



Parent/Carer survey results

November 2022

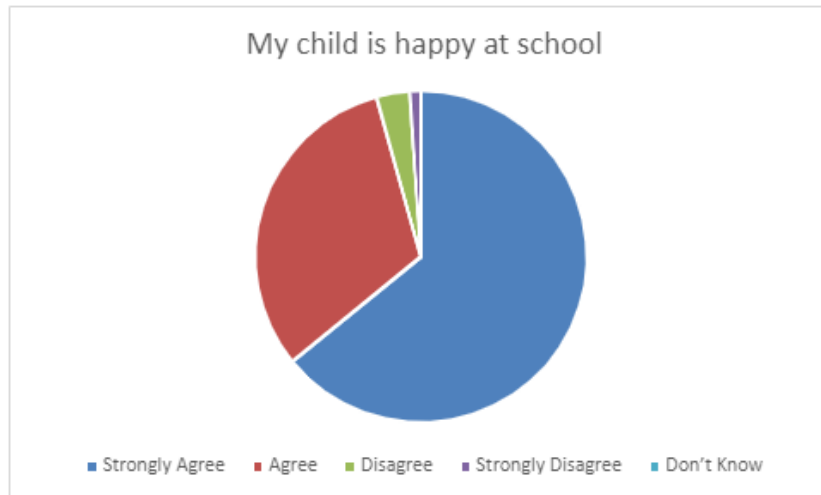
Based on 80 responses

Dear Parents/Carers,

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

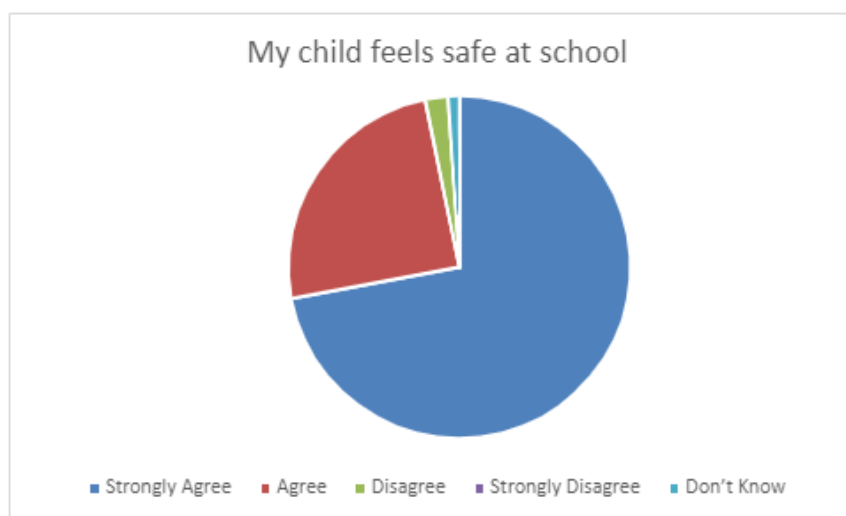
Mr Hiscock

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at school	59%	29%	3%	1%	



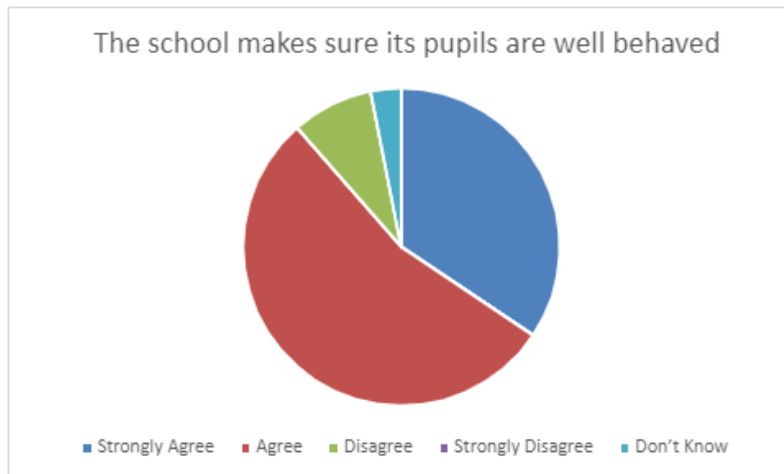
I am pleased that at least 96% feel that their child is happy in school; if the 4% have not spoken to me I would encourage them to as it is important that ALL children feel happy at Craylands.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child feels safe at school	67%	23%	2%		1%



