



# *Parent/Carer survey results*

*November 2021*

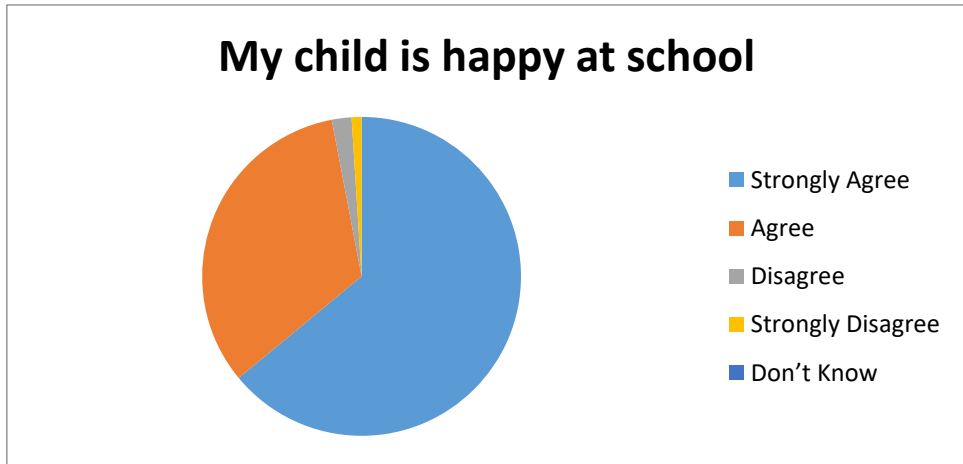
*Based on 124 responses*

*Dear Parents/Carers,*

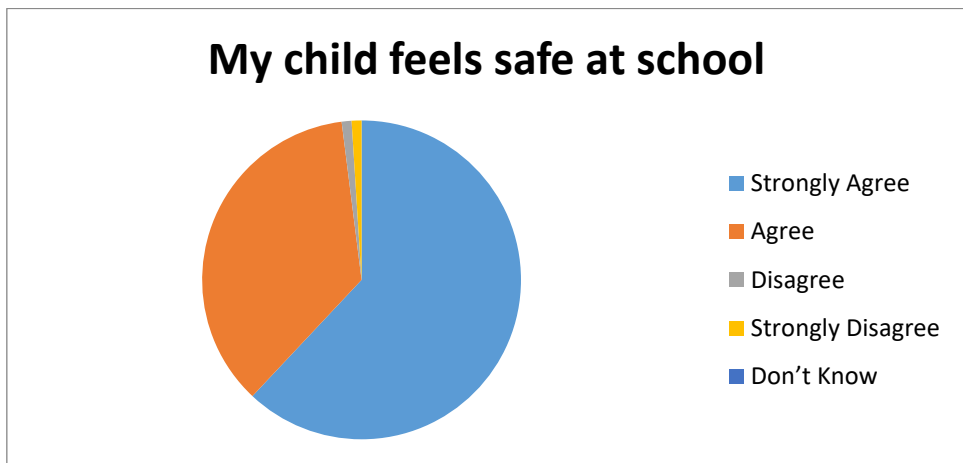
*Many thanks to those who took the time to complete the survey; here is an analysis of the results.*

*Mr Hiscock*

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at school	64%	33%	2%	1%	

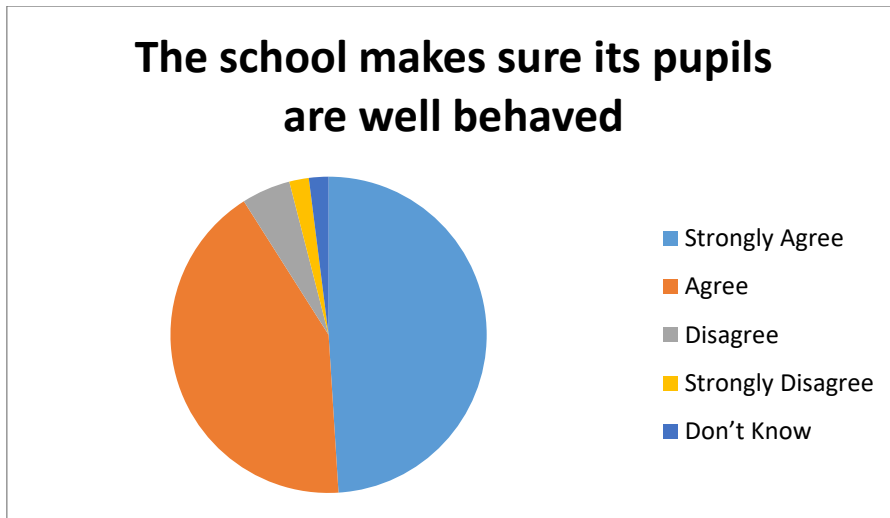


	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child feels safe at school	62%	36%	1%	1%	



