

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

Parent Survey

November 2022

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

159 families completed our survey.

Statements	Strongly Agree or Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at this school	97%	1%	1%	1%
My child feels safe at this school	97%	1%	1%	%
The school makes sure its pupils are well behaved	92%	3%	2%	3%
My child has been bullied and the school dealt with the bullying quickly and effectively	22%	7%	5%	64%
When I have raised concerns with the school they have been dealt with properly	96%	4%	9%	11%
There is a good range of subjects available to my child at this school	97%	1%	1%	2%
This school has high expectations for my child	90%	3%	1%	6%
My child does well at school	97%	1%	1%	1%
The school lets me know how my child is doing	93%	3%	2%	2%
This school supports my child's wider personal development	86%	2%	1%	11%
My child can take part in clubs and activities at school	92%	2%	1%	5%
Does your child have special educational needs and /or disabilities (SEND)?	18%	30%	23%	29%
For those that answered YES-My child has SEND, and the school gives them the support they need to succeed <b>(based on 46 responses)</b>	61%	5%	10%	24%
I would recommend this school to another parent/carers	96%	1%	1%	2%

## My child is happy at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
97%	2%	1%

We are delighted that 97% of 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. 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.

All children also have access to the '5' point scale or The Colour Monster scale which provides a way of sharing how children are feeling throughout the school day; we also use PASS analysis (Pupil Attitude to Self and School) to inform us on how children feel about their school experience. It is important to us that if you are one of the 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.

### My child feels safe at this school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
97%	2%	1%

Again, we are delighted that 97% 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 2% 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 2%. 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.

### My child has been bullied and the school has dealt with the bullying quickly and effectively

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
22%	12%	64%

We apologise that this was a rather ambiguous and confusing question, and we know from feedback that parents and carers were unsure as to what box to tick for this question. Parents and carers should have had the option to answer 'My child has not been bullied' or N/A.

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. During the last academic year, we ran three workshops for parents and carers where we explained how our new behaviour policy worked and how it linked with our school bullying policy. This was well attended and the feedback was very positive from those attendees. I know that our 'Meet the Teacher' sessions in Term 1 also highlighted the expectation around behaviour and how we follow up unacceptable conduct.

- 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 circle time activities, 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 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.

[Behaviour Policy](#)

[Anti-Bullying Policy](#)

Please can I reiterate that if you have any concerns around unkind behaviour by children that falls into the category of 'several times on purpose', please can you contact the Class Teacher or Key Stage Lead to discuss your concerns.

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

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
76%	13%	11%

Similar to the previous question, there was some ambiguity around how to answer this question. Parents and carers should have had the option to choose 'I have not raised any concerns' or N/A.

We are disappointed that 13% of parents and carers who responded to this question think that the school doesn't deal appropriately with concerns that they have raised (however, this % may be misleading due to the ambiguity of the answer choices). 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 and attempt to resolve issues. The school will assume that the 11% who don't know have never had to raise a concern. Moving forward, it is the intention of the Leadership Team to hold drop-in sessions on a Friday to allow for a further opportunity to discuss any concern that a parent or carer may have.

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

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

- Class teacher
- Oysters SRP Lead teacher-Mrs Lisa Crocombe
- Oysters SRP Assistant Headteacher-Mrs Godden
- Executive Headteacher- Ms Debra Hines

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

- Key Workers
- Oyster Bay teachers- Mrs C Chaplin and Mrs L Cooper
- 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 Rogers
- Key Stage 2 (Years 3,4,5 and 6 Assistant Headteacher - Mrs S Harkins
- Head of School - Mr M Ashley-Jones

### **There is a good range of subjects available to my child at this school**

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
97%	2%	1%

At Joy Lane, the school team work hard to provide a bespoke and ambitious curriculum that focuses on giving each child the best start in life to fulfil their personal and academic potential. We are delighted that 97% of parents and carers believe the subjects on offer are wide ranging, and we firmly believe our wonderful teachers 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. During Terms 1 and 2 of the current academic year 2022-23, we have had over 200 pupils accessing our Extended Learning Clubs from Young Voices, STEM club to running club and karaoke club, and we are proud of our Joy Lane staff for providing these extra learning opportunities after school. Coming soon the Term 3 and 4 extra-curricular clubs offer, so watch this space!

