

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

## Parent Consultation Survey

January 2017

Joy Lane Primary School



Joy Lane, Whitstable, Kent, CT5 4LT

Tel 01227 261430

[www.joylane.kent.sch.uk](http://www.joylane.kent.sch.uk)

## Overall Survey Results

187 parents completed our survey.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
<b>Percentages</b>					
My child is happy at this school	58%	39%	2%	1%	0%
My child feels safe at this school	60%	38%	1%	0%	1%
My child makes good progress at this school	44%	49%	5%	0%	2%
My child is well looked after at this school	57%	40%	2%	1%	1%
My child is taught well at his school	53%	43%	1%	1%	3%
My child receives appropriate homework for their age	29%	50%	14%	2%	5%
This school ensures the pupils are well behaved	53%	41%	1%	1%	4%
This school deals effectively with bullying	24%	40%	3%	0%	33%
This school is well led and managed	47%	45%	1%	1%	6%
This school responds well to any concern I raise	34%	48%	6%	1%	11%
I receive valuable information from the school about my child's progress	34%	54%	9%	2%	1%
I would recommend this school to another parent	49%	44%	2%	1%	4%
School provides effective communication	37%	53%	5%	2%	2%

### My Child is happy at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
97%	3%	0%

### My child feels safe at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
98%	1%	1%

### My child is well looked after at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
97%	3%	1%

We are delighted that 97% of children are happy at our school, 98% feel safe and 97% believe they are well looked after. We strive to ensure that all children feel happy, safe and are cared for as we believe this enables them to make the most of their learning opportunities. We use a variety of resources to ensure that the children's wellbeing is nurtured including our FLOs, PASS analysis (Pupil Attitude to Self and School), PSHE programme and access to a counsellor if appropriate.

All staff undertake safeguarding training every year. We operate a safeguarding system called MyConcern, which all staff have access to; this ensures that any concerns can be referred to a Senior Leader within school very easily. Our Family Liaison Officers are available every morning and afternoon to see parents and carers informally and Mr Ashley-Jones runs an open morning every Friday for any parent that would like to come in and discuss something in person.

### My child makes good progress at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
93%	5%	2%

### My child is taught well at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
96%	2%	3%

### I receive valuable information from the school about my child's progress

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
88%	11%	1%

We are delighted that so many parents and carers appreciate the hard work and dedication of our teachers and support staff. The new National Curriculum is now embedded across the school and our assessment system ensures that progress and attainment are carefully monitored. Children that are struggling are given the additional support they need and those that are excelling are encouraged to learn at a greater depth.

Following parent and carer comments on our previous survey we brought our parent partnership meetings forward from October to the last week of September and from March to January. It was believed that this would allow for any concerns to be identified and resolved at the earliest opportunity. We hope you feel these alterations have been beneficial.

We have had one Open Afternoon for parents and carers to come into the classrooms and see their child's work. We have another planned for March and a final one in July when reports will also be distributed.

Teachers are happy to meet with parents and carers at the end of the school day. If a parent or carer is unable to get to the school at this time or would prefer a private meeting they can call the school office and leave a message for the teacher to call back so that a mutually convenient meeting time can be arranged.

### My child receives appropriate homework for their age

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
79%	16%	5%

We have received a mixture of comments regarding the homework set in each year group. Some parents and carers feel that there is too much homework set and others too little! We will be reviewing our homework policy early next term and will take into account all the comments made. However reading, spelling and key facts in Maths are invaluable to the children's learning and we are pleased that many parents and carers commented about their understanding of the importance of these elements of homework. Homework clubs are available at lunchtime and our After School Club team also offers children the opportunity to complete homework should they wish to. All parents and carers are encouraged to talk to the class teacher about any concerns they have, which includes any pressures that the homework timetable maybe causing.