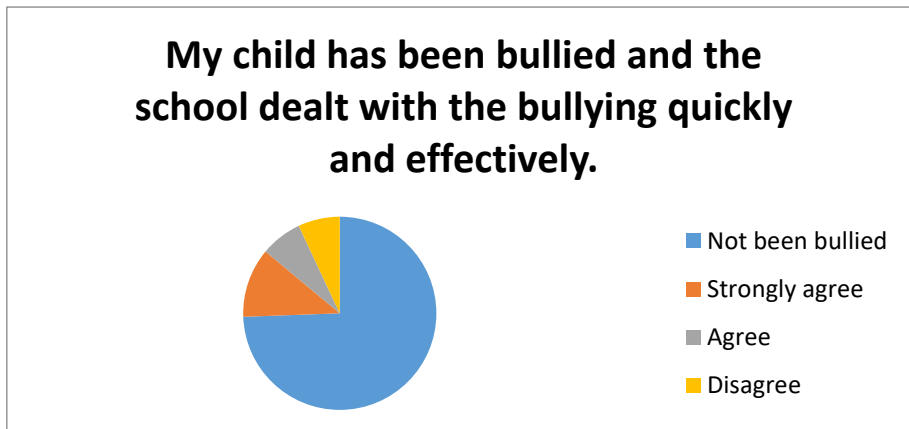
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes sure its pupils are well behaved	49%	42%	5%	2%	2%

*We do work hard to ensure that we have high expectations of behaviour; whilst there are times when behaviour can be unacceptable, we ensure we work with the child and the parents/carers to improve this.*



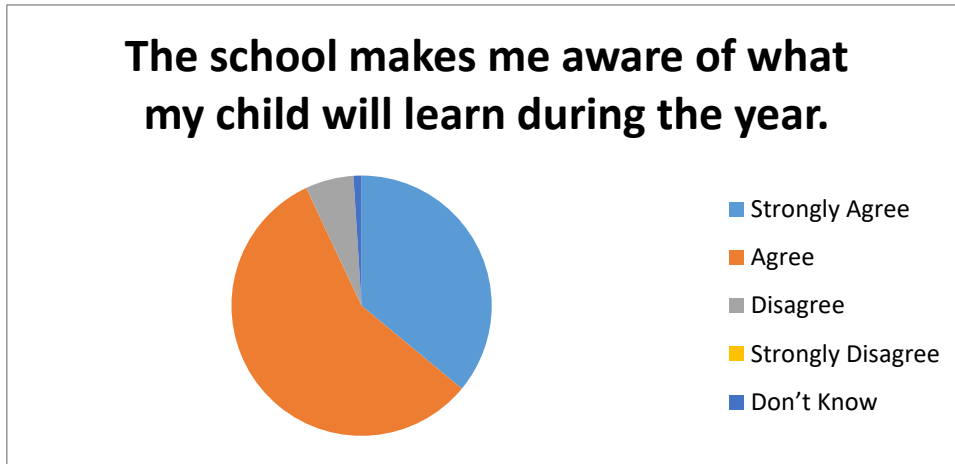
	Not been bullied	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
My child has been bullied and the school dealt with the bullying quickly and effectively.	64%	10%	6%	6%	0%	14%

*I am saddened by the 6% disagree and would like to know more if you would be willing to speak to me about it.*



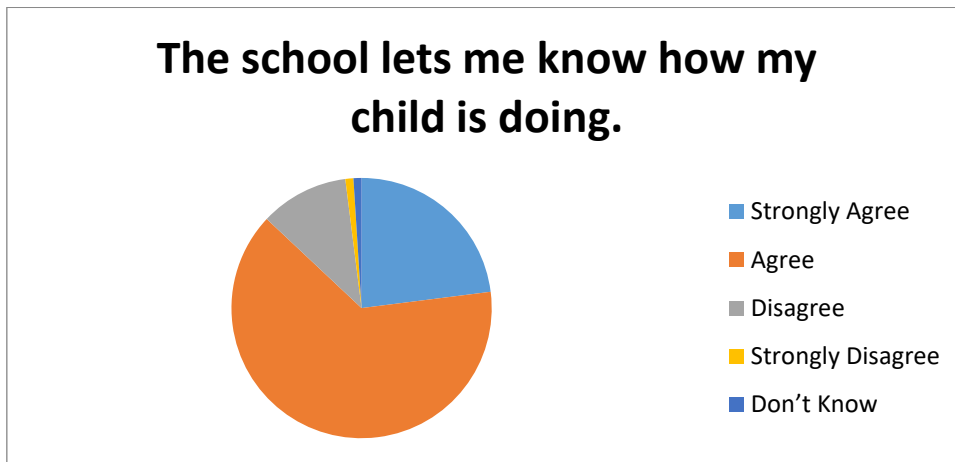
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes me aware of what my child will learn during the year.	36%	57%	6%		1%