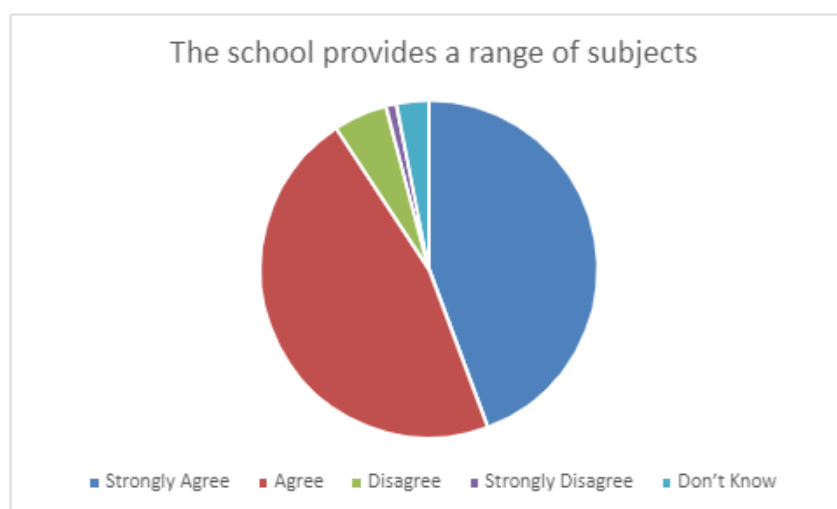
I am pleased that at least 97% feel that their child is safe in school; if the 2% have not spoken to me I would encourage them to as it is important that ALL children feel safe at Craylands.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes sure its pupils are well behaved	33%	52%	8%	0%	3%



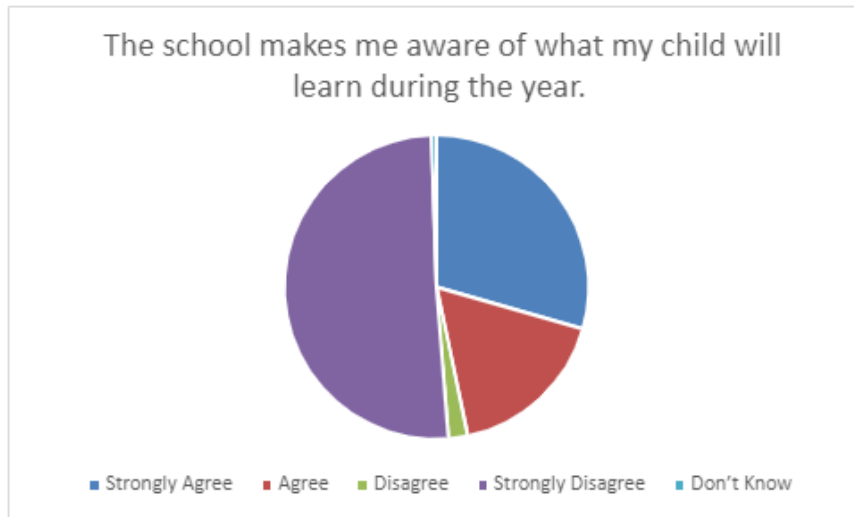
We work hard to ensure our children are well behaved and I am pleased this is recognised by 89% of those who took the survey. We continue to develop our policy and introduce initiatives such as 'lovely lining up' and 'wonderful walking' which have had a positive impact. We always appreciate support from parents/carers when we may have to have difficult conversations regarding behaviour of children.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school provides a range of subjects	43%	45%	5%	1%	3%



