

## Parent Survey Feedback January 2024

Survey shared November 2023

Joy Lane Primary School

*A Love of Learning - for Life, for All*



## Introduction

Firstly, we would like to thank those of you who took the time to share this valuable feedback, secondly, we want to assure you that we have read and taken on board all the information and comments you have submitted.

We have individually responded to each survey question below and included an overview of the results.

We would like to reconfirm as a response to the survey that Joy Lane Primary School value our 'Open Door Policy' where we encourage parents and carers to get in touch with a member of Teaching Staff or Leadership Team if they wish to discuss any matter regarding children or the school.

Please see the lines of communication below for the appropriate people to contact to discuss any concerns or worries:

**Joy Lane Office** - 01227 261430 OR [office@joylane.kent.sch.uk](mailto:office@joylane.kent.sch.uk)

### **Oysters SRP lines of communication for teaching and learning/progress, wellbeing and any general concerns**

- Class teacher
- Oysters SRP Lead Teacher-Mrs L Crocombe
- Oysters SRP Assistant Headteacher-Mrs A Godden
- Executive Headteacher- Ms D Hines

### **Oyster Bay Nursery lines of communication for teaching and learning/progress, wellbeing and any general concerns**

- Key Workers
- Oyster Bay Nursery Teachers- Miss H Ferrett and Mrs L Cooper (Lead Teacher)
- Oyster Bay Nursery Assistant Headteacher - Mrs L Rogers
- Executive Headteacher- Ms D Hines

### **Early Years lines of communication for teaching and learning/progress, wellbeing and any general concerns**

- Reception Class Teacher
- Early Years Assistant Headteacher - Mrs L Rogers
- Head of School - Mr M Ashley-Jones
- Executive Headteacher - Ms D Hines

### **Key Stage 1 (Years 1 and 2) lines of communication for teaching and learning/progress, wellbeing and any general concerns**

- Class Teacher
- Key Stage 1 (Years 1 and 2) Lead - Miss G Sidders
- Early Years and Key Stage 1 (Year 1 and 2) Assistant Headteacher - Mrs L Rogers

- Head of School - Mr M Ashley-Jones
- Executive Headteacher – Ms D Hines

**Key Stage 2 (Years 3, 4, 5 and 6) lines of communication for teaching and learning/progress, wellbeing and any general concerns**

- Class Teacher
- Key Stage 2 (Years 3, 4, 5 and 6) Lead - Mr R Rogers
- Key Stage 2 (Years 3, 4, 5 and 6) Assistant Headteacher - Mrs S Harkins
- Head of School - Mr M Ashley-Jones
- Executive Headteacher - Ms D Hines

**Inclusion contact details** – 01227 261430 OR [inclusion@joylane.kent.sch.uk](mailto:inclusion@joylane.kent.sch.uk)

- **Mrs K Pout** – Nursery & Early Years SENDCo
- **Mrs S Bowler** – Years 1 – 6 SENDCo
- **Mrs Goden** - Oysters SRP Assistant Headteacher SENDCo

**Ms D Hines** (Designated Safeguarding Lead)

**Mrs S Baker** (Designated Safeguarding Officer) – 01227 261430

**Mrs H Allen** (Family Liaison & Attendance Officer) – 01227 261430

**Mr M Ashley-Jones** (Designated Safeguarding Officer)

**Mrs A Godden** (Designated Safeguarding Officer)

**Mrs S Harkins** (Designated Safeguarding Officer)

**Mrs L Rogers** (Designated Safeguarding Officer)

**Mrs C Chaplin** (Designated Safeguarding Officer)

## Overall Survey Results

94 families completed our survey.