### **The school has high expectations for my child**

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
90%	6%	4%

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.

We expect all of the JLPs staff to have high expectations for the children, encouraging them to challenge themselves and have a positive mindset in their approach to tasks. Our Voices for Choice characters – Go for it Gorilla, Persevering Parrot, etc – help us to use this metacognitive language in the classroom with the children as we support them to reflect on their learning experiences and push themselves to achieve even more. Children are challenged in their learning and the expectations for behaviours, and our teachers use their knowledge of children's prior learning and ongoing assessment to ensure that they each fulfil their potential.

We insist on our children being Ready, Respectful and Responsible at all times and that our parents and carers strive to ensure excellent attendance for their children at school; moving forward the school will strive to forge positive relationships and work together to overcome any barriers to a successful working partnership between the home and school.

### **My child does well at school**

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
97%	2%	1%

As outlined above 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.

### The school lets me know how my child is doing

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

Joy Lane has many forms of communication and interaction available for parents and carers, either formally or informally. Parent Partnership meetings, ClassDojo (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 now be receiving additional feedback in the form of a 'Mini progress report' for their child in January 2023; this will give you a greater understanding of their learning and progress, as well as attitudes to school. 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.

### This school supports my child's wider development

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
86%	2%	12%

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 bespoke 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 have the opportunity to experience residential trips where staff give their free time to support these exciting adventures. 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.

### My child can take part in clubs and activities at school

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
92%	3%	5%

Joy Lane offers a wide and varied curriculum, as outlined in previous responses above, which is aimed at developing pupils in many diverse aspects of life, whether that is to be aspirational in achieving a role and responsibility such as House Captain, School Councillor or Eco-rep or taking up an extra-curricular activity during their learning journey at Joy Lane. Currently, over 200 children participate in a school club, whilst they are always opportunities to forge links

with organisations such as the Walk for Water or Harrier Lodge Care Home, to name a few. Through the curriculum, daily assemblies, visits and trips, and charity/event days, pupils understand and respect difference, equality of opportunity whilst all the time being encouraged to be responsible citizens within their school community.

**Does your child have special educational needs and /or disabilities? (SEND)**

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
18%	53%	29%

For those that answered YES-My child has SEND, and the school gives them the support they need to succeed **(based on 46 responses)**

Strongly Agree or Agree	Strongly Disagree or Disagree	Don't know
61%	15%	24%

The question around special educational needs and/or disabilities was a two-part question which also should have had an option to say N/A. The results of part 2 are somewhat unreliable as more people answered this question compared to those that answered part 1, therefore the results may have given a false answer. Following on from this, we will be looking at sending out a survey to all with a focus on provision for those that have an Individual Provision Map to ascertain a true and more detailed reflection on the strengths and areas of development moving forward.

We are surprised to see that 29% of people who answered the question were unsure if their child had special educational needs. 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, there would likely have been discussions with the SENCo and your child would have a provision plan that is personalised to them (IPM). If you are still unsure, please discuss this with your child's class teacher in the first instance.

For the 15% 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 one of the school SENCo's; Mrs A Godden (Nursery and Reception), Mrs S Bowler (Years 1-6) and Mrs L Crocombe (Oysters SRP).

At Joy Lane Primary School, we pride ourselves on our inclusive practise and have worked hard over the last few years to achieve this as we have undertaken the Inclusion Quality Mark and now embark on the NurtureUK journey. We are passionate that all our children are given the same opportunities and that all children succeed and thrive. As we have increased our understanding of individual needs, our approach to support has evolved and ensures an inclusive approach across the school.

As a School, we follow the advice and guidance as set out in the Kent Mainstream Core Standards. This is a document that outlines the support that is expected to be available to all children, including those with additional needs. This document focuses on addressing and supporting presenting needs for each individual regardless of any identified SEND need. We plan on delivering a workshop to parents and the wider community around the Mainstream Core Standards and our inclusive approach in the New Year which we hope will explain further and reassure any concerned parties. For anyone who would like to know more about these standards, please follow the link below:

[Mainstream Core Standards guide for parents \(kelsi.org.uk\)](https://kelsi.org.uk)

### **I would recommend this school to another parent/carer**

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

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. Since the pandemic, the school has grown by more than 10% with many new families joining the school after re-locating to Whitstable and the surrounding area. We also have 102 children registered with Oyster Bay Nursery School.