### This school ensures the pupils are well behaved

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
94%	2%	4%

### This school deals effectively with bullying

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
64%	3%	33%

The parents and carers that have stated 'don't know' regarding how we deal with bullying have commented that they have had no experience of bullying and are not therefore familiar with the systems we use. We consider this a good sign and added to the 64% that are happy gives us 97% of parents that feel we deal with bullying effectively. It is pleasing to see that so many parents and carers believe our pupil behaviour is good. We believe we have robust systems in place for monitoring behaviour and have recently revisited our low level behaviour system to ensure that minor problems are discussed weekly at Teacher, Phase Leader and Senior Leadership Team level.

#### This School is well led and managed

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
92%	2%	6%

#### This school responds well to any concerns I raise

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
82%	7%	11%

Our Leadership Team strives to ensure that the school is well led and managed and it is pleasing that so many parents and carers recognise this. Over the last academic year we have again reviewed the Senior Leadership Team and increased the capacity to ensure that standards are met and maintained. We have our Executive Headteacher and Head of School now supported by three Assistant Heads, each specialising in a different area; Standards KS2, Standards KS1 & EYS and SEND & Inclusion. This team is, in turn, supported by our Phase Leaders who co-ordinate the Nursery & Reception classes, Years 1 & 2, Years 3 & 4, Years 5 & 6 and Oysters SRP. The teams meet weekly to ensure targets are met, initiatives are driven forward and to discuss any issues that arise. They work collaboratively to drive the curriculum forward and ensure the children have a broad, varied and stimulating learning experience across all areas of the curriculum. We continue to build capacity for the future with staff completing Middle leadership and Senior Leadership courses as we continue our journey to become an outstanding school.

We strive to resolve any concerns raised by children and parents and carers alike. Our Family Liaison Officers offer support to families and children on a daily basis and constantly adapt their practises to meet the needs presented to them. We have set up indoor and outdoor Sanctuary playtimes, play therapy sessions and have employed a counsellor who meets regularly with children as appropriate. Many staff have undertaken training in areas such as: Attachment and Anxiety, Drawing and Talking Therapy, Promoting Positive Relationships and Emotional Literacy to address the needs of our children.

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

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
93%	3%	4%

We are delighted that so many current parents and carers would recommend Joy Lane Primary School to other parents. Our ethos is to provide a safe, friendly, caring and inclusive community as we believe that children thrive in a positive learning environment.

#### School provides effective communication

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
90%	7%	2%

After reviewing the survey results from our last questionnaire in March 2016 we added this question about communication. We are pleased that 90% of parents are now satisfied with the communication we offer. There were a wide variety of comments about the communication systems we operate, some very positive and some less

so. One recurrent theme was to offer parents the opportunity to consent to trips and other activities on-line. We are currently researching this and hope to be able to offer a secure on-line consent service in the coming academic year. We are also developing the Dojo system further so that you are informed about activities and events within your child's class, as well as opening a Twitter account for up to date information sharing.

Some parents and carers commented on receiving too much mail, via various sources therefore we are carrying out an audit to see if it is possible to compile letters and information further to reduce the number of letters/emails sent out.

We try to communicate with our parent community in a timely manner, unfortunately there are occasions when this is not possible and we contact you as soon as information is made available to us.

## Parent and Carer responses to comment sections:

Please remember that if you have any concerns about any aspect of your child's education there are a number of ways you can communicate with us. The Family Liaison Officers are available every morning and afternoon, Teachers are available at the end of the school day, Mr Ashley-Jones is available every Friday morning for informal drop ins. Please be assured that you can telephone the school office and request a teacher or member of the Senior Leadership Team to return your call or make an appointment to see you at any time.

Some comments are not addressed in the sections above and we have tried to address them below:

### School Dinners

We offer a variety of freshly cooked food every day. We are currently waiting for an alternative menu from KCC to expand the variety of food on offer even further and as soon as this is available we will let parents and carers know. We cover nutrition and healthy eating in our curriculum through PSHE and encourage children to make healthy choices. We always offer salad and fruit with our daily lunch menu and encourage this choice.

### Breakfast and After School Club

We have been asked if a reduction in price could be given to parents and carers with more than one child attending either club, unfortunately this is not possible as we have to staff the clubs according to the number of children attending.

