



# *Parent/Carer survey results*

*November 2020*

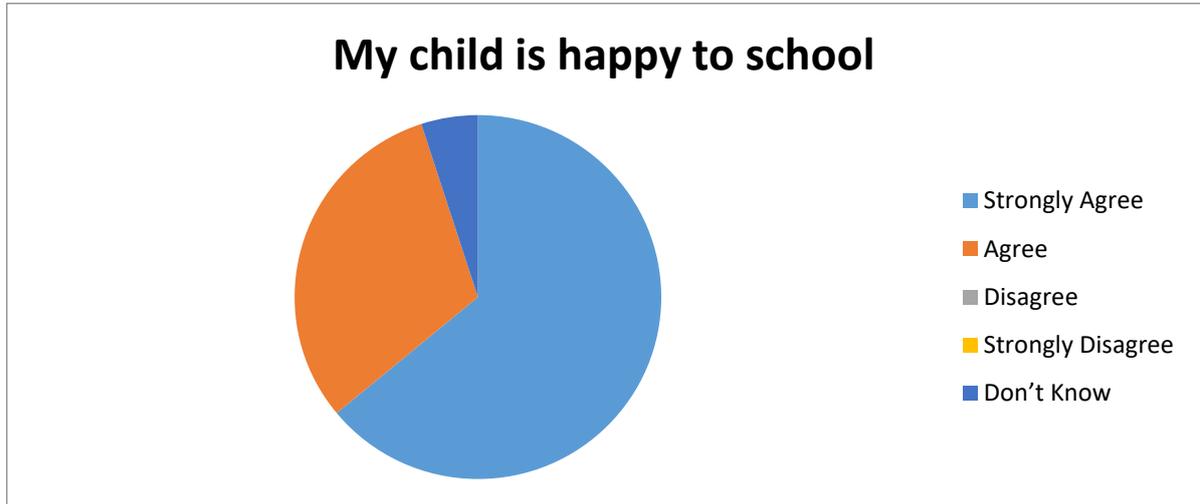
*Based on 80 responses*

*Dear Parents/Carers,*

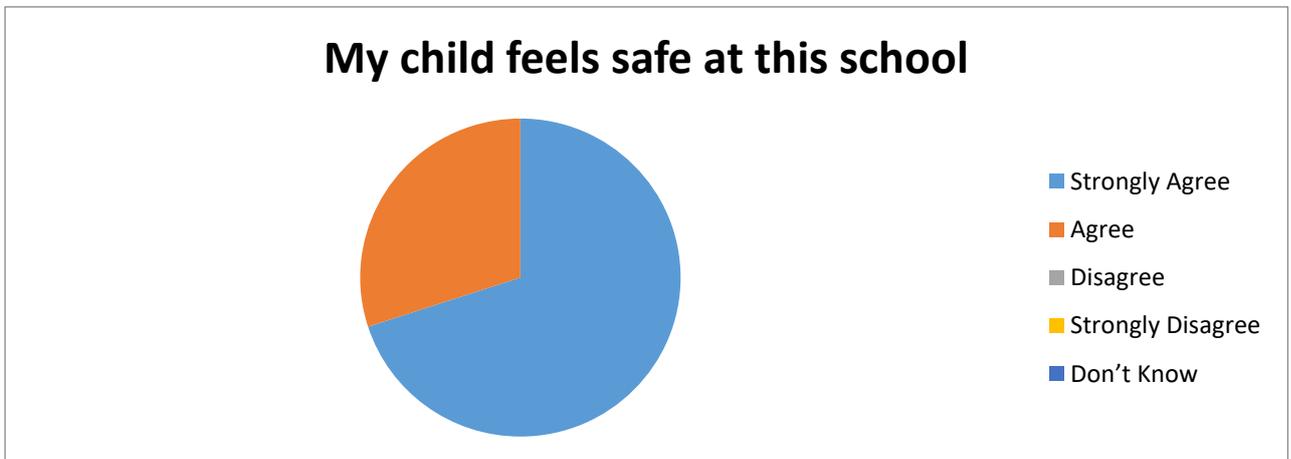
*Many thanks to those who took the time to complete the survey; here is an analysis of the results.*