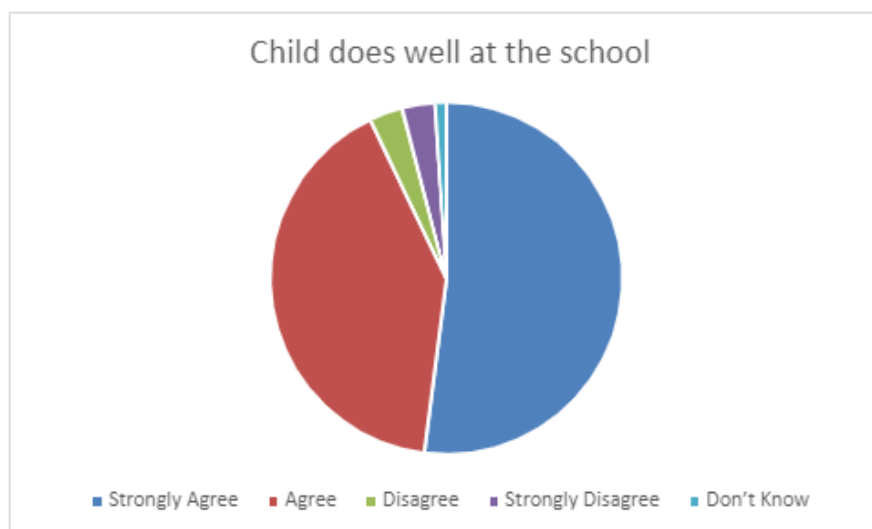
We cover all of the subjects in the national curriculum; all will be delivered by the end of the year. The curriculum is full but all subjects will be covered including art, DT, history, geography, PE, RE, PSHE, Science, computing, French and of course maths and literacy.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes me aware of what my child will learn during the year.	58%	34%	4%	1	1%



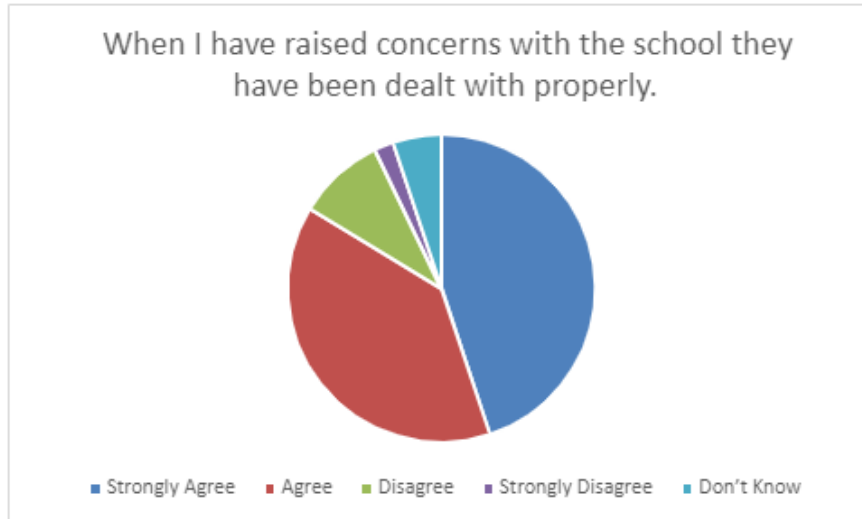
I am pleased that 94% of those who took the survey recognise the work that has taken place in providing information on what your child is learning including the guide sent out at the beginning of the year, the termly ST-ART newsletters and the weekly information on what is being learnt.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Child does well at the school	51%	42%	3%	3%	1%



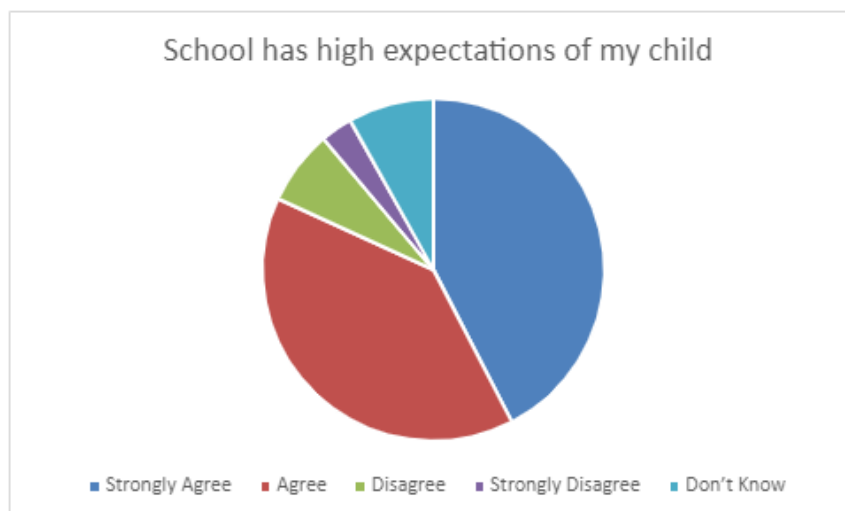
93% believe that their child does well at the school; we continue to ensure that we support all of our children to achieve their very best.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
When I have raised concerns with the school they have been dealt with properly.	45%	38%	9%	2%	6%