The After School Club offers a variety of activities including the option for children to complete homework. Once the weather improves we will be able to access the outside space more frequently which we know many of the children enjoy. Next winter we will be able to use the multi-use game area enabling the children to enjoy the outside in all weathers. We will, in the meantime, audit the activities, games and crafts available.

We understand the comments about access to the school site being restricted at certain times and can only apologise for the inconvenience caused. We always make access decisions based on the safety of the children on the school site at that time. We believe many of the current concerns will be alleviated once the new access road and increased parking area is complete.

### Our Site

The building programme continues. We have endeavoured to minimise the disruption to the school during the building process and to ensure that the safety of the children is paramount at all times. Unfortunately this has caused some inconvenience at times but we are all looking forward to the completion of the works and the wonderful facilities we will have in September 2017. As the weather improves the children will be able to use the school field more regularly.

We try to keep school entrance and exit route changes to a minimum so that parents, carers and children are familiar with them, however, on occasion, it is necessary for routes to be adjusted. We always ensure additional

staff are on duty when changes are made to try and minimise the inconvenience caused and to ensure the safety of the children and parent community as they enter and exit the school site.

Taking into account comments made by parents and carers previously, during the building programme some existing pathways will be made wider.

We work closely with the builders to ensure that there is no disruption to the children's learning and have used the building work to enhance the curriculum whenever possible!

### Workshops for Parents

We have already had many workshops this academic year and, of course, have more planned and our aim is to ensure appropriate workshops are delivered to the parents and carers of specific year groups. We try to accommodate parents and carers that work by holding many workshops in the evening too, however this is not always possible. For example we have managed to secure a visit from Kent Police to give a talk to parents and carers about E-Safety but they are only able to offer us an afternoon time slot.

If there is a PowerPoint presentation or information pack from any of our workshops we put these on our website for parents and carers to access at their convenience.

### Other matters

Some parents and carers have expressed concern about the amount of money we request to support activities offered to the children. Unfortunately the school budget cannot subsidise all trips but we know that they are not only enjoyable for the children but also very beneficial for their learning. We are careful to only select trips and activities that will enhance the children's education. If we reduce the number of requests for financial contributions we will have to reduce the number of trips/activities too.

There were some comments about the free extended-curricular clubs we offer after school through part of the term. The teachers and teaching assistants offer their time for these clubs free of charge and the school funds any equipment needed. The teachers have a number of other commitments throughout the year, such as Coastal Alliance subject meetings and professional development meetings, which are held after school, so sometimes we cannot extend the period that these clubs are offered.

A number of parents and carers offered their thanks for the wide range of activities offered; we are very fortunate to have such a wealth of experience to use and share.

### Thank you!

We would like to thank parents and carers for taking the time to complete the survey and for the huge number of positive comments made about our school and staff. All feedback is taken seriously and we will try our best to ensure that the service we provide is an outstanding one, although we are also realistic and know that occasionally we won't get it right and keep absolutely everyone happy.

All the staff at Joy Lane want each and every child to reach their full potential. We hope your child's memories of this stage of their learning journey at Joy Lane will set them up with a love of learning which they will take forward with them to secondary school and for the rest of their life.

A few quotes from parents and carers in praise of Joy Lane Primary School:

'Pro-active attitude towards education, providing variety to the children'

'Friendly, welcoming, happy place to be'

'It has a family feel, staff are approachable'

'The school is going from strength to strength'

'Inclusive, friendly, encouraging of individual and team achievement'

'Interesting curriculum topics'

'Although very large, I feel my son is valued as an individual'

'Great teaching, good leadership, excellent pastoral support and a wonderful attitude to teaching and learning'

'High standards of teaching'

'The children are always the first priority'

'The school is ambitious in what it wants to achieve and offers plenty of opportunities for many children'

'Teaching is key and superb'

'There is always a member of staff available to allay any concerns'

'Concerns are dealt with quickly and efficiently'