*Mr Hiscock*

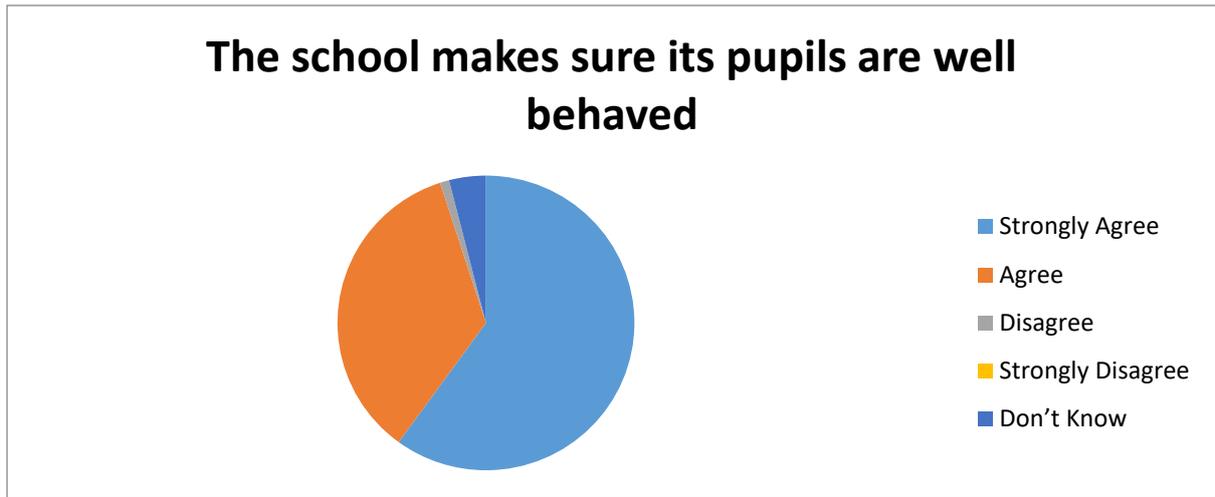
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at school	64%	31%	0%	0%	5%



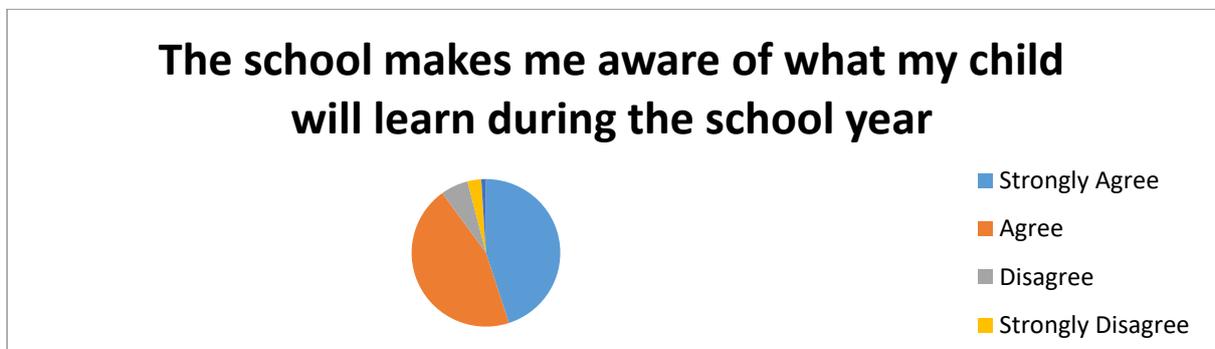
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child feels safe at this school	70%	30%	0%	0%	0%