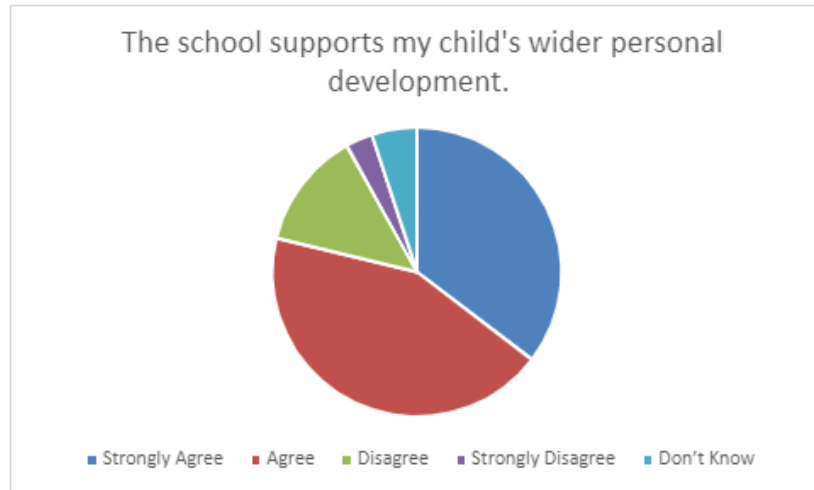
82% of those who responded feel the school responds well and 5 % do not know suggesting they have not had concerns. We always do our best to respond to concerns and try to find a way to resolve issues; if the 11% who disagreed still have outstanding concerns, I would encourage them to get in touch so that we can try to resolve them.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
School has high expectations of my child	42%	39%	7%	3%	8%



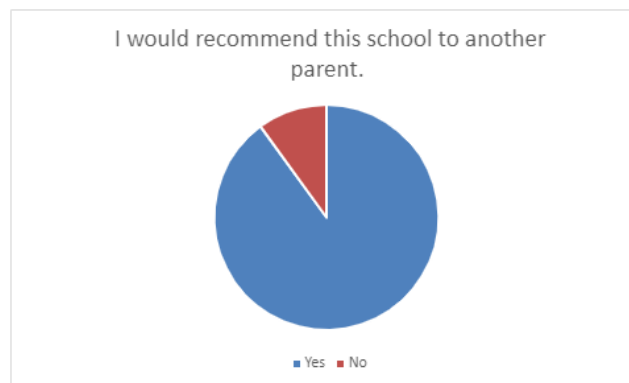
I can assure you that we have high expectations of all our children in terms of their presentation, behaviours for learning, behaviour around school; we want them all to achieve their very best and so it is important we have high expectations of them and we appreciate the support from parents/carers with achieving this.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school supports my child's wider personal development.	35%	43%	13%	3%	5%



Ofsted's view on personal development is: **developing responsible, respectful and active citizens**. promoting equality of opportunity. promoting an inclusive environment. At Craylands, our Craylearning approach develops responsible and resilient learners and our ROAR approach ensures our children are respectful. We continue to work on ensuring that we promote equality and inclusivity across our curriculum and appreciate any support parents/carers can give.

	Yes	No
I would recommend this school to another parent.	90%	10%



I have to be honest and say that I am very disappointed in this outcome; I have not seen this area this low since I became headteacher of the school. Whilst I appreciate that there are times when parents/carers may not be happy with something that has happened in school and/or with the way that the school has responded; if there is anything that has happened that I am not already aware about that has resulted in the 8 people stating they wouldn't recommend the school to someone else, please do get in contact with me. I want to improve and ensure that all our parents/carers would feel that they could recommend the school to other parents/carers.

Thank you to those parents/carers who wrote comments on the recent parents/carers evening; please find below the comments made:

Positive comments

We love Mrs

There are no negative in any areas.

Clear communication from the school.

Excellent school staff support.

More to facilitate working parents through evening sessions.

Great support for small issues my child had, dealt with positively and quickly.

Amazing school, very helpful and kind.

