it needs to be fair. It makes him feel like his best is over-looked. • After school services is excellent for full-time working parents and children love it • Enterprise fair a worry, too many people in a small space, big health and safety issue • Move to paperless communication is a great idea. I read newsletters online so put them straight in the recycle bin 	<p>Children in Year 3 learn a musical instrument for the year (Ukulele) and there is a list of songs for children to learn in assemblies each term.</p> <p>The music curriculum is currently under review and the Department of Education is investigating the music offer in schools. We will update parents on our music curriculum when the DFE publishes their new Model Music Curriculum, expected Summer 2019.</p> <p>Concerns about a child's progress – Please contact school and we will organise a meeting with your child's class teacher.</p> <p>Nursery places are offered in accordance with Durham County Council's admission arrangements. The offer of a place is prioritised according to the date of birth of the children on the waiting list.</p> <p>Star of the Week – We aim to ensure all children receive this award. Thank you for your feedback.</p> <p>Enterprise Fair – Thank you for your feedback. We will consider these comments and consider use of both school halls to accommodate this extremely popular event.</p> <p>School Charities – We try to support charities that the children have voted for. However sometime we like to support charities that affect our school community. We didn't want to ask parents for a number of donations before Christmas because the majority of you had kindly donated to the pantomime. Children were allowed to wear Christmas Jumpers on the last day of Autumn term. We do take your comments on board and will consider this feedback for next year.</p>
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Thank you for all your comments; we really appreciate your feedback.