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 positive learning environment. The school is a vibrant community made up of many organisations and parts such as the Parent Council, Friends of Joy Lane and Governing Body, all of which fit together to create the 'Joy Lane Family'.

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.

### **Parent and Carer Feedback:**

**Thank you so much for all the positive comments about your child's experiences at Joy Lane Primary School. We endeavour to support and encourage all children's learning by being positive role models, providing stimulating learning opportunities and having high expectations and aspirations.**

**You will see below that the school has responded to feedback within the survey and addressed the issues raised. I would urge parents and carers to discuss any personal issues with the Class Teacher or Leadership Team as appropriate so that a solution can be found to your concern.**

### **COMMUNICATION**

*I wish we had more than 10 minutes in the morning to drop the kids off. Sometimes the communication is too last minute (e.g. to sign up for the census lunch). I would appreciate a termly invoice on paper for nursery with a breakdown of costs rather than a text message. Sometimes it isn't clear if certain events (e.g. jeans for genes day) is also for nursery or not. Just some small comments, in general we're very happy with the school.*

**SCHOOL RESPONSE** - School staff are more than happy to discuss individual children in more detail at mutually agreeable times for parents and staff, either by telephone or face to face. We understand that drop off and pick-ups can be busy and it is not always easy or appropriate to have more in-depth conversations around sharing information about your child at these times. It is always our intention to try and give parents and carers information that is timely, either through ClassDojo/Newsletter/face-to-face or email so that the community can prepare for special events or occasions. The school will work hard on maintaining timely lines of communication moving forward. Oyster Bay Nursery has reinstated its weekly Newsletter and now has its own ClassDojo page for nursery-specific messages. Oyster Bay Nursery will also be introducing a new form of communication for all parents after Christmas so 'Watch this space' for further information in 2023.

### **PARKING AND ENGINE IDLING AROUND THE SCHOOL**

*I know it's not necessarily in your power but the parking on double yellow lines on Vulcan close is so dangerous and has to be stopped for the kids safety. Same people every day and not a blue badge in sight. Please do more to dissuade parents parking illegally and leaving their engines idling.*



*The school needs to do more to protect the children's health outside the school gates where cars are allowed to keep their engines running whilst stationary*

*I know Vulcan Close is a public highway and not your responsibility, but nonetheless I still think the flagrant disregard for the double yellow lines at drop off/pick up is still an accident waiting to happen. I have reported the situation on the online form to the council and I know that parking wardens do patrol from time to time, but in my opinion none of this has made the blind bit of difference and it would be awful if it took for something bad to happen for things to finally change.*

**SCHOOL RESPONSE** - The school understands the frustration around inconsiderate and dangerous parking and idling engines. The school works closely with Canterbury City Council in terms of communicating concerns around safety and movement to and from school. Our newsletters regularly contain information on how to report nuisance and dangerous drivers and inconsiderate parking. The school understands that this is a local, county and national issue, and we will strive to think creatively on how to educate serial offenders who don't think of the safety of the children. The children are constantly reminded of the health benefits of walking to school and how dangerous the roads can be, so we hope eventually inconsiderate motorists will be influenced to change their bad habits. We know this is a very small minority and that the majority of us turn off our engines while waiting, and park carefully and considerately. The school will certainly share these concerns with our Parent Council, Friends of Joy Lane and Governing Body in an attempt to further promote safety in and around the school site.

### **SCHOOL UNIFORM**

*I'd love to see a change to the uniform. The white shirts need bleaching each week - terrible for the environment. Can we use another colour? And I'd love to see polo shirts over uncomfortable collared shirts with a tie. Thanks for reading.*

*The only thing I find extremely frustrating is that a lot of our children's uniform goes missing. The uniform is only replaced with preloved uniform when I made an official complaint. Communication on Dojo needs to improve. Uniform is extremely expensive, and when you have paid out a lot of money to start them in September, uniform goes missing extremely quickly and can never be found.*

*My son still has a missing book bag, ties and jumpers which I am still awaiting a response about. Overall, everything else about the school is fantastic. The teachers are all so very caring/loving and makes me reassured that our children are safe. Their knowledge has expanded majorly.*

*Polo shirts for summer!!*

**SCHOOL RESPONSE** - The school will consider a more informal summer uniform i.e. polo shirts without ties, especially as the hot weather continues to affect us all. Moving forward, all schools have a statutory responsibility to take into account the cost of uniform and whether any changes may result in additional expenses. The school are big supporters of the environment through education, so anything we could do to help reduce pollution and preserve the environment would be worth considering.

