



**Willow Lane**  
Community Primary School



**Willow Lane CP School**  
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Dear Parents/Carers,

### Parent Survey Responses

At the end of last term, we asked you to complete a short survey to get a better idea of what we are doing well and what we should focus on improving as a school. We were pleased to receive 58 responses, which represents over a quarter of our families. We are very grateful to everyone who took the time to complete the survey and help us to make the school the very best it can be.

In this letter, we present the spread of responses and the average response to each statement. Any percentages that do not add to 100% are due to rounding differences. All responses had the option of 1 – 5 stars, with 5 stars indicating strongly agreeing with the statement and 1 star indicating strongly disagreeing with the statement.

At the end of the letter, we share our response to the survey and a summary of the individual comments we received and what we intend to do as a result of the feedback you have given us.

If you wish to discuss the survey or our response, or if you have any additional feedback or suggestions, please email Mr Webster at [d.webster@willow.lancs.sch.uk](mailto:d.webster@willow.lancs.sch.uk).

### Survey Results

#### 1. My child enjoys going to Willow Lane Primary School.

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1%	0%	12%	15%	70%
<b>Average score</b>				
4.5 stars				

**Comment:** We are pleased that so many parents strongly agree with this statement, but we will continue to work hard to ensure that all families are confident their children enjoy coming to our school.



**2. My child feels safe at Willow Lane Primary School.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
0%	0%	8%	17%	73%
<b>Average score</b>				
4.6 stars				

**3. My child knows who to speak to if they are upset or unhappy in school.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
0%	1%	17%	22%	57%
<b>Average score</b>				
4.3 stars				

**Comment:** Statements 2 and 3 are closely related. It is vitally important that all children feel safe and know who they can talk to in school so this is an area we will focus on over the next year. See below for more details.

**4. Behaviour in school is excellent.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1%	7%	17%	38%	35%
<b>Average score</b>				
3.9 stars				

**Comment:** Statement 4 is also likely to be related to how safe children feel in school. While a large majority of parents feel behaviour in school is excellent, further supporting children with meeting our school values and developing positive behaviours will be tied into our plans for the next year. See below for more details.

**5. Any bullying or discrimination is dealt with quickly and effectively.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1%	7%	24%	24%	42%
<b>Average score</b>				
3.9 stars				

**Comment:** Again, we are pleased to see that majority of parents agree that we deal with bullying and discrimination effectively. The additional comments left by parents suggest that the parents who neither agree nor disagree have no experience of children facing bullying or discrimination, which is also positive. However, we do not feel that the average score is good enough so we will also work on reviewing and better



communicating our behaviour policy so that parents understand what to do if they are worried about bullying and discrimination and how to get additional help if our approach is not working in a specific case.

**6. My child has a positive attitude to learning.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
0%	0%	14%	19%	66%
<b>Average score</b>				
4.5 stars				

**Comment:** We are pleased with this response, but we will keep working hard to ensure all children develop a love of learning at Willow Lane.

**7. The school teaches my child how to be healthy and stay safe (including online).**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1%	3%	8%	22%	63%
<b>Average score</b>				
4.4 stars				

**8. The school supports my child to develop respect, confidence, resilience and independence.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
0%	0%	17%	17%	64%
<b>Average score</b>				
4.4 stars				

**Comment:** We are pleased with the responses to statements 7 and 8, but we have identified some areas of our curriculum where we feel we could do even better and we will work on implementing changes over the next school year.

**9. Our school offers a good range of extra-curricular activities to choose from.**

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
5%	7%	14%	24%	49%
<b>Average score</b>				
4.0 stars				

**Comment:** We agree that this is an area in which we could do better and we aim to provide a greater variety of clubs over the coming year. See below for more details.



## 10. Our school offers a good range of educational visits (school trips).

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1%	5%	17%	17%	57%
<b>Average score</b>				
4.2 stars				

**Comment:** We aim to offer a wide range of enriching opportunities for our children and our aim is that all classes attend at least one education visit each term. We are also aware of the cost of running educational visits and aim to strike a balance that offers great opportunities and value for money. See below for more details.

## 11. I feel involved in my child's education.

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
5%	8%	21%	26%	37%
<b>Average score</b>				
3.8 stars				

## 12. There is good communication between the school and parents.

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
3%	8%	19%	26%	42%
<b>Average score</b>				
3.9 stars				

**Comment:** Statements 11 and 12 are closely linked. It is clear from these scores and from individual parent comments that this is an area in which we need to further improve. See below for more details.

### Our response to our parent survey

There are three key actions for the school that we believe arise as a result of the parent survey.

1. Increase the variety of extra-curricular clubs and opportunities.
2. Improve our communication about children's learning and notice of school events.
3. Enhance our PSHE curriculum and review our behaviour policy.