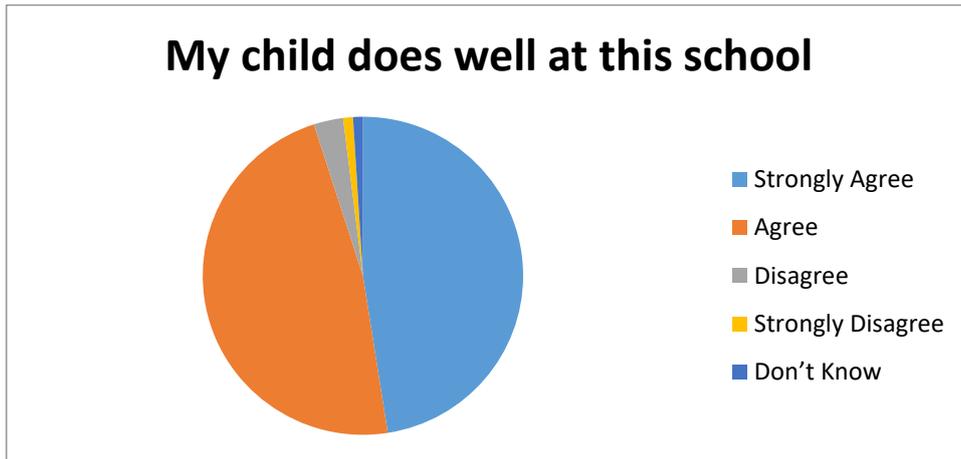
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes sure its pupils are well behaved	60%	35%	1%	0%	4%



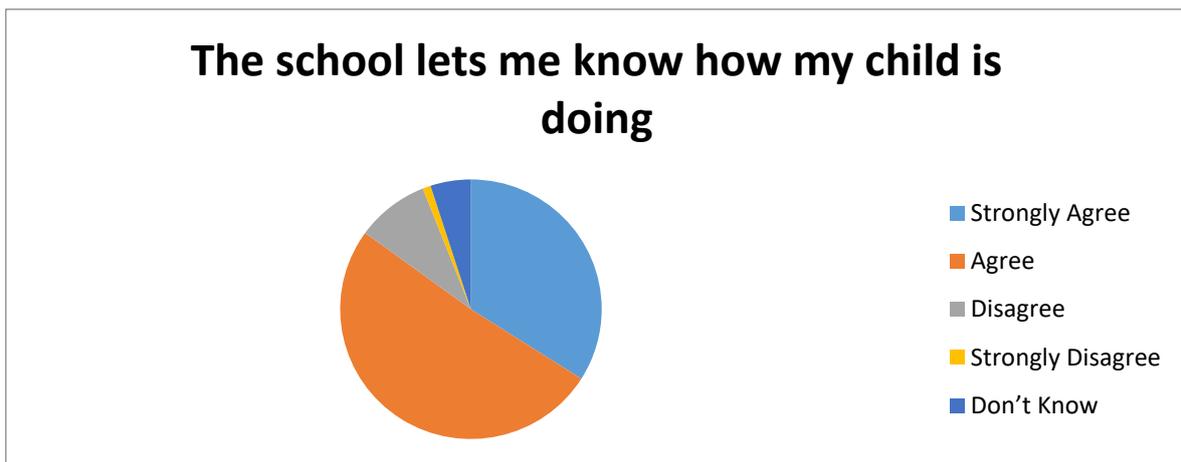
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes me aware of what my child will learn during the school year	45%	45%	6%	3%	1%



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child does well at this school	48%	48%	3%	1%	1%



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school lets me know how my child is doing	34%	51%	9%	1%	5%



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
When I have raised concerns with the school they have been dealt with properly	45%	40%	7%		8%