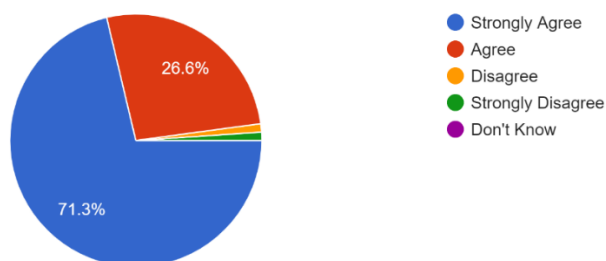
(22 families for question 13 relating to SEND)

| Statement  | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|--|----------------|-------|----------|-------------------|------------|
| My child is happy at this school   | 71.6%          | 26.6% | 1.1%     | 1.1%              | -          |
| My child feels safe at this school   | 76.6%          | 22.3% | 1.1%     | -                 | -          |
| The school makes sure its pupils are well behaved  | 39.4%          | 56.4% | 2.1%     | -                 | 2.1%       |
| My child has been bullied and the school have dealt with the bullying quickly & effectively  | 3.2%           | 18.1% | 3.2%     | -                 | 75.5%      |
| The school makes me aware of what my child will be learning during the year                  | 53.2%          | 43.6% | 1.1%     | 1.1%              | 1.1%       |
| When I have raised concerns with the school, they have been dealt with properly              | 41.5%          | 29.8% | 3.2%     | 1.1%              | 24.5%      |
| There is a good range of subjects available to my child at this School                       | 72.3%          | 27.7% | -        | -                 | -          |
| The school has high expectations of my child   | 50%            | 38.3% | 3.2%     | -                 | 8.5%       |
| My child does well at this School  | 64.9%          | 28.7% | 2.1%     | 1.1%              | 3.2%       |
| The school lets me know how my child is doing  | 43.6%          | 43.6% | 10.6%    | 1.1%              | 1.1%       |
| The school supports my child's wider personal development                                    | 45.7%          | 46.8% | 1.1%     | 1.1%              | 5.3%       |
| My child can take part in clubs and activities at this School                                | 63.8%          | 25.5% | 8.5%     | 1.1%              | 1.1%       |
| My child has SEND, and the school gives them the support they need to succeed (22 responses) | 27.3%          | 31.8% | 4.5%     | -                 | 36.4%      |
| I would recommend this School to another parent  | 74.5%          | 19.1% | -        | 1.1%              | 5.3%       |

# Individual Survey Results & School Response

## 1. My child is happy at this school.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 97.9%                   | 1.1%     | 1.1%              | -          |

We are delighted that 97.9% of families strongly agree or agree their children are happy at School. We know it is important to our parents and carers that the children are happy; it is important to us too. We strongly believe happy children will develop a love of learning and be able to communicate their feelings and thoughts confidently at school and at home.

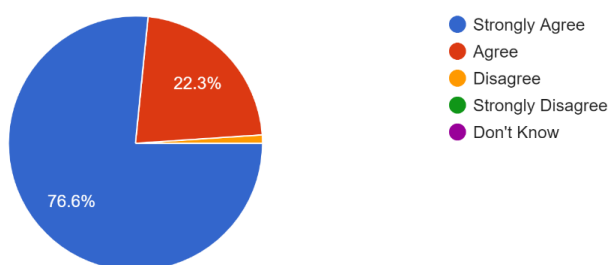
We have one family liaison officer Mrs Allen (FLO) and a Safeguarding officer, Mrs Baker, who are available to talk to children and adults about any well-being issues on a regular basis. We also very fortunate to have Mrs P Fiest our School counsellor and Mental Health First Aider as part of our wellbeing team. Also, please discuss any concerns that you may have with your class teacher or support adults as we are always here to help. As many of you know Joy Lane runs a plethora of successful interventions such as serenity, sensory circuits, or sanctuary to support wellbeing, either before school starts or during the school day.

As a school, we pride ourselves on the nurturing provision we provide for all our children and the welcoming environment we have created for them. Within this safe and secure space, children are taught beyond the curriculum and are coached through their emotions and choices on a regular basis. This holistic approach supports the children's emotional regulation and allows children to be better ready for learning.