We sent out guides at the beginning of the year - you can access these at <https://www.craylands.kent.sch.uk/assessment-at-craylands/>



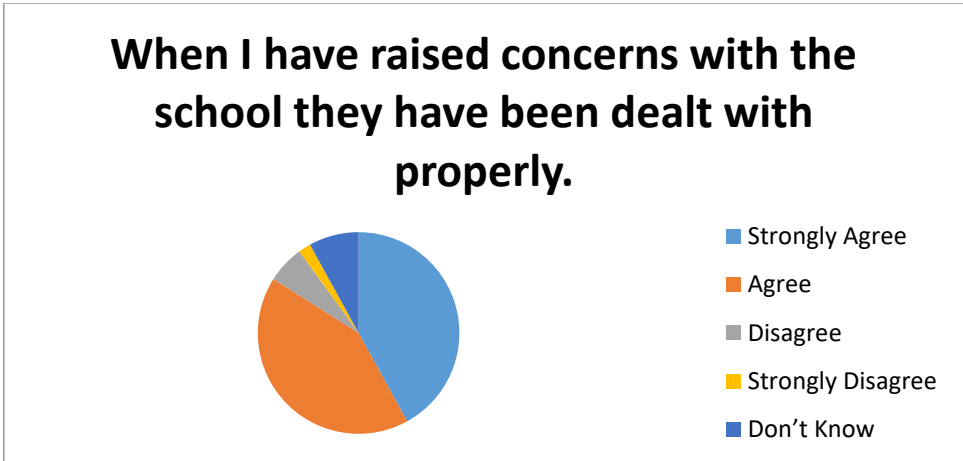
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school lets me know how my child is doing.	23%	64%	11%	1%	1%

Each term, we provide a mini report on either behaviours for learning or attainment/progress, along with parents evening in terms 2 and 4 and an end of year report.



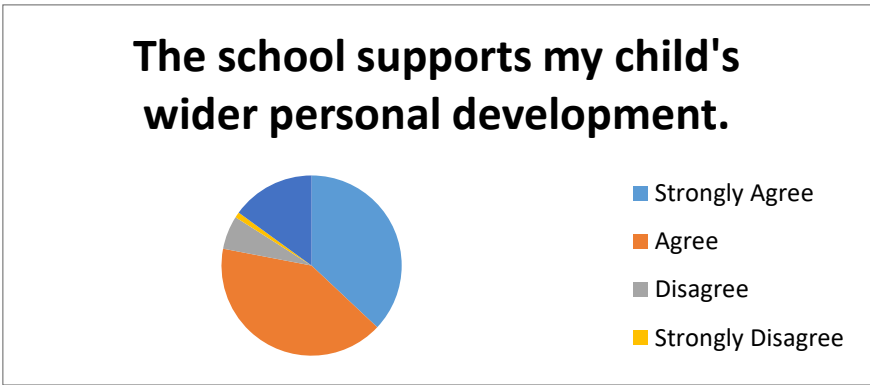
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
When I have raised concerns with the school they have been dealt with properly.	42%	42%	6%	2%	8%

*I am saddened by the 8% disagree and would like to know more if you would be willing to speak to me about it.*



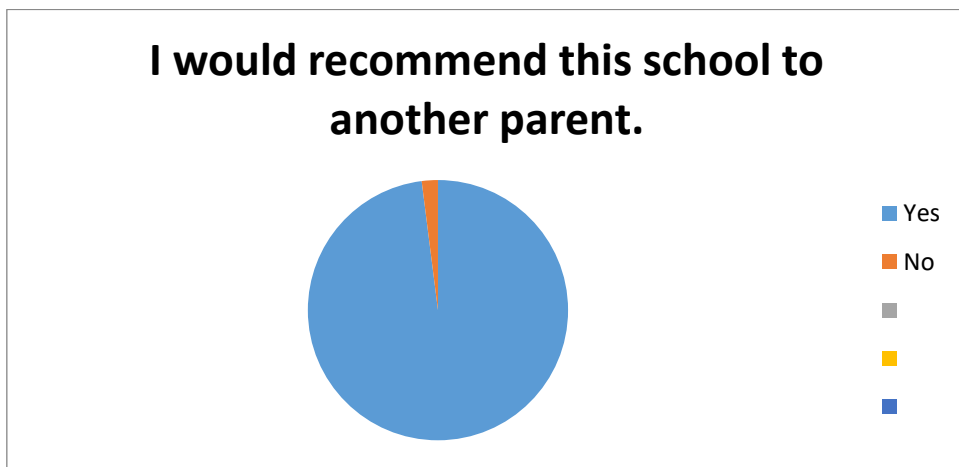
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school supports my child's wider personal development.	37%	41%	6%	1%	15%