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

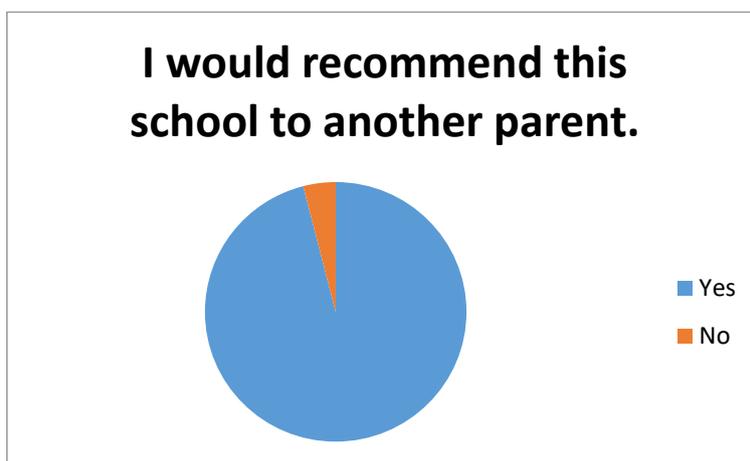


	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
This school supports my child's wider development	43%	43%	6%		9%

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



	Yes	No
I would recommend this school to another parent.	96%	4%



### *Additional comments made and responses*

- More work could be done with supporting the development of more academic children.  
*This is on our school development plan this year; a greater focus is being placed on providing challenging in lessons through the use of higher order thinking skills for more academic children. Mrs Bishop will be leading challenge days in different subjects throughout the year for children who exceed in different subjects.*
- Just a very good school overall
- Excellent handling of covid-19 procedures
- Felt let down over the last 6 months as no real support provided during lockdown and still don't know how much my child has caught up with the delay caused by the lockdown  
*We are sorry that you feel this way. I think that everyone has different expectations of the level of support that they would have expected through lockdown; as it was our first ever experience of such event, I feel that we offered as much support as possible through Class Dojo, dropping off paper packs, ensuring FSM families had vouchers, sending weekly communications and being at the end of a phone or email every day of the week.*  
  
*We hoped that the initial telephone conversations at the beginning of the year would have allowed for parents/carers and teachers to catch up on how they are doing. The parents/carers consultations next week and the termly data sheets that will be sent out next week will provide much greater information on how the children are progressing since lockdown.*

- Having a child in year 3 I fear his happiness at school has been hugely affected by the mix of class moving up from ks1 to ks2 - he hasn't really clicked or made a strong bond with anyone and to my knowledge the class has been moved around 6 times making it difficult to build these bonds - I am currently concerned with the additional worries of Covid that his mental health could possibly be suffering as he appears to be feeling quite lonely at school

*Sadly, I feel that due to Covid our usual mix up of the classes at the end of KS1 has not gone as smoothly as it usually does; ordinarily, the children get to play with children across their year group, however this year it has not been possible. I have spoken to a number of year 3 parents and have tried to implement opportunities for the bubbles to make contact with each other. We will continue to work on this and look forward to the day that they can all play with one another again at play times. Please if you have further concerns with your child, let us know and we will do what we can to support and help.*
- I feel as a single and working parent I'm really out of touch with school stuff. I don't think Fred's first 2 teachers knew who I was and that makes me sad. I felt that I couldn't speak about concerns I had as I felt a bit embarrassed sending emails over small things. This isn't a school problem but my own but I thought I'd feed back in case others felt the same.

*Thank you, this is useful feedback for us to have and perhaps we can consider further how we can support single working parents. If you have any suggestions, please do let us know.*
- Some staff are sometimes rude and condescending in how they speak to parents.

*I am sorry to hear this; I am sure that no staff member would want to be considered rude or condescending. There are times when you may catch staff having a 'moment' – I know I have had these before; not that it is an excuse but we are only human too. I can only apologise if you have been spoken to in a rude manner.*
- I would like more progress reports on my sons learning. I don't feel that I am told enough about what he is good at and what areas need more work. I realise it's tough during the pandemic but I do feel quite in the dark about my sons learning.

