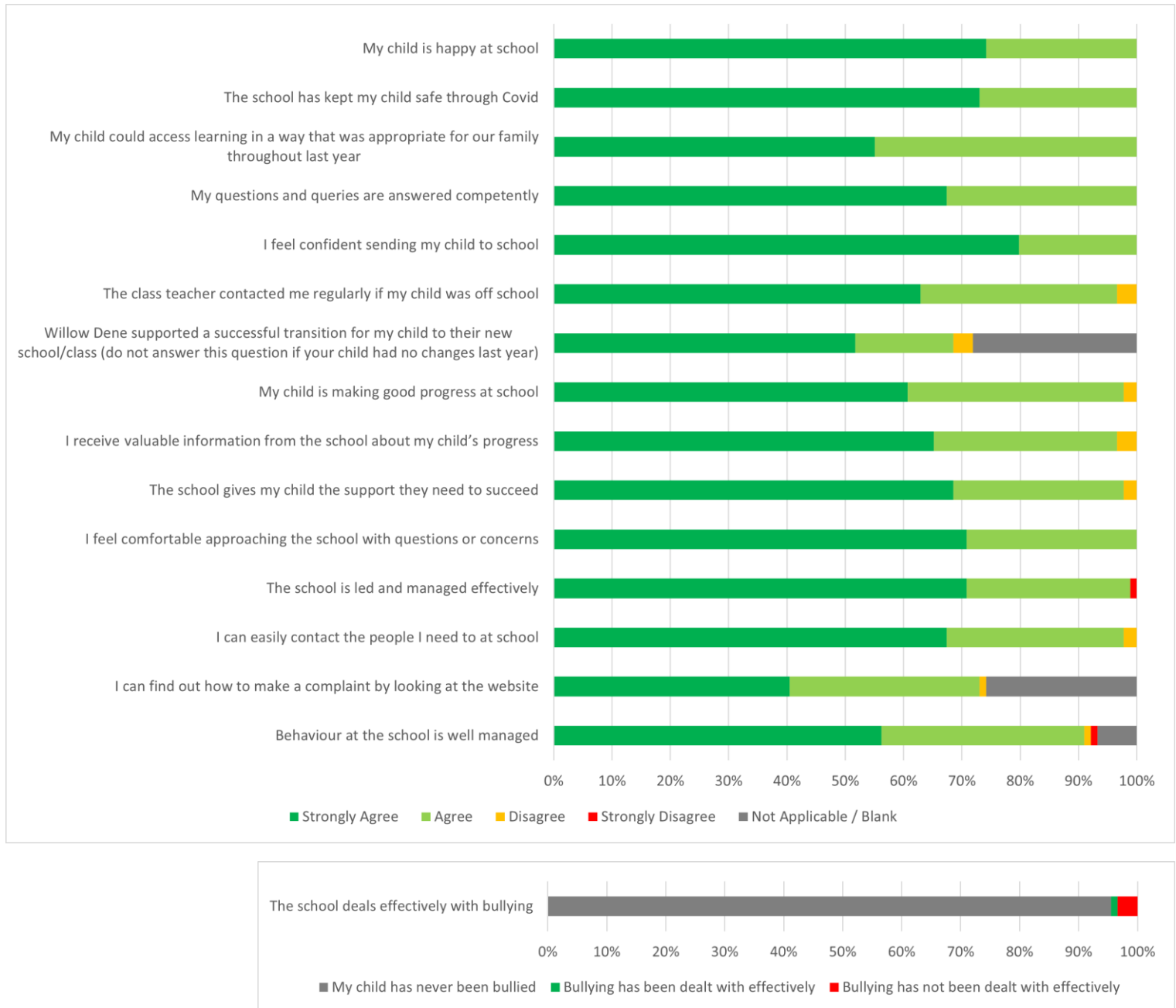


Willow Dene Parent Survey Results – Autumn 2021



The parent survey was sent out electronically by ParentMail and as paper copies to capture as many parents as possible.

We received **89** responses.

Our yearly parent questionnaire continued with an added focus on our response to the global Covid-19 pandemic. We felt it was still important to find out how well supported and informed parents felt during this time.

The responses parents gave were overwhelmingly positive and we would like to thank you for your ongoing support.

As a school we are continually looking for ways to improve. It is important that if you think we can do better, that you let us know so we can take measures to do so. We would welcome any further comments or feedback from you, especially if you strongly disagreed to any of the survey statements so we can understand more. This can be done via the school email address: wdcontact@willowdene.compassps.uk or by telephone 02088549841.

Our response to comments made by parents/carers	
Communication at Christmas	One area that some of you identified could improve, was the way in which information has been shared regarding the Christmas events. Over the last two years it has been very difficult to plan in anything other than the short term because of the way that Covid guidance has changed rapidly during the winter months thus affecting what we could or couldn't do. Our priority was to have a virtual celebration involving the whole school community in December 20. This was quite a challenge to organise, but we hope you enjoyed it. In December 21, you told us you wanted to have a live performance. We worked with three different plans during the planning stage, as government guidance was changing continually. To avoid sending out one set of information and then changing it again at short notice and risking confusion, we waited until we were sure we wouldn't have to change our plans again before we shared information. We do understand that this was late notice and not ideal for any of us. We hope that next Christmas arrangements will be much easier and we will be able to let you know well in advance.
New parents	We recognise that our new parents had only been with us a short time when this survey was released and you may not have felt that they could answer all the questions confidently. We also know from your comments that some of you felt you needed to answer all the questions in the questionnaire even when you didn't feel you knew enough. We will address this in the next parent questionnaire by having a not applicable box next to questions and some guidance for new parents.
Bullying	If you believe your child has been bullied at school, then please contact us immediately. We will treat any disclosure about bullying seriously. At Willow Dene we know that learning needs or sensory sensitivities often inform children's responses to other children. We spend a lot of time looking in depth at this area. We also do regular whole school training so that staff are aware of what to look for and how to manage children's behaviour towards other children.
Making a complaint	A reminder that you will now find information about how to make a complaint under 'Contact Us: FAQs'. You can also click on complaints policy which will take you straight there.