**It is important to us that if you are one of the 2.2% that disagree or strongly disagree that you make immediate contact with the class teacher or one of the many adults available at Joy Lane so that we can help.**

## 2. My Child feels safe at this school.

94 responses



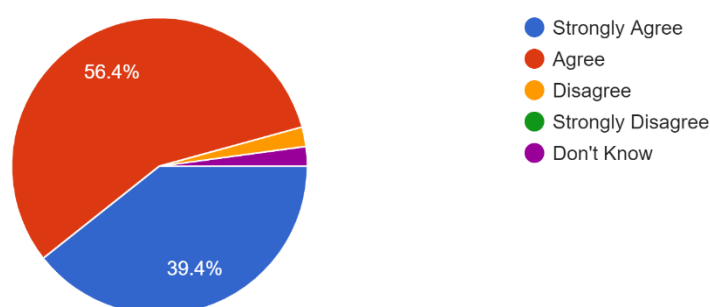
| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 98.9%                   | 1.1%     | -                 | -          |

Again, we are delighted that 98.9% of the children at JLPS feel safe as this is of paramount importance to us; however, for us, this isn't good enough as we would like to know why 1.1% do not feel safe. The school continues to review our safeguarding procedures on a regular basis to ensure all our children are safe and well looked after.

**Please contact us as a matter of urgency so we can deal with your concerns if you are in the 1.1%. The children are at the forefront of everything we do, and as a school, and we would like 100% of our children to feel safe.**

## 3. The School makes sure it's pupils are well behaved.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 95.8%                   | 2.1%     | -                 | 2.1%       |

We are delighted the majority of you agree that the School makes sure its pupils are well behaved. At Joy Lane we pride ourselves on the children adhering to the School ethos: being **Ready, Respectful** and **Responsible** at all times, and our children understand our expectations and the consequences of our behaviour policy.

Our aim is to create a positive culture that promotes excellent behaviour, ensuring that all pupils have the opportunity to learn in a calm, safe and supportive environment.

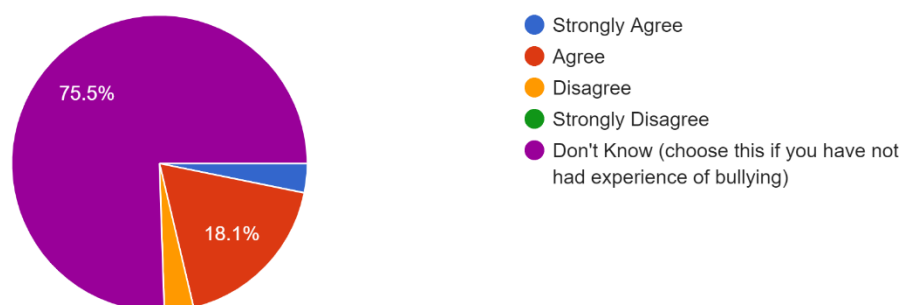
Please click the link below to view our School Behaviour Policy:-

[Behaviour Policy and Statement of Behaviour Principles](#)

**As per our previous responses, if you are part of the 2.1% who do not agree with this statement, please do get in touch with the school to discuss this further.**

**4. My child has been bullied and the school dealt with the bullying quickly and effectively.**

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 21.3%                   | 3.2%     | -                 | 75.5%      |

Please be reassured that at Joy Lane we all strive to ensure that the children are well behaved at all times as we strongly believe excellent behaviour promotes excellent learning and happy children.

- Bullying is “behaviour by an individual or a group, repeated over time that intentionally hurts another individual either physically or emotionally”.

(DfE “Preventing and Tackling Bullying”, July 2017)

What constitutes bullying behaviour, the consequences of this type of behaviour, and how to deal with certain behaviours, is part of the PSHE curriculum and a regular topic during class discussions as well as Anti-Bullying Week. Any bullying or unkind behaviours by children that do not follow our school ethos of being Ready, Respectful or Responsible will be dealt with following our behaviour policy. We would also kindly ask that parents and carers monitor their child’s use of Mobile phones, messaging, Apps or PlayStation/X-box communications as unkind behaviour between children on these devices at weekends or after school can spill over and cause disruption in school or on the playground.

