

Community Survey March 2025

Dear all,

If you managed to fill in our survey this year, thank you – your feedback is so helpful to our team here and we always read all of it and discuss it between senior leaders and teachers.

Here is a summary of the main feedback people have given and some of the actions or responses that we can give to you from this. Where your feedback was really specific / personal to your own child or year group, we have kept this out of our general summary but have passed it forward to each year group team:

1) My child is happy and enjoys coming to school:

TOTAL RESPONSES		
YES	NO	UNSURE
59	3	6
CONCERN	RESPONSE or PLANNED ACTION	
<i>Playtimes were raised by a couple of families with other children being unkind outside</i>	This does happen and is quite normal as children grow, develop and mature. We need to teach our children how to speak to an adult straight away and, as they get older, some skills for dealing with unkindness themselves too. If you have repeated concerns please always call us for a chat.	

2)The school celebrates and values the achievements that children make:

TOTAL RESPONSES		
YES	NO	UNSURE
61	2	5
CONCERN	RESPONSE or PLANNED ACTION	
<i>Attendance not being something to celebrate or see as an achievement</i>	We believe we do have a duty to keep the profile of good attendance high in school and so we will always have something that recognises this. Good attendance is the first step to everything else that happens at school. We do lots of different things to 'recognise' different types of attendance eg – most improved - rather than 'rewarding' something that we realise isn't in the child's control. We also remove certain children's attendance from the overall % data when a very specific problem is bringing attendance figures down.	
<i>Headteacher certificates – making sure children who win are rotated so everyone gets one</i>	We do this ceremony 3 times a year, every year from F1-Y6 meaning every child has 28 opportunities during their time here (if they are with us from F1). With 30 children in most classes, some children may therefore not get this specific award. However, we do aim to offer lots of other rewards and chances to be recognised that come from class teachers, dojo points, pupil leadership jobs and other events. Some children hate getting a certificate in a big assembly and would rather a teacher told them quietly how brilliant they are – we aim to have this approach in all of our classrooms.	

3) My child is kept safe at school and learns about how to keep themselves safe:

TOTAL RESPONSES		
YES	NO	UNSURE
57	5	6
CONCERN	RESPONSE or PLANNED ACTION	
<i>Consequences for bullying or how to deal with bullying isn't correct</i>	Our anti-bullying guide and policy is written in-line with Department for Education (DfE) and Keeping Children Safe in Education (KCSIE) safeguarding statutory guidance. Our approach is based on lots of research and experience in dealing with complex behaviours from children and it is rigorously monitored by external parties. Any parent or carer who is really concerned about our policies and who needs more reassurance should call the office and make an appointment to chat to a senior leader about this.	

4) The school sets high expectations for my child's learning and expects them to aim high and work hard:

TOTAL RESPONSES		
YES	NO	UNSURE
53	4	11
CONCERN	RESPONSE or PLANNED ACTION	
<i>Homework query in one year group</i>	We have a homework policy that should be followed by every year group in school. You can see our policy on homework on our website here: https://www.walterhallsprimary.co.uk/web/policies/642759 If you don't think this is being followed by your child's class teacher please let a member of senior leadership know.	

5) The school nurtures my child and encourages them to become independent and decent citizens

TOTAL RESPONSES		
YES	NO	UNSURE
59	2	7
CONCERN	RESPONSE or PLANNED ACTION	
<i>No comments received</i>		

6) I am kept well-informed about how my child is doing at school via parents' evenings, informal chats or other communication channels

TOTAL RESPONSES		
YES	NO	UNSURE
55	7	6
CONCERN		RESPONSE or PLANNED ACTION
<i>The quality and frequency of parents' evenings</i>		The teachers contract requires them to formally report to parents 3-times per year. Like most schools, we hold 2 parents' evenings and then do a final end-of-year written report. Teachers will often be required to attend staff training and staff meetings after the end of each school day but if you have concerns and would like more time to discuss your child then most of our teachers will make time for this if you call the office and ask for them to ring you and chat.

7) The behaviour policy is clear, and I understand the school's approaches in dealing with and escalating negative incidents

TOTAL RESPONSES		
YES	NO	UNSURE
58	4	6
CONCERN		RESPONSE or PLANNED ACTION
<i>Management of behaviours during lunchtimes is a concern for some</i>		Our staffing at lunch, on a very big school site, requires a 'roaming supervision' approach. You can find out more about this in the OPAL section of our website or by speaking to our OPAL leaders. We recognise that lunchtime staff do not always have the same training or skills as experienced teachers nor do they get paid to attend lots of training days. As a school, this is something we want to continue to build on and improve.
<i>The behaviour of some other parents is sometimes unacceptable</i>		On occasions, this is true but we do have a very clear line of escalation with any parents/carers whose own behaviour whilst at school is unacceptable. School is private local authority property and there are laws in place to protect staff and children from unacceptable conduct. If anyone is concerned about this, all of our senior leaders here will help support you to manage this.