In order to help with re-uniting missing uniform, we respectfully ask all parents and carers to name every item of JLPS uniform. The school has introduced external 'Lost Property' boxes where the school community can browse for lost items. If you require the school to help try and find any item, please contact your Class Teacher in the first instance, who will try and use the powers of Dojo to share a plea for help to the class or year group community. I understand it is very frustrating and expensive to lose property, and I know the adults will try everything in their power to try and reunite lost possessions with you, and this is massively supported when items are named. Additionally, look out for 'galleries' of lost items on ClassDojo from time to time. The majority of lost property does eventually get returned as often children accidentally take the wrong items home which eventually is discovered by parents and carers.

In addition to this, we have our very own pre-loved uniform store which is opened each Monday. Here you will find many items of clothing that have been donated to school and available to purchase at a significantly reduced price. For more information regarding the pre-loved shop, please contact the main school office or Mrs Allen.

## **THE WORDING OF SOME SURVEY QUESTIONS**

*The question about my child has been bullied and it was dealt with quickly and effectively, is not applicable to me and my daughter, but answering disagree or don't know, could mean I have had an issue and don't know how it was dealt with or it was dealt with inadequately as opposed to it not being relevant to me. Same with the following question regarding raising concerns.*

*To clarify answers to Q4&5 - as far as I know, my child hasn't been bullied so don't know how effectively the school would deal with it. I have not had to raise concerns as yet.*

*You haven't offered an NA option in the answers to questions such as, has your child been bullied, and about whether my child has additional/learning needs. He hasn't been bullied and he doesn't have any special educational needs. This may lead to some answers being skewed and inaccurate.*

**SCHOOL RESPONSE** - At least two of the questions needed another answer option such as: 'My child has not been bullied' or 'I have not had to raise any concerns'. The school used the 'Ofsted Parent View' questions in the survey and will add the other two options when we next conduct a whole school survey.

## **SEND**

*Questioned whether my child has dyslexia and just got pushed aside and my child still struggles.*

*Overall my children are happy and doing well, the school has fantastic, supportive teachers. However, I feel I'm continuously fighting the school for the support my SEN child should have.*

*It would be beneficial for parents of SEND children to know how their child is getting on, on a regular basis, eg at the end of each term*

*In terms of SEND, there is no direct way to contact the team on the website. It would be good to be able to reach the staff directly when we need a bit of guidance.*

**SCHOOL RESPONSE** - Any concerns regarding SEND and additional needs should initially be brought to the attention of the Class Teacher who, where required, will then arrange for a further meeting with either of our school SENCo's; Mrs A Godden (Nursery and Reception), Mrs S Bowler (Years 1-6) and Mrs L Crocombe (Oysters).

We are disappointed that two comments make reference to not having needs met or concerns not being listened to. We would encourage you to approach your child's class teacher to share these concerns. Where these concerns continue, please seek advice from the appropriate SENCo, as above.

As a school, we adopt and embed many strategies into our daily teaching practise to support a wide range of needs and abilities as advised by the Mainstream Core Standards. This may mean the support in place is not obvious but please be reassured that for many, this approach provides appropriate support to ensure they are able to work with increasing independence whilst meeting individual needs.

Where children have an Individual Provision Map or Educational Health Care Plan, they will receive three reviews each academic year, in addition to the parent consultations and annual report. Our Class Teachers would be happy to provide additional updates regarding their children and can be contacted via Class Dojo or the main school office.

Contacting a member of the SEND team can be done in a variety of ways. Both Mrs Godden and Mrs Bowler are on the gates most mornings and available to have a quick chat, signpost or offer advice. In addition to this, all three SENCo's can be contacted by Class Dojo or via the main school office. Where parents have queries or would like additional advice, they can also contact a member of the inclusion team using the email address below, where someone from the team will aim to respond in a timely manner. Looking ahead to the New Year, the SENCo's are looking at extending their availability through the offer of a weekly 'drop-in' session – more information regarding this will follow.

