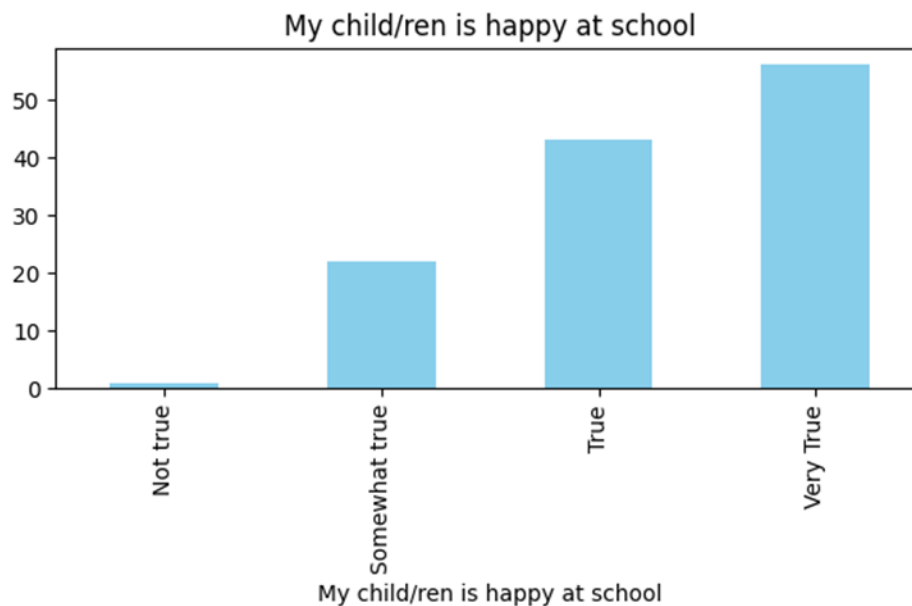


# Brookside Academy Parent Survey – Spring 2026 Summary for Families

Thank you to everyone who completed our Spring 2026 Parent Survey. Your feedback helps us celebrate what's working well and focus on the areas that matter most to our school community. We received 122 responses across all *mainstream* year groups, and we're pleased to share the key messages below. We have run all these responses through AI and it has produced the following report.

## Children Are Happy at Brookside



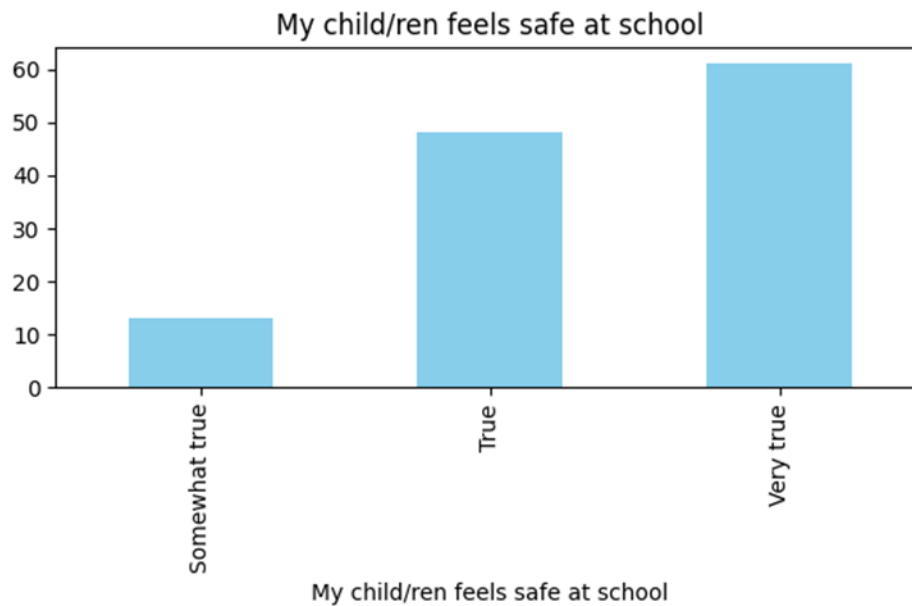
Well over **90%** of parents told us their child is happy at school.