Related links for our school Policies: -

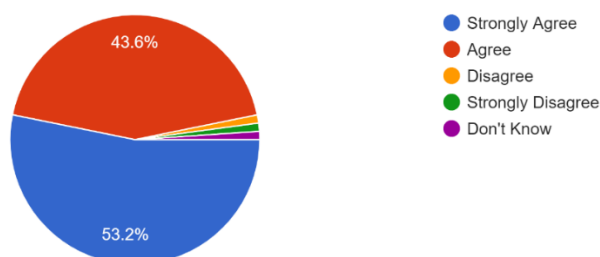
[Anti-Bullying Policy for Joy Lane Primary School](#)

[Behaviour Policy and Statement of Behaviour Principles](#)

**It is important to us that if you are one of the 3.2% that disagree that you make immediate contact with the class teacher or one of the many adults available at Joy Lane so that we can help.**

5. The School makes me aware of what my child will learn during the year.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 96.8%                   | 1.1%     | 1.1%              | 1.1%       |

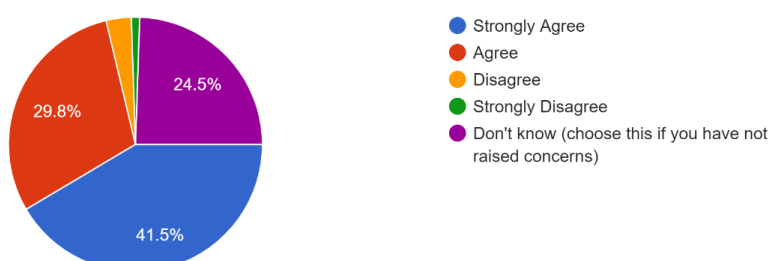
Here at Joy Lane, we pride ourselves on keeping parents and carers up to date with curricular information through interim reports, parent's evenings, Dojo and through our **Open Door Policy** where we strongly encourage parents and carers to discuss the progress and attainment of their child as and when you feel the need.

You can also view curriculum webs for all of our year groups, including our Nursery and Oysters Provision via our Website – [Joy Lane Primary Curriculum](#).

**It is important to us that if you are one of the 2.2% that disagree or strongly disagree that you make immediate contact with the class teacher or one of the many adults available at Joy Lane so that we can help.**

6. When I have raised concerns with the school they have been dealt with properly.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 71.3%                   | 3.2%     | 1.1%              | 24.5%      |

We are disappointed that 4.3% of parents and carers who responded to this question think that the school doesn't deal appropriately with concerns that they have raised.



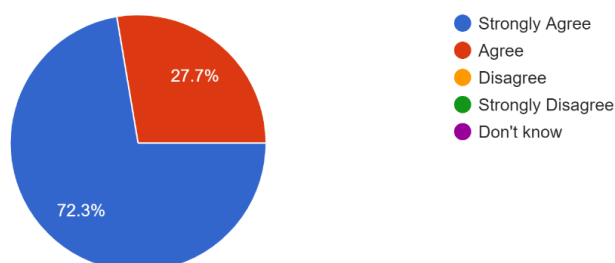
We have many ways that the school community can share a concern with Class Teachers, Key Stage Leaders or the Leadership Team. The school also has a Parent Council and Governing Body. **Communication channels include email, ClassDojo messenger, discussion with the Leadership team or members of staff on the school gates, or requests for a phone call from a member of staff.**

Please be assured that if parents and carers are not satisfied when raising a concern with a Class Teacher, then the School Leadership Team will always investigate further in an attempt to satisfy all concerned parties to resolve any issues.

**If you are one of the families that did not agree with this statement, we urge you to get in touch with the school to discuss this further.**

## 7. There is a good range of subjects available to my child at this School.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 100%                    | -        | -                 | -          |

We are absolutely delighted that 100% of parents and carers believe the subjects on offer are wide ranging, and we firmly believe our wonderful Joy Lane Team maximise all possible cross-curricular learning opportunities whilst still meeting all statutory requirements.

Our Forest School, indoor heated swimming pool, vast outdoor space, beautiful learning environment and outstanding music department complement the curriculum we offer at Joy Lane.

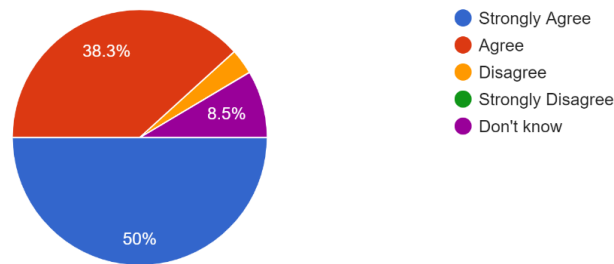
We are always looking at new initiatives and curriculum opportunities to supplement the children's learning and development, and we are confident that OPAL Play will be a very positive addition to our Joy Lane community.