## **ARBOR**

*Arbor is a horrendous app to use. Whilst I am sure there are cost implications for moving to this from ParentMail and we have been lucky enough to have some 'tutorial' videos, which were very helpful, it just doesn't seem very logical and does not work well from an iPhone. I waste most of my time as a parent paying for school dinners, booking clubs etc all separately because Arbor will not let you make multiple purchases. Nevertheless, office staff are always incredibly helpful when things go wrong with it and I am grateful to them.*

*Regarding After school clubs we were not able to get a place on the clubs we were interested in as they had very limited space. The booking system via Arbor did not work correctly which frustratingly may have contributed to this.*

**SCHOOL RESPONSE** - We appreciate your frustrations when using the Arbor App and understand completely that it is not working in the way we were told it would when buying into this new school operating system. Our business manager and IT support are in constant communication with Arbor in an attempt to iron out these teething problems, especially around bookings and payments. We are hopeful that after Christmas the Arbor booking system will be much simpler and more effective for all. Mrs Moorfield will also be providing 'Friday Arbor and Dojo technical support sessions' in term 3, 2023.

## **CURRICULUM / EXTRA CURRICULAR ACTIVITIES**

*We have been very happy with the school for both our daughters. The only thing we would like to see is a wider variety of sports offered in after school clubs and PE. There are so many options that the children could benefit from e.g. tennis, cricket, badminton, etc.*

*I was disappointed that there was no space for my child in the music lessons after school group if I am not wrong. I wish there was more space.*

*The only thing as a parent I would like to see is continuous learning of other languages and/or clubs available around this.*

*Feel like I'm constantly paying out money to the school for different events.*

*I also feel children are not reading to the teacher/TA enough in class and books are rarely swapped over. Also Christmas plays for upper years would be nice. No football at lunchtimes is upsetting for all the children and surely could be played on the MUGA or tarmac area.*

**SCHOOL RESPONSE** - The school is always seeking to improve its extra-curricular offer and more recently has introduced parent and child 'Fitness Fun' through the Fitness Exchange. We aim to teach a well-rounded PE curriculum with a range of sports, including tag rugby, cricket, athletics, gymnastics, football and netball, all supported by planning from the PE Hub. During the drier spring and summer months the children have access to the large field where they can play organised, independent or supported games of football as well as using equipment and the space to play other games. The MUGA (Multi Use Games Area) is also available for a multitude of activities; however, due to the surface being rough tarmac it is not really appropriate for football and the potential accidents that occur.

We aim to support key charity events that we feel are important to the children and our curriculum, such as Children in Need, Christmas Jumper Day and Jeans for Genes Day. We understand financial pressures on families so we suggest a voluntary donation at these events of no specified amount, with no pressure to contribute. We will continue to review the charity events that we support and the frequency of paid-for events. Our FoJL have set up the 'Pay it Forward scheme', and we are big supporters of pre-loved initiatives, such as the Christmas Jumper Swap and Christmas Book Bundle scheme.

We have a dedicated Modern Foreign Languages team who are passionate about instilling a love of languages in our children through the curriculum and enrichment events and activities, including European Day of Languages and the design theme of our Christmas hoops this year, which was centred around Christmas traditions of non-English speaking

countries across the world. French is taught in KS2, and even though languages are non-statutory in KS1, we teach Spanish as we feel it is important to expose our children to a range of languages.

We have a flourishing Music department with many opportunities available; if you are interested in lessons, message Mrs Rawlings on ClassDojo. We understand the frustration if Extended Learning Clubs are fully booked; your child will be put on a waiting list if a space becomes available. Watch out for our next round of extra-curricular clubs coming up in Terms 3 and 4!

Reading is prioritised here at Joy Lane – learning to read as well as reading for pleasure – and the adults in the year group will strive to hear children read frequently and arrange the changing of books. If you have any concerns about your child's reading, please contact your Class Teacher.

At Joy Lane, our Christmas shows take place each year during the Early Years and KS1; In KS2, families are welcome to join the Christingle event. Shows, assemblies and other musical events take place in KS2 from Term 3 onwards, with the support of Mrs Rawlings.

