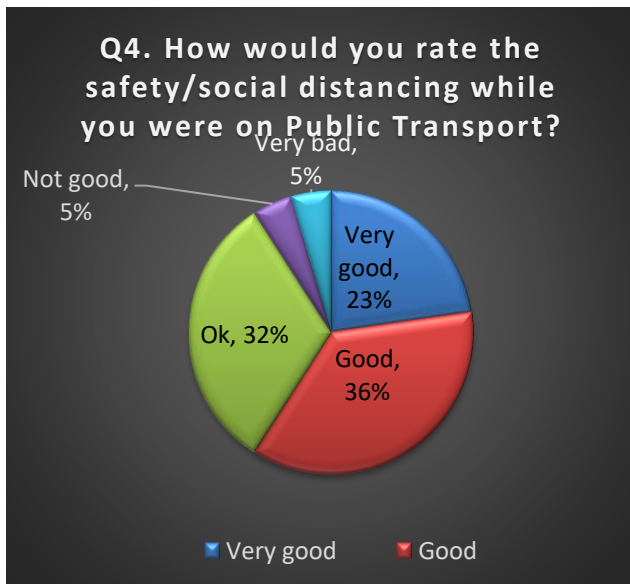


COLLEGE RE-OPENING FEEDBACK SURVEY RESULTS

In summary, the re-opening of the college went very well, with most of the staff and learners very pleased with the onsite provision and the stringent health and safety measures that our staff have worked tirelessly on to put in place.

We have ensured that the College meets the government's requirements for social distancing. Onsite safety for our learners, staff and visitors is of paramount importance to us, and we are pleased to report that our learners and staff are confident and comfortable in the clean and safe environment to which we have returned. Where suggestions for improvements have been made, we have acted on them swiftly.

Included below are all of the questions and responses we received from our survey. You will see the comments and actions from said comments.



Q5. Comments regarding Journey into College

What went well...

- I came via car, no issues.
- There was no traffic and for the first time in nearly 4 years I got to work and back in 15 mins. The most stressful and worst part of my working day is the 3 hours I spend in traffic at minimum every day and this massively affects my stress level and ability to collect my kids after school as they have to wait in a very unsafe area for me.
- Very well organised so it felt very safe. Very welcoming and a very enthusiastic atmosphere. Great to be able to engage with the learners and staff colleagues in 3D
- Very easy journey.
- It was fantastic to be able to park on site.
- It was a straight-forward commute.
- Before lockdown, I never drove to work, but the traffic wasn't as bad as I envisioned, and journeys were generally reliable.

- Journey in (08.30) was fine but a bit busier on return (around 14.00). Both manageable though.
- Went more smoothly than I thought.
- There was very good arrangements for parking.
- No issues other than traffic has returned to pre-lockdown levels.
- Quieter than usual traffic for a 9.15 start
- I struggle to learn at home and really needed this physical teaching experience to keep me motivated to do all my work.

Q5. Suggestions for Improvement regarding Journey into College

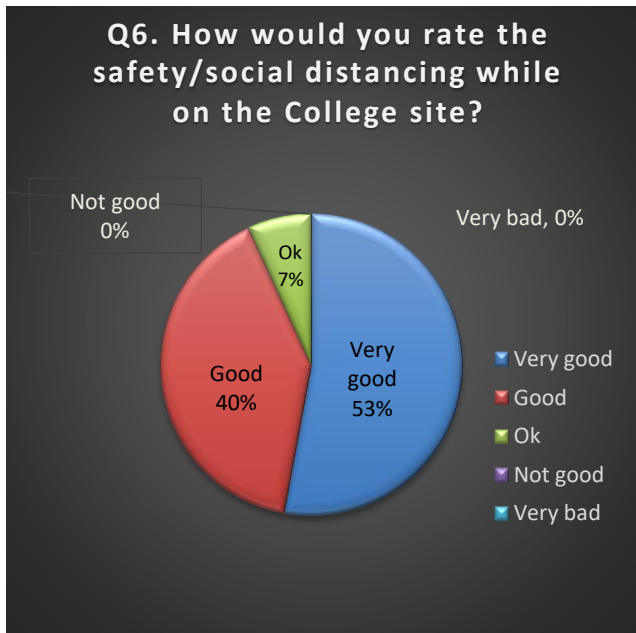
Don't enjoy driving and there was a lot of traffic the minute you head into London (Rainham/Dagenham) 7 miles took 30 minutes!!

I have to get on 3 trains so I'm at more risk of coming into contact with the virus. I find it hard to breath wearing masks for long periods of time whilst travelling.