You frequently mentioned:

- *"The teachers are just incredible"*
- *"My child loves coming in everyday"*
- *"Brookside is an amazing school. Well run and the teaching staff are fantastic."*

Parents and careers highlighted the warm relationships between staff and pupils, strong care, and a positive atmosphere. Many children talk happily about their day and feel proud of what they're learning.

## Children Feel Safe

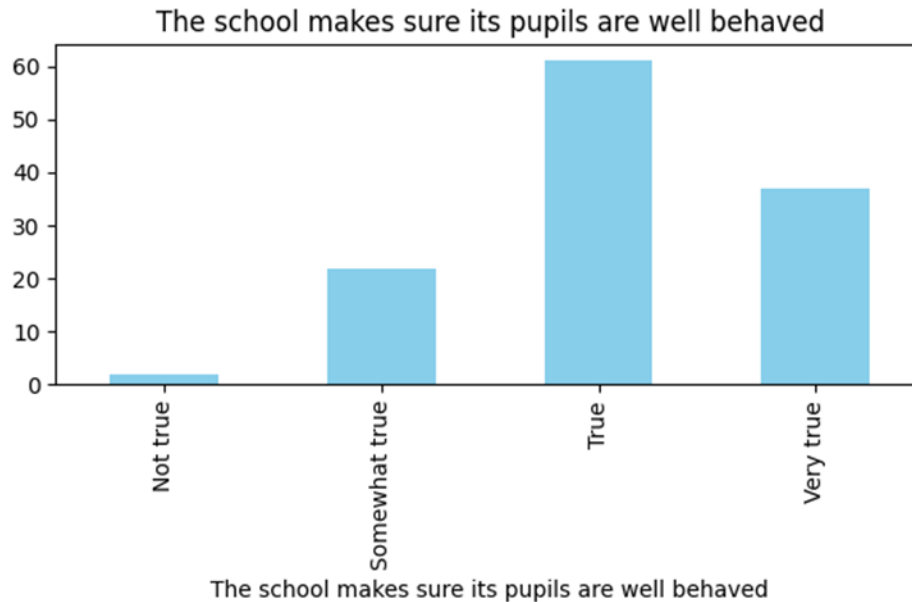


The vast majority of families said their child feels safe at school, with parents regularly referencing:

- A friendly, welcoming school culture
- Strong safeguarding practices
- Staff who *"really know the children"*

*A small number of parents mentioned that safety on the playground could be strengthened, especially around rough play or MUGA supervision. We are reviewing this to make sure all children feel safe during breaks and lunchtimes.*

## Behaviour Is Strong and Expectations Are Clear



Parents described behaviour at Brookside as:

- Calm
- Well managed
- Based on kindness and good manners

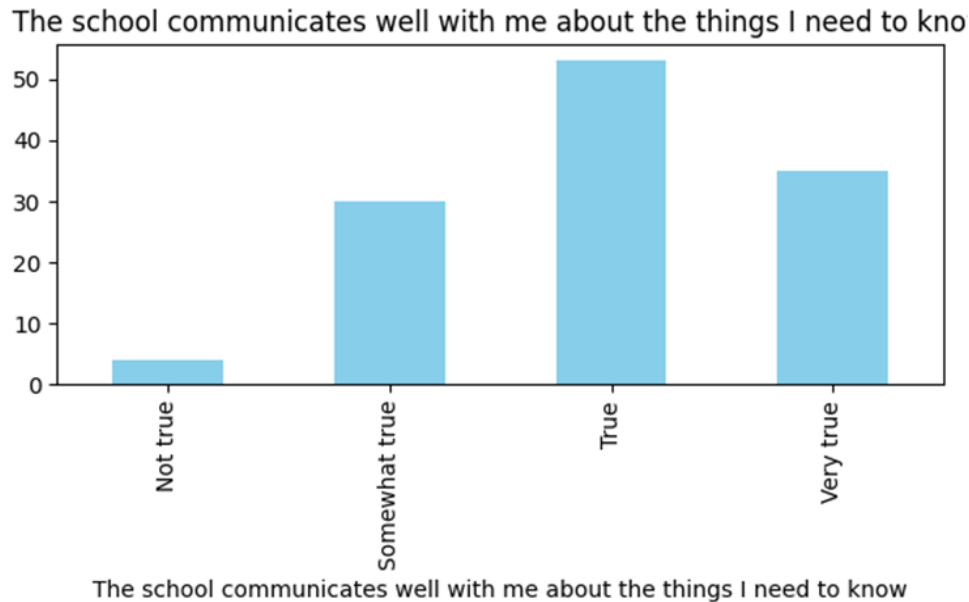
Many commented that the school *"has high expectations"* and that *"children are polite and respectful"*