You can view your child's curriculum via our website (link below), this is updated termly.

[Joy Lane Primary School – Curriculum Web](#)

## 8. The School has high expectations for my child.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 88.3%                   | 3.2%     | -                 | 8.5%       |

We are thrilled that so many parents appreciate the hard work and dedication of 'Team Joy Lane' and the positive partnership that is forged between home and school. Parents and carers have had the opportunity to attend a 'Meet the Teacher' session, as well as a Parent Partnership consultation in October, where expectations for the year were shared with parents and carers. We also hope that our recent 'Sharing Learning Afternoon' allowed you opportunities to see the children's fabulous learning and achievements.

You will shortly be receiving your child's interim report, and we encourage you to make contact with your child's Class Teacher if you have any queries regarding its content.

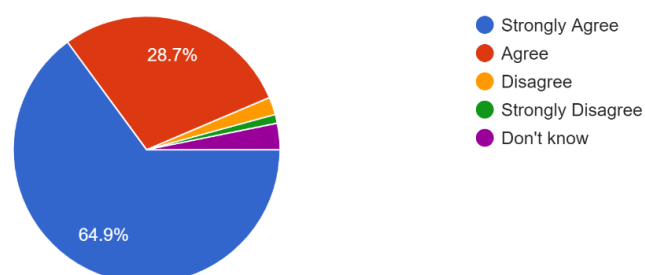
We encourage the children to challenge themselves and develop resilience in their learning. We use the 'voices for choices' animals (persevering parrot, go for it gorilla, exploring elephant, creative chameleon etc) to support our children in being able to reflect on themselves as learners.

The animals help the children learn new things, talk about their learning, and think about how they might do something better next time.

**If you are part of the 3.2% that disagree, we ask you to make immediate contact with the class teacher or one of the many adults available at Joy Lane so that we can help.**

## 9. My child does well at this School

94 responses



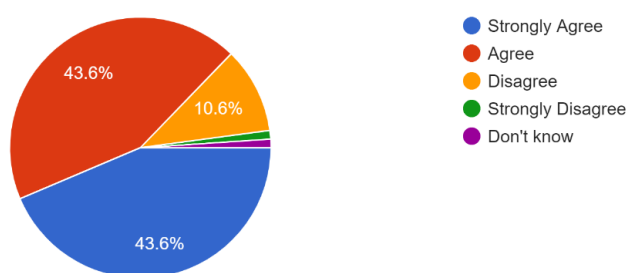
| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 93.6%                   | 2.1%     | 1.1%              | 3.2%       |

As outlined in the previous response, it is a priority for us to communicate your child's academic progress, achievements, and wellbeing on a regular basis, with the opportunity to make a personal appointment to discuss pupil learning, view your child's work or just to 'check in' on well-being always readily available. Working together effectively is the key to your child's academic and personal success and we will work tirelessly to ensure every child receives their entitled education and that any barriers to schooling such as poor attendance or persistent lateness are removed for that child so that they can make the most of all opportunities on offer at Joy Lane.

**It is important to us that if you are one of the 3.2% that disagree or strongly disagree that you make immediate contact with the class teacher or one of the many adults available at Joy Lane so that we can help.**

#### 10. The School lets me know how my child is doing.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 87.2%                   | 10.6%    | 1.1%              | 1.1%       |

Joy Lane has many forms of communication and interaction available for parents and carers, either formally or informally. Parent Partnership meetings, Interim Progress Reports, ClassDojo & Arbor (Class Story, Portfolios, and the messenger facility), Meet the Teacher sessions, Sharing Learning afternoons, Personal appointments, as well as daily interactions with the Class Teacher or supporting adults.