Response

Think about getting in slight earlier or later to miss the traffic and leave slightly later/earlier.

As the wearing of a mask on public transport is compulsory there is very little, we can do about how uncomfortable it is. It is something that we are all going to have to deal with. Is cycling an option?



Q7. Comments regarding Social Distancing at College

What went well...

- It is very well thought out and very safe. I absolutely loved being at work and the learners were all great too. There was no concern whatsoever about my health being at risk because of how well the measures have been operationalised.
- It was outstanding and to a high standard when compared to what I have seen via video in 2 of my previous inner-city schools.
- It went pretty well, a few learners had to be reminded to keep social distancing but we're fine once reminded
- Apart from going around the college to get to where you want to go, it is very clear where to go, keeping your distance.
- I was particularly impressed with the way learners in my bubble adhered to the social distancing rules.

Q7. Suggestions for Improvement regarding Social distancing at College

Response

Would it be possible to have the two year 10 classes at either ends of the science corridor just to ensure that social distancing is easily maintained and to reduce sound distractions from lessons being delivered remotely as doors need to be kept open at all times?

This has already been actioned. The two bubbles are as far apart as they can be within the science corridor.

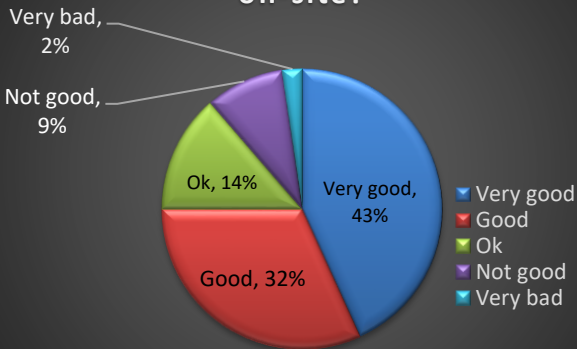
The ground signage on the terrace does remain wet for quite a while after a rain shower, and I do have some concerns that it may be slippery. Also, it is unsheltered, but I know it may be unfeasible to erect anything along the path. The rain was very heavy on Wednesday at times, and this may be problematic if we are to have bad weather on Tuesdays when we have more learners, with risk of them huddling together or running during a rain shower

A caution wet floor sign has been put out, however unfortunately as you have said is not practical to erect a sheltered walkway on the terrace at this time, however as an alternative users can always go down a floor and up again to avoid the roof terrace in bad weather.

The planning for the social distancing was very thorough. But the learners are not taking it seriously. Within minutes they were hugging and hanging out together as usual. I had to have quite a lot of discussions with learners about the importance, but they were not listening and rolled their eyes and wandered off. I was pulled aside by the lunch team as well as they were frustrated by the lack of staffing assisting in the canteen as learners were sitting wherever they wanted.

This is all our responsibility to challenge and by working as a team, is something we should be able to accomplish.

Q9. How would you rate the lunch service at College while on-site?



Q10. Comments regarding Onsite Lunch Service

What went well...

- I enjoyed the food very much, I had the lamb and jalof rice!
- It was well packaged, very good food with high levels of hygiene applied
- It smelt great!
- The ladies delivering the lunch provided an excellent service. They were prompt, polite and very thorough.
- Meals were of the same great standard the restaurant team give day in day out. Though I would prefer an alternative to Lasagne on 2nd Week Thursdays as I cannot eat cheese. I know with the situation this is difficult, and if this not possible I understand.
- Seemed good
- Everything was well planned about the lunch service.
- Packaging is excellent, really like the wooden cutlery!
- Service is fantastic and professional.
- Well organised

- Staff were very hospitable.
- It was delicious and the canteen was social distanced very well.
- Food was great and the delivery to rooms was smooth and safe.

Q10 Suggestions for Improvement regarding lunch service

Whilst in the college, learners were complaining about the food being "dry".

There is a concern on how long food has been left on tables and if someone as touched them before seating. I was late to the lunch hall.

Would be nice for a drink to be provided with every meal not just packed lunch.

Hot meal portions are a little on the small side, even for a young adult.

A piece of fruit or other snack would be nice in addition to the sandwich and drink provided.

Hopefully there are different meals each week

The service was fine however if there was a menu maybe I could bring my own lunch if I didn't really like what was being given that day.

The wood cutlery was hard to use since you couldn't cut the chicken properly with the wooden knife.

Perhaps bin bags in each room to dispose of litter.

It was fine but I was just sat alone in a corner away from everyone else and it was a but depressing.