*The phone call at the beginning of the year was new this year to support with parents/carers making contact with their class teacher. We send out termly data reports in Autumn and Spring and with the consultations next week, hopefully you will no longer be in the dark. Please always feel that you can make contact with us via email or over the phone and we will be more than happy to discuss any child's progress.*
- No many thanks I am so happy my little girl study in the Crayland she so happy and thank you so much for all teacher.
- Parents are kept well informed by school, lots of regular contact via email/phone & weekly newsletters & has very friendly staff who make us feel like being part of a family. Especially during these strange times the staff at Craylands try to put everyone at ease & make life happier. Always supportive & my child loves being in school, learning new things, having fun & feels completely safe.
- clarify my answer to question 4. Since COVID general information is not as easily available regarding general curriculum as it was before. However speak to the class teach has been very forthcoming and the support received has been above and beyond what is expected. Craylands never fails to impress us!
- Special Thanks to year 2 teachers

- I find communication is amazing and staff are approachable
- The school has been absolutely fantastic at supporting my children since returning after lockdown. The new routines implemented have become natural to the children and I think this is mainly due to how calm the staff have been when welcoming the children back. My children feel very safe here and do very well academically. The pupil support team have also been an amazing support to us as a family and offered counselling straight away when my child began to struggle emotionally during the Covid pandemic. I cannot praise you all enough!
- Mr Hiscock is an amazing Headteacher and the school is great
- A very community feel school with brilliant staff including the headmaster
- I have put I don't know for question 8 as I personally regards the arts and sports very relevant in our lives and I think, most likely due to curriculum restraints, school life doesn't allow enough time for these subjects. Otherwise, we feel our child is happy, content and willingness to learn at Craylands. Thank you for all your hard work.  
*We have tried to focus more on the arts and sports since lockdown and hope to continue to put these as priority in the curriculum, although you are correct in that there are restraints to how frequently we would like to deliver these subjects.*
- Thanks for all teachers
- My child is generally happy at the school, when issues have been identified they tend to be dealt with. However with lockdown/pandemics the school is less approachable, I'm not up to date with my child's progress and I'm not advised if I should be concerned at their current achievement levels. What do I need to do as a parent that can help them achieve more? I work from home so have missed phone calls with teachers, no one checks to see why a call has been missed. Class Dojo doesn't agree with my mobile phone and sending messages to and from teachers seems a little tactless. We're not all rehearsed in the art of asking the right questions to the teachers or the headteacher. Parents need a little help sometimes...not just the kids.  
*Thank you for this...I hope that the consultations next week and the termly data sheets will help. I also will be sending out a learning guide pack for each year group which will have information in it about what is expected of the children in math, literacy, STAR and science by the end of each year. Hopefully you will find these of use.*  
  
*Also, please do look on the school website which is full of useful guidance [www.craylands.kent.sch.uk](http://www.craylands.kent.sch.uk) – look under the curriculum tab*
- Very happy with the performance of the school during very difficult times
- I believe Craylands is a great school overall. The headteacher is heavily involved in all aspects of school life. The staff are very friendly and approachable. The way the school has ensured the children's safety during the pandemic is exceptional.
- During these unprecedented times, it has been a source of relief to have some form of normality with the school being able to remain open and support the learning of our children. I would like to thank the staff for all the hard work that they have put into

making sure that we, as parents, can feel confident that our children are in a safe and secure environment. This is done even though there are risks that all the staff are having to contend with and manage, at times with late published guidance and a lack of a central government plan. I would like to put on record my sincere thanks to all the staff at Craylands school. My son has enjoyed his time and has really enjoyed being back with his friends and back in a secure learning environment. The updates and communications around Covid have been very much appreciated and has meant that my own anxieties around safety are minimised. I would also like to add that during the first lock down in March, the School worked hard to support us with online learning resources and support which was invaluable in maintaining a level of learning. This cannot be underestimated. A brilliant leadership team.