So very happy with the school. Thanks for all the extra activities and efforts you take.

My child is very happy.

Child loves going to school, please continue what you are doing.

Children are very well taken care of with their studies, I like the way the extra work is given in the newsletter without pressurising the child.

Helps children when falling behind.

Positive environment.

Love all the communication.

Amazing teachers

Daughter loves maths program.

Amazing school.

Child has always loved Craylands and is so happy here.

We think everyone at the school does a fab job.

Can't fault the school at all; think they're very approachable and good with the kids and parents. Mr is a fab head; very pleased since joining Craylands.

Both my children love Craylands and love coming to school. Any issues I have had have been dealt with so well. ALL the teachers are great.

Great leadership team

Parents are fully informed through excellent communication.

School tackles bullying and safeguarding efficiently.

Really good talk with the teachers giving clear implications on what to do for improvement and highlighting areas that are going great.

Both our children love coming to school. Great communication. Lovely teachers.

Lots of activities and homework; like to know when things are happening via email

Children always seem happy.

I think the school is very well run; all the staff are friendly and approachable and the children are happy to come to school everyday.

Very good with helping with special requirements and very easy to deal with.

Children are always well organised and like the order that they have. The school is a positive experience for my daughter. Always good things to be mentioned. She will come away learning loads.

My child is always happy when he comes out of school.

I feel he is well supported in school.

Teachers are lovely and approachable and problems are dealt with quickly. Lovely school as a whole.

Good help from teachers.

Staff seem happy and genuinely seem to be want to be here which makes it easier to leave my child at school.

Excellent communication from the SENCO with regular meetings.
Teachers going above and beyond to help my child thrive.
Lovely teachers.
My child loves the atmosphere within.
Head always puts so much hard work in, thank you.
Great communication from the school on all matters
Good follow up from teachers on any issues – quick responses
Great mixture of events and social activities – the Christmas market sounds like a fabulous event
We are incredibly happy with everything this year; our problems in the first couple of years have been resolved with the help of teachers; our son is very happy and thriving and eager to come to school
My children are happy at school
Teachers are very supportive to both children and parents
All positive from our experience.
Such a nice school.
Very caring; lots activities and trips to enhance the children's learning
Good communication – very responsive
A really lovely school
My son is very happy and thriving at Craylands
My child loves schools and feels safe and happy; he is eager to learn
Lovely, helpful staff; son enjoys coming to school
Teacher is doing a great job
Staff all very positive and caring towards the children
School works really hard to ensure children have a happy atmosphere
Personal drive through drop off – great. My child feels very settled and happy here; he always talks about his lessons and activities of the day.
Very happy with the way the school deals the bullying
Good helpful teachers, secure and well organised.
Happy Children; happy mum – enjoy school
Engaging, dedicated SLT and teachers approachable before and after school; children happy in school. Teachers and TAs are friendly.
Child always hap to come to school and I know that he is safe, receiving a good education and in great surroundings.
Head is always at the gate welcoming children and knows all their names which is lovely.
Friendly staff, helpful and thorough
Lovely school, great staff
Staff are really friendly and approachable; our children are really happy in school
Mr is amazing – absolutely loves being in his class.
Great communication from school.
Very happy with child's performance; thank you so much for all your hard work.
Good communication; plenty out of school activities.
Great staff- teachers, receptionists etc
Great teachers and general staff.
Great after school clubs.
Really good communication to parents.
Really happy with Year 6 maths boosters class that has been offered.
Feel the school is very supportive and our daughter enjoys coming to school every day.

Friendly. Our son always wants to come in and talks positively about school.
Communication.
Pupil Parent Support Team.
Happiness of children wanting to come in to school.
Super happy with all.
Brilliant school and amazing teachers. I'm over the moon with my child's progress and he doesn't have one bad thing to say.
Teachers are caring; they are genuinely kind and considerate about the pupils they teach; this is a great school. Son loves it here.
They help the children.
Love love love Craylands
Always on hand to help with any questions/queries
Proud of our children are part of the school
We are pleased with how the school dealt with an incident involving our child. The school is all inclusive and very safe for children.
Children are happy at school.