Would like to sit with more people

Response

Our kitchen team always aim to provide food as fresh and nourishing as possible. Unfortunately, the social distancing restrictions means to minimise contact food is placed out before arrival. The kitchen team will aim to ensure this is done as close as possible to the start of lunch time to maximise freshness.

The food is placed on individually marked seating locations 2 meters away from each other and is never paced more than 5 minutes before service. All users have been asked to sit in place and only touch their own food. This is monitored by staff in the restaurant area.

The meal deal would usually include a drink or a desert, but for the rest of this term we will provide both a drink and desert.

We appreciate everyone's expectations are different, however overall following a review, we consider the portion sizes to be healthy, and we want to avoid undue food waste. However, if you have any concerns please do share this with our catering team at the time so they can help.

This is provided with the packed lunches, if you find this missing please do inform a member of the catering team.

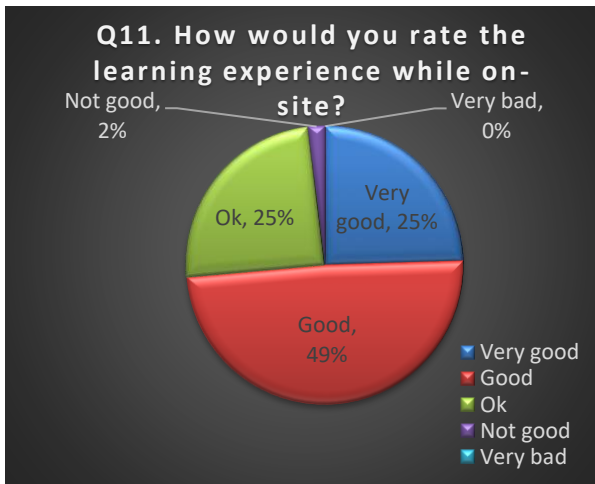
The meals prepared using a 3-week menu cycle.

The two choices will now be shown in reception on entry each day.

We are trying to reduce our plastic footprint as much as possible and try to use sustainable compostable products wherever possible. We will look to re-introduce re-usable metal cutlery when it is deemed safe to do so.

We have now put large lidded bins in each classroom.

Sadly, communal eating is something which COVID-19 has temporarily put an end to throughout the whole country (and world!).



Q12. Comments regarding onsite Learning Experience What went well...

- Learners were very engaged! Those at home also benefitted hugely and everyone was very happy to be back in!
- Keyworker learners were well cared for and had access to all their academic needs. Year 12 learners fully enjoyed the opportunity for face to face contact with their teachers and it was clear this boosted their morale.
- Learners on site really appreciated the interaction. Delivering live lessons an interesting learning curve!
- the actual live lesson in class was a huge success. Learners were engaged and enthusiastic.
- I loved being able to teach face to face again.
- The students who attended the college had more advantage as compared to working online.

Q12. Suggestions for Improvement of learning experience

Issues with learner's ability to access the live lessons due to connections.

I know IT, Victoria and others are aware of the problems with the lagging and sound dropping out for those learners joining us off site. I have sent comments and copies of the recording to the appropriate people to show the poor quality the learners were receiving at home. This was frustrating for those at home and distracting for those in class as we kept getting requests/ messages for help.

It will take time to get used to catering for two different audiences of learners during the same session.

WIFI causing issues with off-site learner's audio

Internet was a massive issue in morning. learners in college were good. Teething issues generally with providing live and online lessons simultaneously. It was a bit awkward trying to teach online and in the room at the same time, but I think this will improve with time and I will need to tweak the way I deliver content.

Response

IT have resolved the issue with our on-site connection. If any learners do not have access to the internet at home, they should contact their head of year to discuss how the College can support them in this.

Thank you for your patience. The IT Team have now resolved this issue, but please do continue to report any future issues with live lessons lagging on-site.

To have clear protocols on how you question both audiences. I.e. Assign a learner (responsible one) to be unmuted at all times for the ones at home. I use this learner to support me with technicalities I.e. can you hear me? Can you see this/that? This way you would always get a response to know that you are on being heard. When questioning the learners at home- only focus on them don't get the learners in class to speak. Once you focus on the ones in class the ones at home are quiet. This way you don't have cross noise between home and onsite.

Pedagogy discussed at curriculum lead meetings and then shared with all staff.

Unfortunately, Wi-Fi strength and stability in learners and staff members homes is always going to be difficult to manage. If any learner is having on-going issues, they should feel free to contact the IT Team who will assist where they can.

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