Where concerns arose, they related mainly to:

- Boisterous playground behaviour
- Occasional lack of follow-up communication after incidents

*We have tightened Behaviour expectations with a recent Trust review of Behaviour (Jan 26) looking at reporting procedures, staff consistency and follow up support.*

## 💬 Communication – Good Overall but Needs to Be More Consistent



While most parents agree that communication from school is strong, it's also the area with *the biggest variation in opinion*.

Parents told us:

### What's working well:

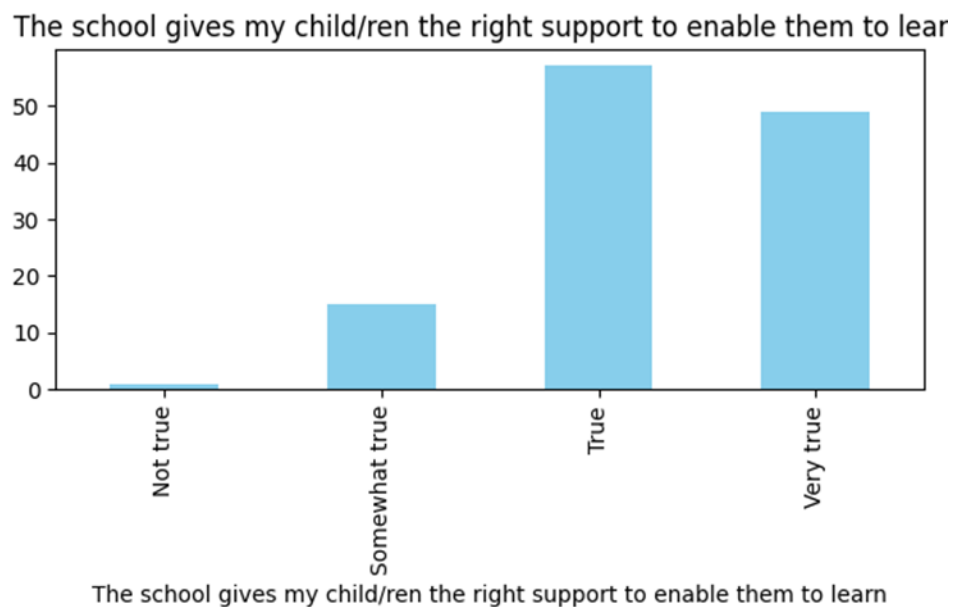
- Friendly, approachable staff
- Quick responses when concerns are raised
- Clear updates from some teams, such as SENCo and ELSA

### What could be improved:

- Occasional errors in emails
- Short notice for event changes
- Club/booking systems that fill too quickly or feel confusing
- Not always hearing when playground incidents occur

We know that aspects such as occasional email errors, short-notice changes, busy club booking systems, and communication around playground incidents can, at times, feel frustrating. These areas naturally involve many moving parts in a busy school, and even small oversights can have a noticeable impact on you. Rather than seeing these as excuses, we want to be clear that we understand why these things matter: families rely on accurate information, enough time to plan, fair access to activities, and clarity about your child's day. Your feedback highlights where our systems need to be stronger and more consistent, and we are acting on it. Our aim is to make communication smoother, improve notice periods wherever possible, give as much warning as we can regarding booking systems, and ensure clearer updates when incidents occur; so that the experience for families matches the high-quality care and education we strive to provide every day.