8) I understand why the school supports OPAL play at lunchtimes and this has been explained well by them

TOTAL RESPONSES		
YES	NO	UNSURE
62	1	5
CONCERN	RESPONSE or PLANNED ACTION	
<i>The level of adult supervision at lunchtime is still a concern for some</i>	See previous comment re: management of behaviour during lunchtimes	
<i>A concern that we are 'pushing our own agenda' with OPAL rather than encouraging views of parents to be shared</i>	We have tried to give repeated opportunities for families to talk to us about OPAL, including hosting a coffee morning, sending out lots of information and encouraging families to call us to chat about things. We also have to balance that with the fact that OPAL approaches are part of our curriculum and are therefore not a parental choice. If anyone at all wants to chat about OPAL we will definitely listen – we have allocated OPAL leaders and an allocated OPAL Governor who are all happy to listen and consider your points. Staff who lead on this are shared on the OPAL page of our website. Please call us to arrange a chat.	

9) I feel comfortable in approaching the school with any concerns or problems I have

TOTAL RESPONSES		
YES	NO	UNSURE
61	6	1
CONCERN	RESPONSE or PLANNED ACTION	
<i>3 comments received – all specific to own scenario rather than whole-school theme</i>	These comments have been shared with specific parties	

10) I know who the school leaders are and I think the school is well led and managed effectively

TOTAL RESPONSES		
YES	NO	UNSURE
60	3	5
CONCERN	RESPONSE or PLANNED ACTION	
<i>No comments received</i>	If you are still unsure on who to go to or what our leadership structure is this is all on our website and is shared every September during our welcome events. If you have concerns about leadership please speak up and make an appointment to chat to us. Our complaints policy may also be helpful, which can be found on our website in the policies section	

11) Communication and updates are clear and frequent

TOTAL RESPONSES		
YES	NO	UNSURE
64	1	3
CONCERN		RESPONSE or PLANNED ACTION
<i>The newsletter is good but offered some really helpful tips on how to change the format and look of the newsletter to make it more accessible and easier to read.</i>		Great suggestions! Thank you – I have actioned these suggestions straight away and agree that the style could be improved to help it be more dyslexia-friendly and more accessible/easier to read 😊

Other General Comments to consider:

CONCERN	RESPONSE or PLANNED ACTION
Staffing inconsistency in 1B	Autumn was a challenging term for staffing of this class and this was something out of our control. The lack of communication was linked to leaders also being unaware how this scenario could change and when – unfortunately with cases of sustained illness we can only plan based on what we know at the time. We are pleased that this has stabilised again recently.
Litter being dropped around school site	We agree – this is an ongoing problem for us, despite us trying! We have pupil leaders to litter pick as often as possible but we could try and do more whenever possible.
Why doesn't every class have a teaching assistant in it, all of the time?	We would love to have this – but our allocated budget will no longer let us. School budgets have not increased in recent years, but staffing costs and other costs have increased significantly. We allocate teaching assistants to parts of school where the need is the highest each year and review termly. This unfortunately means that from Y2-Y6, no class has their own TA.
It would be good to have a car park	We would love this too but unfortunately we are a local authority school and this is not in our control. Nottingham City Council continues to discourage cars and parking in the city centre. Our very small staff car park is not free for staff to use either and many of us pay to park at work, being NCC employees.
Wanting more art, music and dance opportunities	The National Curriculum for primary schools is completely full to bursting. Many teaching professionals would LOVE more freedom in what they teach and how much time is given to each subject. There is a National Curriculum review underway via the Government and I'm definitely hoping that more time and space is given to primary teachers for this type of learning.
Children being informed of the outcome of any issues they have raised with the adults	We agree that this should happen. If it doesn't I'm hopeful that it is due to time and workload from teachers and not because they don't value this. If you feel this is a repeated problem please always call us to chat this through with someone.
Not sure how else to raise issues other than this survey	In every newsletter there are reminders of how to communicate, who to contact and how and ways to escalate concerns or problems. Please take a look at this and follow this guidance – all of us at Walter Halls are here because we care and we want to help. We are very busy but will always make time for anyone who have a concern or problem, as quickly is possible.