### **MOVEMENT AROUND THE SCHOOL ON ENTRY AND EXIT**

*My only complaint is the new way to walk to the year one building. It's an absolute nightmare, especially with a pushchair. The reception gate should be opened again like when my daughter was in reception and it was open to the rest of the school as I never thought it was too busy. But apart from that the planning and effort that goes into Joy Lane by all staff members is absolutely incredible.*

*I feel the pick-up and drop off arrangements around the early years building is ridiculous. Closing the reception area to other parents, closing the corridor that parents could walk through of a morning and then making Potter class exit right in the middle of the walk way around the building that you're making all other parents use is chaos. I believe that no one has thought about elderly, disabled or parents that have mobility issues.*

*Pick up around the year 1 and 2 building is crazy because parents haven't got the option of walking past the reception area anymore.*

SCHOOL RESPONSE - Joy Lane Primary School is a large site and the staff work hard to ensure entry, exit, drop-off and pick-up systems are as smooth and safe as possible. I am sure that you will agree that sectioning off the Early Years outside area is important for the safety and wellbeing of our new children and their families. This area is now a calm and secure spot for our newest families to interact at the beginning and end of the school day, without the rest of the school community using it as a walk through and short cut. Thank you for your understanding.

### **ROLES AND RESPONSIBILITIES**

*There are too many parent teacher relationships which I feel is conflict of interest sometimes. Some children get chosen for activities/plays. Daughter expressed she doesn't put her hand up in class as teachers pick same children to answer questions which I witnessed myself during covid online lessons.*

*Very good school, with the exception of lack of opportunities for child's extracurricular development for ALL children. Roles like Student Council and Eco Rep go to the same children every year. You have our children for seven years, a simple excel spreadsheet would allow you to track what children have had these opportunities already and which ones haven't; so by Y6 every child that wants a go at something will have had the chance for at least one year (especially as by Y6 there are then prefect, house captain and other ADDITIONAL roles available). Every year parents have to deal with upset kids who have missed out due to not winning a popularity contest and who then are questioning their worth. I think overall you are a very supportive and inclusive school, which is why I am genuinely surprised as to why you have such a blind spot to children's mental health in this regard.*

SCHOOL RESPONSE - We are extremely proud of the JLPS school staff and the professional way in which everybody conducts themselves. In terms of choosing pupils for roles and responsibilities or selecting children to answer questions, we pride ourselves on being inclusive, democratic and professional in the way we do things. Please contact the Class Teacher or member of the Leadership Team if you would like to discuss a decision that you feel is unjust or

unfair. At Joy Lane, we want our children to be resilient and accepting of decisions made by adults and to realise that sometimes you don't always get what you want and it's ok to be disappointed. As a school, we would discuss this with pupils and explain that with a positive mindset and attitude anything is possible moving forward.

### **TRANSITION AND THE MIXING UP OF CLASSES**

*My daughter has been happy in the school up until being split up from her class for year 2. They were in pre-school/reception and year 1 together. She's now in a class of children (with only 2 or 3 boys from her previous class and only 2 other girls, one of which isn't in very much) and is finding it hard to adjust and is becoming more and more tearful going into school each day. She's an emotional child anyway and suffers with separation anxiety. I understand the mixing of classes and I hope she will adapt and make new friends but would like to see this being done more fairly - i.e. half of each class moves round - not just one or 2 children - moving 1 or 2 children into a class when friendship groups are already established is causing upset. When it is only 1 or 2 children that are swapped out it makes them feel like they have done something wrong to be split up from their friends - when the rest get to stay together.*

**SCHOOL RESPONSE** - At Joy Lane, we have traditionally mixed classes at the end of the year in preparation for transition to new year groups as we feel that this is reflective of real life, where children will meet change and new situations and friendships as they grow older. Parents and carers have the opportunity to discuss this transition with teachers and to request that their child be with a best friend, or alternatively not with someone who they do not learn well with. Pupils select a number of friends at this time and the teachers spend a lot of time then balancing the classes based on friendship, gender, additional needs and behaviours. We strive to create the best learning groups possible so that the children can make academic progress and be happy within their classes.