## Support for Learning and SEN Provision



Support for learning was rated highly, with many families praising:

- Class teachers
- Teaching Assistants
- ELSA support
- The caring approach from staff

Some parents wrote:

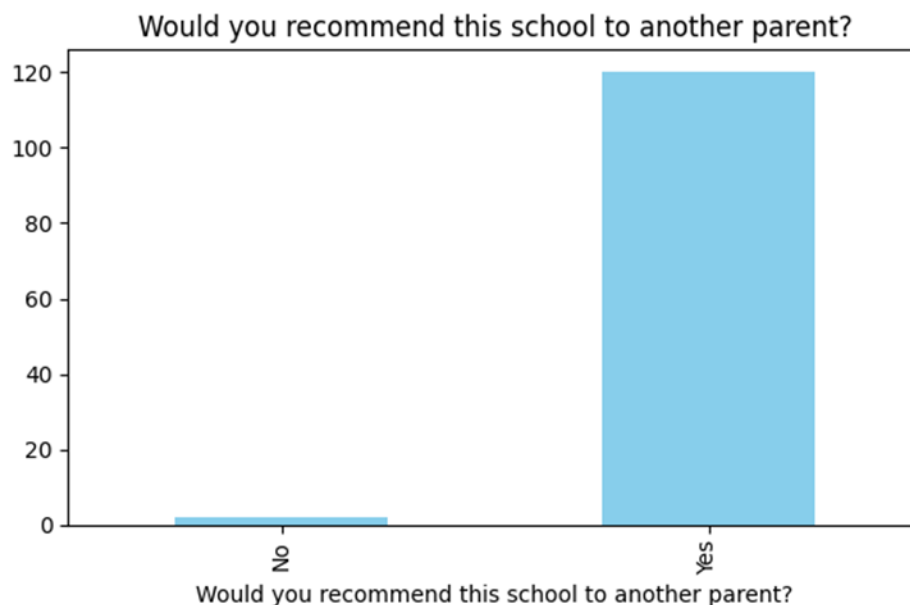
- *"The SENCo and ELSA support are excellent."*
- *"My child has a real love of learning thanks to the school."*

A small number of parents raised concerns around:

- Delays in recognising additional needs
- Inconsistent communication about support
- Differences in practice between classes

We are very aware of the challenges many families face regarding SEND. Brookside's reputation for SEND support means that we have over twice the National Average for children on SEND Support (Currently 28% but much higher in some year groups) and many times the National Average for children with EHCPs. This puts incredible pressure on our capacity and systems. We are really proud of the work we do and the inclusive ethos we strive for. But we are also very aware that the national system, local pressure and need are extremely challenging, and there are many factors such as waiting times for diagnosis that cause a lot of frustration. We really appreciate candid and open conversations with you about the process for support and the impact this is having on you, your child and our provision.

## **Would Parents Recommend Brookside?**



98% of parents said yes; a fantastic endorsement of the school's culture, teaching, leadership and pastoral care. In many ways this endorsement makes us want to strive even more to maintain the

positives. We are very aware of the Somewhat True areas within the survey and have taken on board all comments moving forward.

Comments included:

- *"Brookside is a fantastic school with supportive staff."*
- *"Both my children have thrived here."*
- *"Teachers and TAs are amazing — thank you!"*

This is something the whole community should be proud of.

## What We're Doing Next

Based on your feedback, our next steps include:

### ✓ Improving communication

Better proofreading, more notice for events, and reviewing the club/booking system.

### ✓ Building on playground safety

Improved incident-reporting procedures to ensure all behaviour incidents are reported and acted upon.

### ✓ Strengthening SEN consistency

Building on our great reputation to ensure that we do not overstretch our capacity and we are clear about how we can or cannot meet need.

### ✓ Continuing our strong culture of care and high expectations

Building on what families value most. This survey helps us to firm up what we are doing well so that we 'Keep doing it!'

## **Thank You**

Your feedback helps us make Brookside even better for every child.

We appreciate your honesty, your ideas and your support; together we make our school community a very special and unique place for children and families.