**Please be proactive in seeking information or appointments to discuss anything with the school team as we are always here to help the best we can.**

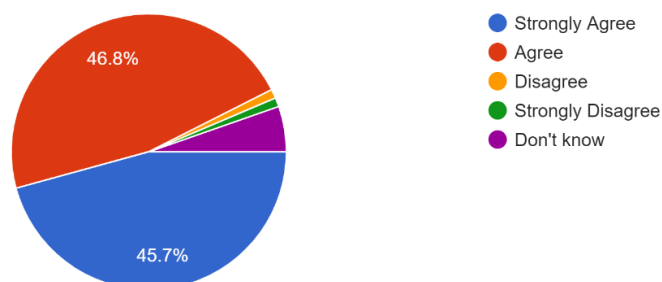
Parents and carers will receive an Interim Progress Report at the beginning of February.

The main end-of-year report will be shared in July with detailed transition information prepared for the annual move to new classes before the end of Term 6. As usual a summary of your child's achievements across the curriculum will be shared with you.

If you are part of the percentage that do not agree with this statement, we urge you to get in touch with the Class Teacher or a member of staff who will be more than happy to book a call or meeting to discuss your child's progress with you.

# 11. The School supports my child's wider personal development.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 92.5%                   | 1.1%     | 1.1%              | 5.3%       |

Wider development refers to:

- Pupils as responsible, respectful, and good citizens who are able to play their part and become actively involved in public life as adults.
- Pupils' understanding of the fundamental British values of democracy, individual liberty, the rule of law and mutual respect and tolerance.
- Pupils' confidence, resilience, and knowledge so that they can keep themselves mentally healthy.
- Pupils' understanding of how to keep physically healthy, eat healthily and maintain an active lifestyle.

The curriculum at Joy Lane is both wide, rich, and varied and offers exciting learning and enrichment opportunities such as Forest School lessons, regular swimming lessons with qualified swim instructors and fantastic music facilities. Our many local trips, including those to Harrier Lodge Care Home, the Life Boat station and Wildwood, allow the children opportunities to learn about and interact with the wider community beyond the classroom; children in years 5 and 6 also have the opportunity to experience residential trips. We take part in charity days and other community events and competitions to encourage compassion and respect in our children and show them how they can have a positive impact on others. The experiences on offer at Joy Lane are, in our opinion, excellent and go a long way to ensuring that pupils develop their skills in, and beyond, the classroom, equipping them for their life-long learning journey ahead.

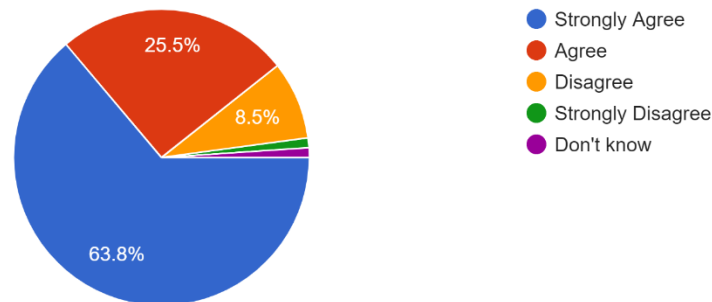
Please find further details relating to how we support your child's wider personal development on our website: -

[Spiritual, Moral, Social and Cultural Joy Lane's Curriculum Statement](#)

If you selected disagree or strongly disagree to this statement, and the additional information & links provided do not urge you to reconsider your response, we ask you to get in touch with a member of staff at the School.

## 12. My child can take part in clubs and activities at this School.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 89.3%                   | 8.5%     | 8.5%              | 1.1%       |

It's great to see 89.3% of families feel their children can participate in additional school clubs & activities. However, it is slightly disheartening to hear 17% of families feel their children are not able to do so. If you are part of the 17%, we urge you to get in touch with the school to discuss why you feel this way. We try to make sure all of our additional curriculum clubs are inclusive and offer the same opportunities to all of our families. If there is a solution to reduce this 17% in the future, we are very keen to do so and will take all comments and suggestions on board for future arrangements.

During Terms 1 and 2 of the current academic year 2023-24, we have had over 250 pupils accessing our Extended Learning Clubs from Master Builders, Dance Club, Total Sports, Netball to Football, Homework Club, Music Club & Craft Club, and we are proud of our Joy Lane staff for providing these extra learning opportunities after school.