We provide further detail about the survey and our response below. We have grouped together the statements into 3 broad areas that the survey suggests we should focus on over the coming months. We have also summarised the individual parent comments we received and the issues they raise alongside our planned actions.



<p><b>Behaviour, safety and values</b></p>	<p>Some of the comments suggested that concerns in this area were linked to children's behaviour when arriving and leaving school. Two parents felt that some incidents of poor behaviour were not dealt with effectively.</p>	<p>We regularly teach children how to stay safe online and in the real world through assemblies, Personal, Social, Health and Economic (PSHE) education lessons and through our wider curriculum. However, these responses show we could do better and agree with our own school evaluation and so over the next year we plan to enhance our PSHE curriculum so that it covers safety issues more relevant to our community and better enables all our children to stay safe. We will also review our behaviour policy and have planned further training for all staff to better support children who are struggling to develop positive behaviours. This will enhance the work we already do to help all children develop their character and a strong set of positive values. As part of the review of our behaviour policy, we will also explore changes to improve behaviour at the start and end of the school day.</p>
<p><b>Educational visits and extra-curricular activities</b></p>	<p>This was the area for which we received the most comments from parents. These mostly focused on the limited number of after-school clubs and the lack of variety in the clubs we offer. One parent suggested we make more use of local visits.</p>	<p>We believe we offer a very good range of educational visits and have recently refocused our curriculum to take more advantage of local learning opportunities. We aim for every class to go on an educational visit each term and we have introduced a local learning area policy. Over the last year, classes have visited both universities, Lancaster and Morecambe College, Fairfield nature reserve, Lancaster Railway Station, local museums and many other local places and places further afield, including, London, Liverpool and the Lake District. We aim to balance the important role of educational visits with the increased costs of running them. This year, we aim to plan visits further in advance and ensure they are fully integrated into our curriculum offer. We recognise that we could better in terms of our extra-curricular/after-school club offer. This has largely been as a result of teachers focusing their efforts on planning and assessment to support all children following school closures. Maintaining a large number of after-school activities at this time would likely have had a negative impact of staff wellbeing and their effectiveness in the classroom. It is worth noting that we do not currently charge for most after-school clubs, but this may be something we need to introduce in the future.</p>
<p><b>Parental engagement and communication</b></p>	<p>We also received a number of parent comments suggesting we could improve the way we communicate. Survey responses also suggest we could do more to involve parents in their children's education.</p>	<p>We use the termly newsletter to inform parents of upcoming events. Each class also provides a class curriculum letter with details for each term on our website. In addition, we publish a calendar on our website with school events listed. We also regularly send out Facebook posts sharing some of the learning going on in school. This year, each class has run at least two parent engagement events after school for parents/carers to share in the child's learning. We also have two parent/teacher meetings each year and one parent drop-in event as well as providing one detailed written report each year. Teachers and school leaders are also available most days after school for informal conversations. Detailed curriculum information for each subject and year group is available on our website. However, we are aiming to further increase our number of Facebook posts so you can see more of what the children are busy learning and improve the layout of our website to make it easier to find the information you are after. We are aware that our text messaging can sometimes be overwhelming and we do make every effort to make sure only relevant information is sent out to the families that need it. We will also now send a school newsletter each half-term instead of termly and include all the important dates and information on this letter. We apologise if any of our texts seem abrupt, but we are limited in the number of characters we can use in each message and try to limit the number of messages that are sent. We will also explore how we can make the most of our communication books. We always endeavour to send out information well in advance, but recognise that we do not always manage this. We will work on improving in this area, but ask for understanding when changes are needed at short notice due to circumstances outside of our control. We have also found this survey to be very useful and hope to find other ways to hear from and engage parents in the life of the school. These may include a parents'/carers' forum, class meetings and/or more regular invitations to provide feedback to the school.</p>



Finally, we would like to share some of the lovely positive messages we received through the survey! Thank you once again to everyone who took the time to complete the survey and provide us with valuable feedback. We really appreciate all the comments- both the positive and those identifying areas we can further improve.

Kind regards,

Mr Webster

*"This school has always been excellent. It was my number 1 choice when looking for a primary school & 7 years on I'm still recommending it to everyone."*

*"Very supportive and friendly school from day 1. You do much more than I could expect and my child settled in at school immediately. Thank you for everything you do for our children and community."*

*"Choosing Willow Lane has been right for us in so many ways. All staff are brilliant and go above and beyond and my child feels supported and cared about. She enjoys learning and always comes out of school with a big smile on her face, telling me all about her day. Couldn't be any happier with you all than I am already."*

*"Amazing school, amazing staff. Thank you for everything."*

*"[My child] really enjoys coming to school and we feel extremely lucky that he's in a school that understands and supports him so well. Thank you!"*