### **COSTS OF BREAKFAST AND AFTER SCHOOL CLUB**

*The cost of the wrap around care is expensive at a time when the cost of living is rising; it could be more flexible to meet the changing needs and demands placed on working families.*

**SCHOOL RESPONSE** – We offer wrap around care as an additional service to support working families and for extra child care our wrap around care costs are in line with other schools/businesses, and we too have costs that need to be covered to continue to offer this service. A benefit of our service is that the children continued to be cared for by familiar adults.

### **BEHAVIOUR AND SCHOOL RULES**

*In terms of behaviour, my son tells me the school could improve related to talking in class. He thinks the behaviour chart is not enough.*

*I am very happy with the school generally, however sometimes I think the school could enforce rules e.g. Fruit snack ONLY, water only and no pencil case as I feel these are little, but once stated we should abide by them and it should be re-enforced by the school as I feel these things are often let slide and it is unfair and not helpful in terms of discipline*

**SCHOOL RESPONSE** - The school has a very clear [behaviour policy](#) and this is consistently applied throughout Joy Lane. We expect our children to follow the 'Three Rs' at all times and not to interrupt the learning of others; however, some children have additional needs, which as an inclusive school, we are obligated to take into account. Joy lane has high expectations for behaviours for learning and this is reinforced at staff training, parent workshops and through in school monitoring.

Staff regularly remind children of our non-negotiables around uniform, equipment, etc. and we use our school Newsletter to reinforce this, as well as personal messages to families. The school strives to ensure pupils eat healthily and drink water only during breaks and will challenge children and parents to follow the school rules. The school has to rely on a positive working partnership with parents and carers and to hope that families work with, not against, the school rules.

### **MORE ABLE PUPILS**

*Is there enough in place to support more able/Greater Depth children?*

**SCHOOL RESPONSE** - The school expects that *all* children are catered for within a lesson; this may be extra support for a child who is struggling to understand or a child who needs an extension to an activity in order to stretch their learning. High expectations that **all** children can achieve the learning objective and beyond is the norm within a school lesson and teachers will continually assess to fill gaps and move learning on. If you feel your child is very able and not being fulfilled academically, please contact the Class Teacher for an appointment.

### **TEAM JOY LANE!**

*Thank you for being such a caring school. Everyone works so hard for our children and we appreciate your efforts. Extremely happy our children are part of the Joy Lane family!*

*There's is nothing bad to say about Joy Lane. We love it so much, it's a happy, fulfilling place to be!*

*My daughter has additional health needs which are accommodated really well by her teacher.*

*Mrs X has been very effective in helping my daughter with some of her anxieties, which were impacting her school and general life.*

*The kitchen team have been very accommodating in incorporating dietary requirements which has meant my daughter has felt more included.*

*Special mention for how amazing the music department is, Mrs X has gone to such great lengths to encourage my child musically.*

*Our family have been made to very welcome at Joy Lane and we are incredibly grateful.*

*Our boys are flourishing at Joy Lane! Teaching is very creative, broad and engaging and all staff care strongly about the overall emotional well-being of the children too. Senior leaders and teachers are available daily to talk to and the diary is packed with fun events & activities for the children and wider community too. There have been a couple of teething problems with the new Arbor system, but all issues have been dealt with swiftly. We are very happy to be a part of this positive and nurturing community!*

*The staff go above and beyond to not just educate our children, but also to enrich their school experience and make it the best it can be.*

*We've been really happy with all our interactions with the school and the team. Both firm teachers we've experienced so far have been fantastic (positive, constructive and really personalised the learning experience to date.) My only slight criticism would be school meals and if they could be healthier, however I do know you deal with all allergies in an incredibly inclusive way and appreciate that catering for so many mouths on a budget must be very challenging.*

*Joy Lane has always gone above and beyond to support my children when needed and whenever it has been required. You are all great, keep smashing it!*

*Absolutely amazing school, would recommend this school for anyone! My child has just gone into year 1 and is absolutely thriving. Her teachers are amazing and all the staff are so happy, friendly and helpful. The new after school clubs are brilliant and so happy that parents' evenings are now going ahead.*

*Thank you. I'd just like to say that I've been so impressed with Mrs X and Miss X so far this year. The speed at which they've got to know my child is remarkable and she is so much more settled both in terms of learning and friendships this year. It's been lovely to see.*