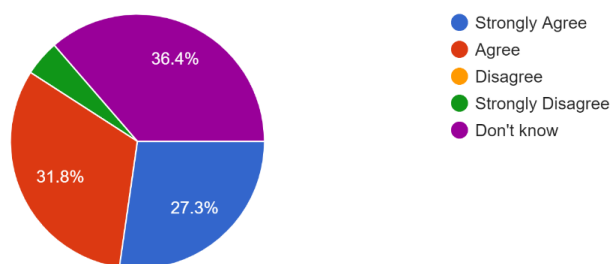
We are also looking to add more variety to our extra-curricular club list through local external providers.

Please see our website for this term's additional curriculum club list. All of these clubs can be booked via Arbor, subject to availability.

[Term 3 & 4 additional curriculum club list 2024](#)

**13. My child has SEND, and the School gives them the support they need to succeed (ONLY answer if your child has a send) (% of 22 responses).**

22 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 59.1%                   | -        | 4.5%              | 36.4%      |

As a school, we believe ourselves to be providing an inclusive environment where we support each individual to reach their full potential and to thrive. We do this through embedding the Mainstream Core Standards across the school and providing additional support for individuals, as needed. A child does not need to have a recognised SEND need to receive some of this support.

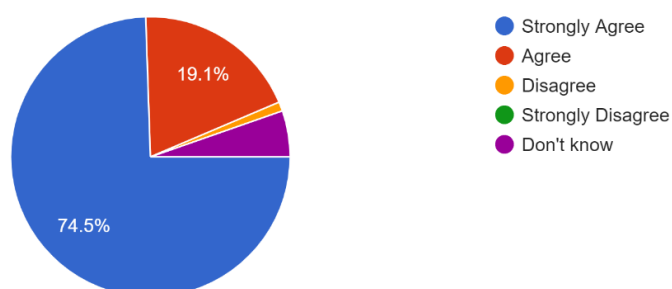
Where children require additional support that is above and beyond what is typically offered and available in class, they may be considered to have Special Educational Needs. In these situations, the class teacher would likely have had discussions with the SENCo and yourselves and a personalised plan (IPM) may be put in place. If you are still unsure, please discuss this with your child's class teacher in the first instance.

We are fortunate enough to have a large Inclusion Team at Joy Lane who work together to support the needs of each individual. Each class teacher has responsibility for the progress and development of each child in their care and they will liaise regularly with you to share updates; including progress towards Individual Provision Map (IPM) or Educational Health Care Plan targets (EHCP). This may be through Parent Consultations, telephone discussions, meetings, or Dojo. Where 36.4% of parents/carers are unsure around the support in place for their child, we would encourage you to contact their class teacher to discuss this further.

**For the 4.5% that did answer this question and feel their children do not receive the right support, we would urge you to speak with your child's class teacher in the first instance to discuss your concerns. If you still feel your child's needs are not being met, please make contact with a member of the Inclusion Team: Mrs A Godden (Assistant headteacher for Inclusion), Mrs Pout (SENCo for Nursery and Reception), Mrs S Bowler (SENCo for Years 1-6) and Mrs L Crocombe (Lead Teacher for Oysters SRP).**

#### 14. I would recommend this school to another parent.

94 responses



| Strongly Agree or Agree | Disagree | Strongly Disagree | Don't Know |
|-------------------------|----------|-------------------|------------|
| 93.6%                   | 1.1%     | -                 | 5.3%       |

We are overjoyed that so many of our parents would recommend Joy Lane Primary School to another parent and are always pleased to hear so many positive comments when showing prospective parents/carers around the school. We are contacted regularly by local parents and parents from outside Whitstable hoping to move their children to Joy Lane. We are very proud of our positive reputation locally and further afield and we know that this is down to the hard work of Team Joy Lane and the supportive community in which we work.

Please also be reassured that we always try to discuss any concerns with our systems and procedures and believe that through positive relationships, any issues can be resolved so that children are able to thrive in a successful learning environment.

We believe the survey results and positive comments endorse what we do for the children and these comments subsequently spur us on to continue to develop and improve. It is our vision to continue creating a 'love of learning - for life, for all' through mutual respect, and we are delighted that Joy Lane is a school of choice in Whitstable.