

Question	Comment	Response
1. My child enjoys school	Friendship issues unfortunately causing an unsettled time, unsure of unacceptable behaviour consequences as behaviour appears to continue	Clear policies and procedures are in place which are followed consistently across school and also in Out of School Club. We urge parents/carers to speak to class teachers in the first instance. All issues around behaviour, including friendship issues are logged on our electronic system CPOMS. We can then filter records by individual children's names so patterns can be considered. Staff are committed to ensuring the best possible school experience for children and will always endeavour to support if we are aware of the situation.
	My child has had very difficult experiences in each year group/class. I believe this has influenced his overall feeling about school	We are keen to ensure a happy experience for your child. Please approach the class teacher to make them aware of any current concerns. If you feel that any issues are considering please approach a member of the Leadership and Management team.
2. The school keeps my child safe	Agree physically, disagree emotionally	School has recently successfully achieved the Wellbeing award. We pride ourselves on the education we offer, but even more importantly, the care that we provide. As this is an isolated comment I urge you to speak to the class teacher and if necessary, support can be sought for your child from an outside agency.
3. The school informs me about my child's progress	My communication regarding my child's specific program. There was more info on seesaw last year	School understandably, is very busy place, and staff put time into ensuring each child's needs are met. If you would like more regular updates on progress, please do not hesitate to approach the class teacher, who will always find time to discuss your child with you. Seesaw operates differently across school. In Foundation Stage (Nursery and Reception) it is used as an evidence base to build a shared Learning Journey, hence two way communication, as it is important to have evidence from home. As children move into main school and access the National Curriculum, seesaw is used as a tool to share your child's experiences with you to keep you regularly updated. Other communication methods are available to parents such as face to face, telephone or e mail via school gateway.
4. My child is making enough	Not seen anything	School offers three parents' evenings a

progress at this school	to compare to	year, along with a progress report. This, along with images on seesaw should give you an indication of the progress your child is making and whether they are meeting age related expectations. We now communicate reading age scores with parents so that it is very transparent as to whether your child is making progress.
7. The school helps my child to have a healthy lifestyle	I would like to see healthier school meals or the ability for parents to choose what meal their child has	The school meals are all nutritionally calculated and it really comes down to the choices children make. We would never force a child to take a meal they did not want. However, if a parent wishes their child to have specific items, please speak to the cook who would be happy to arrange a special diet. A salad bar is always on offer and this is popular with the children.
	Child doesn't enjoy drinking water and this can lead to health issues if not drinking throughout the day – currently no alternatives, i.e. flavoured water encouraged	It is good practice to encourage children to drink water and our children live in a country where this is freely available. It is possibly worth persevering with your child for healthy habits for life.
9. The school meets my child's particular needs	Having made a complaint at the end of summer '19 I am awaiting a written summary of agreed actions and will be interested to see which actions are implemented going forwards.	The concerns were listened to and actions verbally communicated. School will of course send a written record of actions as agreed. Sincere apologies at this oversight.
10. The school deals effectively with unacceptable behaviour	Not sure as not had any experience here	School is committed to positive experiences for all children
	Friendship issues unfortunately causing an unsettled time, unsure of unacceptable behaviour consequences as behaviour appears to continue	Clear policies and procedures are in place which are followed consistently across school and also in Out of School Club. We urge parents/carers to speak to class teachers in the first instance. All issues around behaviour, including friendship issues are logged on our electronic system CPOMS. We can then filter records by individual children's names so patterns can be considered. Staff are committed to