*I feel with the amount of clubs, through Craylearning, zones of regulation, well-being sessions amongst other things, we support children's wider development well. If you have any further suggestions, please do let me know.*



	Yes	No
I would recommend this school to another parent.	98%	2%

*Very pleased with this; it was 96% who said 'Yes' last year. Would always like it to be 100% but this is really positive.*



## Positive comments

Children are happy with school and they feel proud of it

The school fosters a good supportive culture around children and everybody involved

Well organised; friendly; great atmosphere; great after school clubs; overall extremely happy

No constructive criticism as school is great for children

Always polite and friendly staff; someone is always around when help is needed

Have seen a huge improvement in child's behaviour and reading/writing ability since starting yr 1 – really pleased with how well child is doing

Nurturing – children love going to school

Great communication from child's teacher

Child feels confident to speak which shows he feels confident and at ease with teacher

Child has exceeded since joining in September – extra learning has been provided to help – extremely happy

Child enjoying new teachers; she is settled

Both children enjoying school

All staff are friendly and helpful

Very well organised and well set out

Very pleased with child's progress

Thanks for your time and the whole work put into prep

Very informative

Keep doing what you're doing

Time and care put into all children including emotional well being

Organisation of events

Always respond to any issues effectively

Craylands is a fantastic school; love the involvement of the Headteacher; nothing bad to say

Well attended to the care of the children

Very good feedback – lovely to hear

Mr Hiscock is always on the school gate at drop off time; if not another teacher is present; all children are greeted

Class teachers are always on hand to answer any questions

Liked communication over Covid – general updates

Pleased with sons progress and way he is developing

Very supportive staff across the school

Very happy with everything

Always great communication from staff

Nothing but positive things to say about Craylands; from beginning our daughter has loved her time here. She never not wants to get up in the morning and go to school. She feels safe and has lots friends and enjoys lessons. We are looking forward to sending son to school next year. The staff and Headteacher are absolutely fantastic.

Amazing feedback – really please having face to face meeting

My son is extremely happy at school; he's enjoying learning and thriving

Happy, friendly school – children look forward to attending

School on top of all situations; homework, behaviour, health

Parents support team are so supportive and approachable, especially Mrs Cox

Always find the teaching staff helpful and supportive

Communication is great – especially during Covid times

Always great extra activities and after school activities

Great communication from the school; always know what's going on and reminders so we do not miss events. Use of class dojo is great to find out about what has been happening over week and achievements.

My child is very happy at this school and has a good relationship with friends and teachers

Excellent extra activities, sport or education – our son has really benefitted

Thanks you so much for everything you are doing as a team; thank you for looking after our children so well

Child has settled in really well to new year group despite struggling emotionally well being over last 18 months. Strategies in place to support the whole child rather than just academic progress is above and beyond what we could ask for.

Really pleased with son's progress since Sept – well done Mr Jones.

Child has settled into new class with new teacher very well – he is enjoying his time in school

Anti bullying week/workshop was very effective

Parent liaison team are fab

Always lovely to see Mr H on the gate come raise or shine (or sleet or snow)

Very happy with her progress and today's feedback – thank you.

Very pleased with the way the school had dealt with everything in such tough times

Very good, accessible communication

If I'm ever concerned, I always get a quick response – always friendly

I love Mrs Stone – she is so helpful, reassuring and informative when discussing SEN