Areas of development

Proof read emails to prevent multiple emails for most mail outs.
I shall look into this as I can imagine it would be frustrating to have multiple emails regarding the same topic with mistakes.
Parking! Parents parking dangerously over crossings, I nearly got hit.
We do send out letters when we are made aware of this; Swanscombe council can not help, however I plan to reach out to Dartford Council to see what they can do to support.
More clubs.
We have lots of clubs; most teachers run a club already and can not run any more.
More parents involved activities
We are always looking into how we can engage parents with activities; we do also need to consider the low attendance at recent events run for parents including the phonics and anti-bullying workshops.
Encourage the higher achievers as well – they like to be recognised too.
I agree....I will look into ensuring that all our children feel that they are being valued and recognised.
Different way to pay for school dinners.
Paying for lunches is inconvenient but I appreciate this may be out of your hands.
We did begin to consult with the company that run school dinners last year, however communications broke down – we will attempt to see if there is anything we can do in liaison with the company to make paying for school dinners easier.
Please do not put too much pressure about the SATs on the children.
This is not something that we feel that we do; if your child feels that they are being pressured, please do speak to the year 6 team as I know that this is not what they intend or want.
Could do with more channels of communication like an app or website or book of comments to take home.
We have the school website that has lots of information on it:
www.craylands.kent.sch.uk
Parents and carers can write comments in the reading record if they want to communicate with teachers; the best way is to email the school office who will pass on a message to the relevant staff member:

enquiries@craylands.kent.sch.uk

More communication of clubs on offer and what can happen outside of the classroom; some clubs cancelled a lot and communication of this at the earliest opportunity.

We apologise that sometimes we have to cancel clubs; this is usually because staff members have called in sick or a last minute meetings has come up. It is difficult to find cover for clubs as many staff run them at the same time.

When organising parents evening or trips a little more notice would be nice for sorting out work and trips near xmas to make sure the children don't miss out especially when money is tight.

We have tried harder this year to provide dates earlier than we have in the past; sometimes, dates are sent close to the event and we appreciate the impact that this has. We will endeavour to send out future dates much sooner going forward.

Teachers should let parents know how they improve kids learning.

Maybe a little more feedback on a weekly basis on general well being and learning.

We have two face to face parents evenings during the year where teachers can share with parents/carers how to improve their child's learning. The newsletter provides links to websites that can be used to support learning at home.

It would be challenging to provide weekly feedback on each child; please do remember that you are always welcome to speak to a member of staff whenever you need to.

Clubs. Would love to have music or language club. Happy to pay if it's an outside company coming in.

We can look into this further to see if there are any companies that could come in and run such clubs.

After school club options

We run a range of after school clubs including board games, mindfulness, percussion, football, multi skills, playground games, singing, dance club.

Consistency with the teacher

Sometimes teachers are ill and so we always try to get the same supply teacher in to cover. We have a number of job shares who always communicate between each other.

Breakfast club to open 7.15 a.m.

Sadly we can not accommodate this.

Maybe encourage students to broaden their friendships outside of school

It is not our place to develop friendships outside of school, however we can look at developing friendships in school which in turn may impact on those outside of school.

Some feedback on projects sent home would be good

We do have a certificate for home learning projects so I will ensure that these are being used to recognise the work; I do have some lovely year 2 Tudor houses on display in the cabinet in the main entrance.

More time spent understanding incidents instead of blaming one child; should speak to all parties involved before singling/punishing children.

We do feel that we listen to all of the children when investigating incidences that occur; we never intend for anyone to feel that they have been singled out.

Sometimes, it is difficult to get to the bottom of what has actually happened, but we

will always do our best to find out what has happened and we always appreciate the support from parents/carers when we need to discuss anything that has happened in school.

I would like children to have 2 PE sessions per week as is curriculum guidance. It is up to each school to decide how much PE is taught per week; the DFE recommends 90 minutes each week and so by having an afternoon each week of PE, we are very close to this amount. The curriculum does not say we have to have 2 sessions per week.

Booking all activities to be on Gateway even free things; returning slips isn't easy when working and having different people to collect children

I shall look into this and see if it is something we can do.

Why do sats practice every week but not 11+.

We have never prepared children for the 11+ as this is an assessment that is used to assess children's academic ability in relation to whether they would suit a selective; the SATs tests are a judgement on the children's performance across primary school and can be used by any secondary school to consider where a child should start in year 7. With Covid impacting as much as it has done, it is so important that we are revisiting learning from across the primary age range so that they are well prepared for these end of KS2 assessments.