*I've tried to come up with some constructive feedback, however, I have failed! I feel that Joy Lane is an amazing school. Well done to all of you.*

*We are new to the school so answered as well we could*

*Love this school. However, with the choosing of eco rep, council rep, sports and house captain etc etc we have found that as this is down to the children voting, quieter children often get overlooked. Our son is in year 5 and has exemplary behaviour and attitude and has never been chosen despite wanting to have a turn at a role like this.*

*Thank you for being such a great Team at Joy Lane*

*Thank you to all of the wonderful teaching staff, teaching assistants, premises staff, office staff and management*

*It is brilliant the school encourages a love of reading. Fantastic support for emotional well-being. Being given the recent 'dates for diaries' this far in advance is incredibly helpful.*

*My child has thrived at this school. We are incredibly happy with the progress he has made throughout his whole time at JLPS and are very happy with the support he has received. we would (and have) highly recommend Joy Lane to others. Thank you to everyone.*

*We couldn't be happier with the education and support our daughter has received at Joy Lane. The staff go above and beyond and their passion and fondness for all the children really shines through and makes the Joy Lane community what it is. We feel very lucky and fortunate to be a part of it! Thank you*

*The best school for all 3 of my very different children x*

*SEN is always dealt with appropriately and promptly. I have a daughter who is currently struggling in the mornings and the teacher has immediately put things in place to ensure she has as smooth a transition as possible.*

*I am so grateful and happy with the level of support and communication from teachers at the school.*

*Both my children love school and skip in happily every day. They come home excited to talk about their learning and are so enthused and engaged.*

*They have made progress every year and been encouraged to work hard. They also use words like 'respectful' and 'responsible' when at home as these values have been instilled in them at school.*

*The opportunities available to them at school are fantastic and both my children thoroughly enjoy the different extracurricular clubs. They are also lucky enough to have access to forest school and the swimming pool on site.*

*Staff are all so friendly and make themselves available to talk if I have ever needed to discuss anything.*

*A truly wonderful primary experience for my little ones.*

*Great activities for the students to access, especially the forest school for students to explore the environment.*

*I love how caring and full of energy JLPS is. It is well run, and feels like they are doing everything my child needs to progress and be happy at the same time.*

*Please reconsider opening up the reception area for other parents to walk through and moving Potter class pick up area back to where is originally was so it's not so busy.*

*Joy Lane is a wonderful school. I would prefer more afterschool activities please (Teamtheme was good).*

*The school continues to go above and beyond for all pupils. I would like to thank all staff for their continued dedication and support.*

*Joy Lane has done wonders for my child and since joining Serenity in the mornings there have been no issues going to school he loves it. Doesn't want to go to secondary school. I go on and on to you all about but I honestly can't believe what a happy confident boy my child is now compared to his previous school. I can't thank you all enough!*

*I think the school needs to work on dealing with aggressive behaviour towards other children and not leave it down to telling the children to stay away and not make the other child sad which will cause them to lash out etc or blame it on behaviour issues that another child may have.*

*Fantastic school with amazing teachers and a wonderful community feel. I've never had any issues or concerns. My children have been very happy and settled throughout their time at the school.*

*Joy Lane has a full and enriching curriculum and all my children have fulfilled their full potential in school.*

*I could not ask for better support from the teachers over the last few years.*

*My son is very happy and looks forward to school.*

*The teachers at Joy Lane are very dedicated, going above and beyond their teaching roles.*

*My daughter has settled in really well, her teacher is brilliant and takes her character into her day-to-day life. She has had excellent help with a concern with speech and keeps me informed of her progress and her day-to-day activities.*

*Since the start of this term, both my children have seemed so happy at school. Thank you to their teachers.*

*A beautiful community a fabulous school. Love it*

*As parents we appreciate the clear and consistent communication, the newsletters are very helpful, as is class dojo.*

*One of the nicest things about the school is the emphasis on fun and having lots of different activities / themes.*

*Thank you to all teachers and staff, what you do is appreciated.*

*We are very happy with the school, especially since the covid restrictions have relaxed and we have been able to feel like more of a part of the school and understand what is going on with our children's' learning.*