Teachers are great; playtime is fun  
Great feedback and communication; very warm staff, very bubbly and friendly – fantastic school  
My child always enjoys coming to school which makes it easier; school is always available if you need to speak with someone regarding your child  
Good to see improvement thanks to the extra morning maths clubs  
Really encouraging progress; the teachers have been amazing  
Communication always good; caring staff who put children's wellbeing first  
Still very pleased with the school, especially those measures that have been put in place to protect against Covid  
Teachers are helpful and supportive  
My child feels comfortable and cared for at school  
Happy with how child is doing  
My son has grown so much  
Confidence since being here  
I feel child is safe and looked after  
School staff are always very helpful whenever there is need  
Child enjoying girls football and drama club  
The school is friendly and the kids love it here; the staff are highly professional and engaging  
Find all staff very approachable and are very caring towards the children  
Both kids are happy and look forward to coming to school  
Teachers are very patient with pupils and they know students very well; keep up the good work  
Both my children love everything about Craylands from their teachers to school trips; I am grateful for everything the school/faculty does.  
Miss Brown has been amazing and all the teaching assistants are amazing; please continue the good work. In all, my daughter enjoys coming to school.  
Wonderful school and can't fault it. Mr Hiscock is one in a million and helped my girls with confidence so much.  
Miss King has been so supportive as has Mrs Stone. We love this school – thank you.  
Child is always happy to come to school.  
Amazing school as always – thank you.  
Communication is always excellent; our child is happy and progressing.  
Really appreciated how much the children are praised each week with certificates and in the newsletter.  
Think Mr Hiscock on the gate am/pm and knowing the children's names is excellent.  
Managed Covid brilliantly

Son wants to come to school – very happy; he is proud to be a Craylearner  
Great that Mr Hiscock and staff greet all the children before school and is at the gates after school.

All school staff are very helpful, friendly, empathetic and positive  
Headteacher knows each child by name – just amazing. I appreciate what an amazing job the school has done through Covid – we are so pleased we've chosen Craylands.

My child is always happy when they come home from school.

Loves all the creative projects given over the weekend.

Communication and transparency from the school during the pandemic.

Been very responsive to my child's needs and concerns as a parent.

### **Constructive criticism**

A better cohesive communication strategy in terms of forward planning;  
bombardment of emails which sometimes missed. Sometimes not aware of things until quite close to date and leaves us little time to organise.

I would agree with this and I know that we need to get better at sending out dates of events etc much more in advance – it is something we will work on most definitely.

Use of class dojo – teachers not commenting on work uploaded

We've got out of the habit of checking this; I will encourage staff to check it regularly especially if we have asked for something to be specifically uploaded onto it.

Wish could wear white polos – yellow hard to find and fade quickly

Yellow is part of the school colours I'm afraid; I can certainly discuss with governors as we need to look at the uniform policy before September but I'm not sure we would change it.

Paper forms – limited online payment – makes it easier for working parents to pay online

We are getting there with trips etc being paid online; we will keep looking at how we can get more payments made online especially with school dinners.

Zoom calls don't over run

I agree but we felt it would be nicer to meet in person.

Traffic point of view; staggered timings did feel a lot safer outside the school gate

Agree but this reduced the amount of time that many of the children were in school for; we have 1 more year group next year and then we can look at whether there is anything further we can do about the start and end times.

1:1 needs more training with school nurse

This will be passed on to the SENCO.

Not this year!

Perhaps more options for challenging work for children who are performing above grade – challenge clubs

We do have quiz club this year which is a new one; they are working towards entering an inter school quiz. I shall speak to our greater depth lead, Mrs Bishop, to see what more can be done.

More longer after school clubs

The teachers run the clubs for free; in many schools the clubs are charged and they have people coming in.

No negatives apart from more homework would be beneficial in y6 to prepare for secondary school

I can discuss this with the year 6 team.

It would be great if we could pay for dinners and other small things online  
The school dinners – would be very handy to pay these online

Pinnacle were looking into this at some point but they have not mentioned it in a while; I will speak to them again.

Kids should be given daily maths and English homework to get them into routine

Homework does not impact heavily on progress in primary according to research; focus on the times tables, spellings and reading and these will have a greater impact overall.

Had a few issues with how football team chosen

Sorry to hear this; I would encourage you to speak to Mr Ellen who is leading on the boy's football this year. If it is the girls' team, please do speak to me.

More homework please

Homework does not impact heavily on progress in primary according to research; focus on the times tables, spellings and reading and these will have a greater impact overall.

School photos need modernising

I shall pass this onto the office and see whether there is a different company that can be used with a different style.

Former school had bug club for reading and My maths for maths home learning; may be helpful for the school

We can certainly look into this.

After school club timings extended

If it is in relation to West Hill Life, we can only have them use the site until 5p.m. as we are a PFI school and so any use from a third party after this is charged.

If it is the after school clubs led by teachers, this they do in their own time and it impacts on their workload if they are expected to run a club longer than the time that many already do.

Would like to see of the children's books to see their progress.

This always happens at the 2<sup>nd</sup> parents/carers evening in March/April.