		ensuring the best possible school experience for children and will always endeavour to support if we are aware of the situation.
	Speaking with both of my children who attend the school, I feel that bullying issues could be handled more effectively	We are very clear with children what constitutes bullying, which is targeted and repeated. School will not tolerate bullying and if this is occurring then we need to be informed. We are truly committed to tackling unacceptable behaviour so please bring any concerns to the direct attention of the class teacher or following that to a member of the Leadership and Management team.
	Can't judge not seen anything unacceptable	This is what we strive to achieve. We teach our children behaviour skills for life alongside positive moral values.
12. The school is led and managed effectively	Love Mrs Trundley!	The staff team is incredibly strong and although a professional hierarchy exists there is an ethos of mutual respect and appreciation. Staff work hard, not because they are directed to, but because they really want to and are so passionate about their jobs.
	Not enough info	If you feel systems are appropriate, the school values are evident and school is a happy place for your child then hopefully this is a contributory result of leadership and management at all levels.
14. My child enjoys reading	No reflection of the school – S*** is just not that interested in sitting down to read	Every child is unique and some children prefer to be active. However, reading is key in developing vocabulary and a greater understanding of our world and cultures. Even 5 minutes daily would be helpful. This is perhaps most easily built into bed time routines with the adult reading to the child to develop a love of books.
	Reading is an individual thing and B** is getting there and enjoying reading more and more	Pleased to hear that your child is enjoying reading more, we really are making this such a focus in school.
General	Really happy – thank you	Thank you!
	Very pleased with my child's progress and with the school and teaching in general	Thank you!
	He enjoys his	Swimming is offered to children weekly in

	swimming, we want him to continue until year 6 because he keeps saying it will finish in year 4 (A*****)	Year 3 and 4. We hope that this opportunity gives them the skills to be a proficient swimmer. If a child has not learnt to swim by Year 6, additional sessions are offered. We are fortunate to have a leisure centre in our community along with several others within North Tyneside. Free swim days are offered for children, please contact The Lakeside Centre for information on when this is.
	He's progressing very well with the right support	We recruit staff very rigorously and are immensely proud of the support we can offer.
	I'm happy with the progress of my child and look forward to their future	We share your ambitions for the best for every child.
	Some n/a as child in nursery	Recognised
	Staff is excellent and friendly	We are immensely proud of the whole team that we have at Westmoor and see ourselves as your child's extended family.
	All great! Keep up the good work 😊	Thank you!
	Lovely school and a delightful set of staff, thanks for keeping the boys safe 😊	Thank you – the children are our absolute priority
	Brilliant school and teachers, thank you for all your support	Thank you for your comments!
	Really happy with the school – think it's fab!	Thank you – we do too which is why staff are keen to have lengthy careers at Westmoor.
	L*** has settled in amazing, loves her school and teachers	Thank you!
	We are very happy with all aspects of the school. Very well led, child is very happy and making progress	Thank you!
	J**** appears to be getting much better support in year 6	If ever you are concerned about the level of support your child is getting, please speak to a member of staff directly. This may be the phase team leader in preference to the class teacher in the first instance

	<p>I would like a little more assurance around how the school deals with food allergies, training given to staff around this. Suggestion of a parent/school allergy forum to discuss and put in place relevant protocols</p>	<p>All staff are first aid trained. Any details of medical needs are displayed in school for all staff to be aware of. In addition all teachers have this information in their class files. More than happy for parents to work with school to reassure parents of protocols. Please contact Mrs Tennant to arrange this.</p>
	<p>Very happy with how WM Primary has brought my child's confidence on</p>	<p>Thank you. We are committed to the development of the whole child and aspire them to be rounded, caring individuals who make a positive contribution.</p>
	<p>My child has a really good time in school and enjoys her school life and learning</p>	<p>Fantastic! We have had such positive comments from children about the introduction of OPAL and what that had added to their enjoyment of the full school day.</p>
	<p>Westmoor Primary School is a caring and nurturing school. My son thoroughly enjoys attending and is progressing well.</p>	<p>Thank you! Of course we are committed to your child's education but really appreciate the recognition that we are so dedicated to nurturing too.</p>
	<p>Sometimes messages are sent last minute; such as school photos are tomorrow</p>	<p>We are implementing new communication systems in school so please bear with us. Events are on the school diary which is on the home page of the school website. Messages may be sent out as reminders, simply as a courtesy, especially if there is no direct action required by parents, such as school photographs which are organised within the school day.</p>
	<p>F**** said she is not afraid to speak to her teacher anymore</p>	<p>Children do get used to their teacher and at the point of change in September this can sometimes be a challenge for less confident children. AS all children are unique, so are staff but all are equally committed to the best for our children.</p>