- The parent liaison team are fantastic!
- A couple of questions I am unable to answer as my son as only started at your school just over a week ago but so far we are both really happy with the school.
- Very happy with Craylands especially as 2020 has had it challenges with homeschooling. The staff went above and beyond during lockdown.
- The school has been amazing during such unpredictable and challenging times. The staff have been so supportive and encouraging, thank you
- The school needs to encourage development, as present I feel my child's teacher is holding my child back rather than developing. Previous teacher was a lot better. I'm having to do more to try and keep my child progressing. Communication from teacher is poor. Communication from the head regarding the school is fantastic. One or two members of staff need to also learn how to speak to parents, we are not children. One individual is exceptionally rude.  
*Please do not hesitate to let us know if you do not feel we are supporting your child to achieve their very best as I am sure that any teaching staff would want to ensure that they are doing this. We always encourage the staff to communicate as much as possible with parents/carers albeit it is not as easy to do currently as it was before – please do check Class Dojo as I know more staff are using this now than they were. Please do let me know if a staff member is rude to you as I am sure that they would not mean to be and perhaps it just needs to be highlighted to them from myself.*
- Craylands is an Outstanding school. Staff are supportive and our children are very happy. I can't compliment the head teacher enough on his management around the current covid pandemic. The communication has been efficient and effective. Our children have felt valued and well care for by the school. I would recommend Craylands to other parents.
- Headteacher is very proactive and communication is excellent
- The school have great communication with parents via email and phone calls, keeping us up to date constantly throughout the terms. My child absolutely loves going to school and is thriving. We have only had positive experiences when speaking to any members of staff,

regarding any concerns we may have and they have all been very respectful and professional when advising and reassuring us.

- We as a family are so pleased with how the school, teachers and Mr Hiscock has dealt with the current Covid situation. We also think the communication from the school is fantastic as it the teaching in KS1.
- joined Craylands in September after quite a shaky start at his previous school. He is happy and thriving at Craylands. I am so pleased I made the move, I have been so impressed by the dedication of the staff, the communication and the drive of the principal.
- Always recommend this school to other parents and Mr hiscock is doing an absolutely fantastic job through these difficult times. I know a lot of parents agree that he has done a remarkable job making sure we are always kept up to date and our children are kept safe. Brilliant school and even better head teacher

- I'm not sure of how my child is doing in school as her teacher was out sick last year when parent consultations were carried out. I've not really spoken to a teacher about my child in-depth for over a year. I would appreciate a progress report. I would also love to see some of my child's learning. I know this is difficult with Covid but maybe there is a way around this? Class dojo?

*I am aware that some of you have not had a parent consultation in a long time due to Covid; I did hope that the phone calls in September were a bridge between then and next week's meetings. I am hoping that the data sheets and the consultations next week will provide you with more information. We are considering how we can share some of the children's work with you in these times.*

- With the current situation, as they missed out of 3 months of education from the previous year, it is difficult to establish material they missed out on. Class Dojo was great to keep him motivated, however considering what tasks they had to do, it is difficult to know what they have to catch up with. And my worry is that it is a lot of learning material. While the school informs us what the children will be learning about in that school year, It would be great if we would have visibility of what they have actually covered in school and what they might need to catch up with as I'd rather he is added gradually an extra amount of homework, than get to older years before exams and over stress him with huge amounts of learning material.

*Hopefully the learning guides will let you know what they need to know by the end of the year that they are in currently. Please do use the school website for information on what they should have learnt in previous year groups.*

*For maths, we follow White Rose Maths Hub – if you look on the website <https://whiterosemaths.com/resources/primary-resources/primary-sols/> this has guidance for all year groups and so you can find out what topics should have been covered in the summer term for maths.*

- Very happy overall, particularly with the support and organisation during this period of uncertainty of the pandemic
- Both my children love coming to school and have progressed so well.

