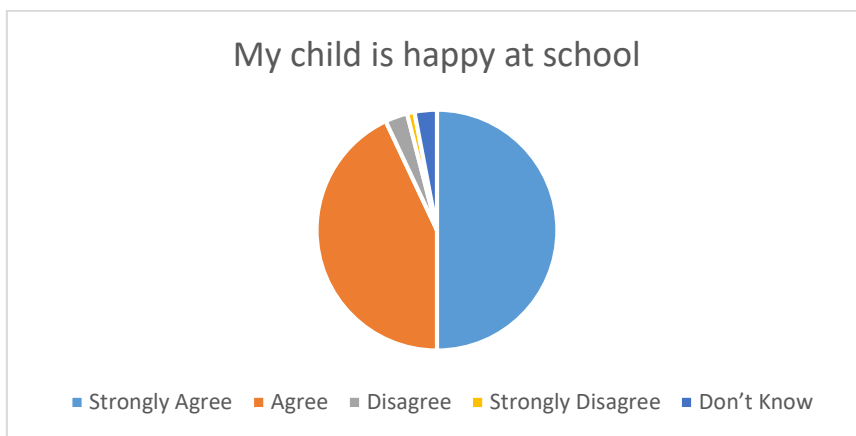


*Parent/Carer Survey
responses 2023*

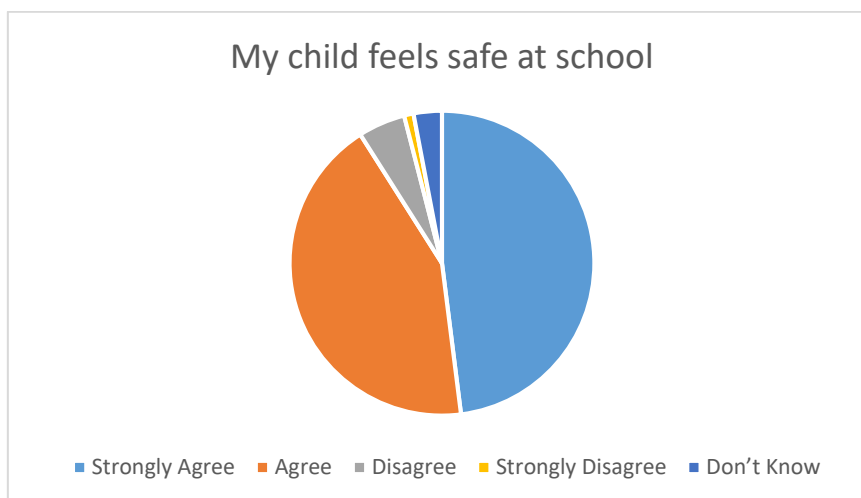


*Thank you to the 92 parents
who completed the online
survey earlier in the Autumn
term and to those of you
who left comments during
parents/carers evening.*

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at school	50%	43%	3%	1%	3%

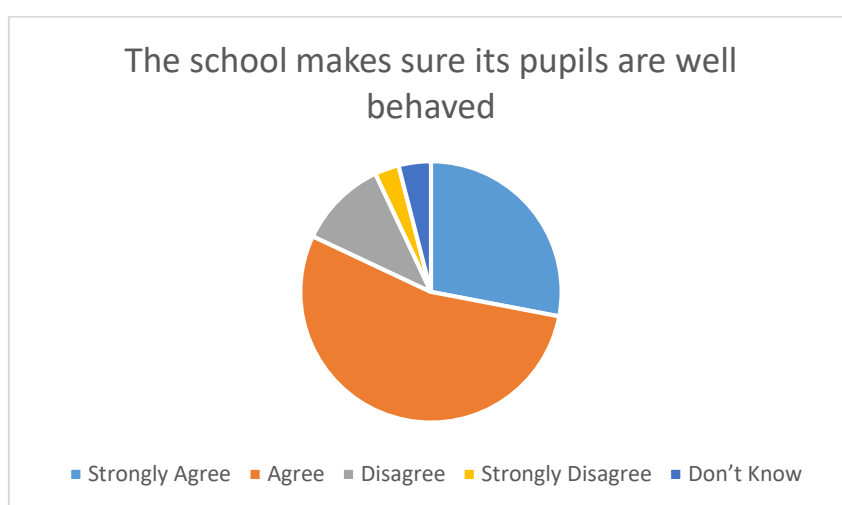


	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child feels safe at school	48%	43%	5%	1%	3%



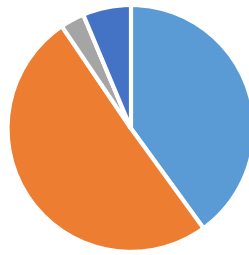
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes sure its pupils are well behaved	28%	54%	11%	3%	4%

We will look at running some behaviour workshops with parents/carers to inform you of our approach to behaviour management and how we are making sure our children are well behaved.



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school provides a range of subjects	38%	48%	3%	0%	6%

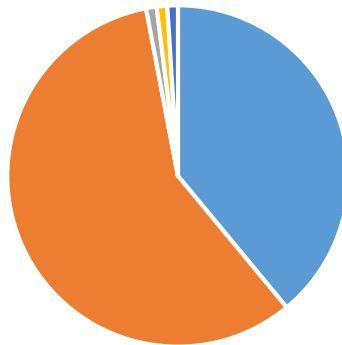
The school provides a range of subjects



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Don't Know

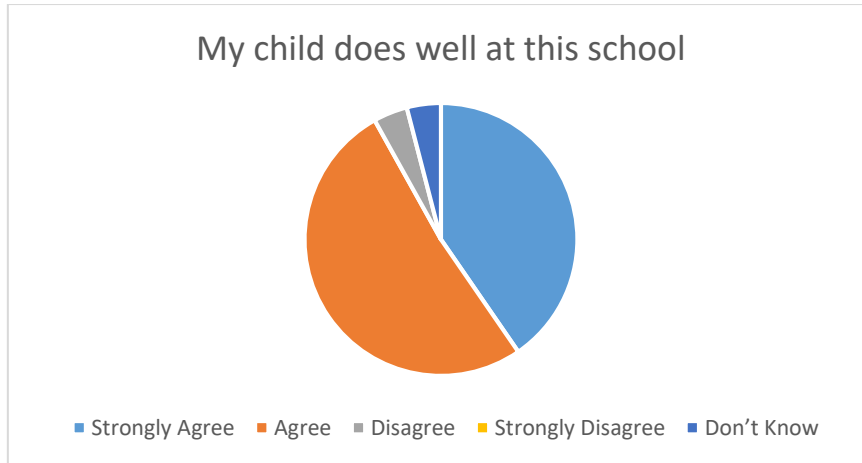
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school makes me aware of what my child will learn during the year.	39%	58%	1%	1%	1%

The school makes me aware of what my child will learn during the year.



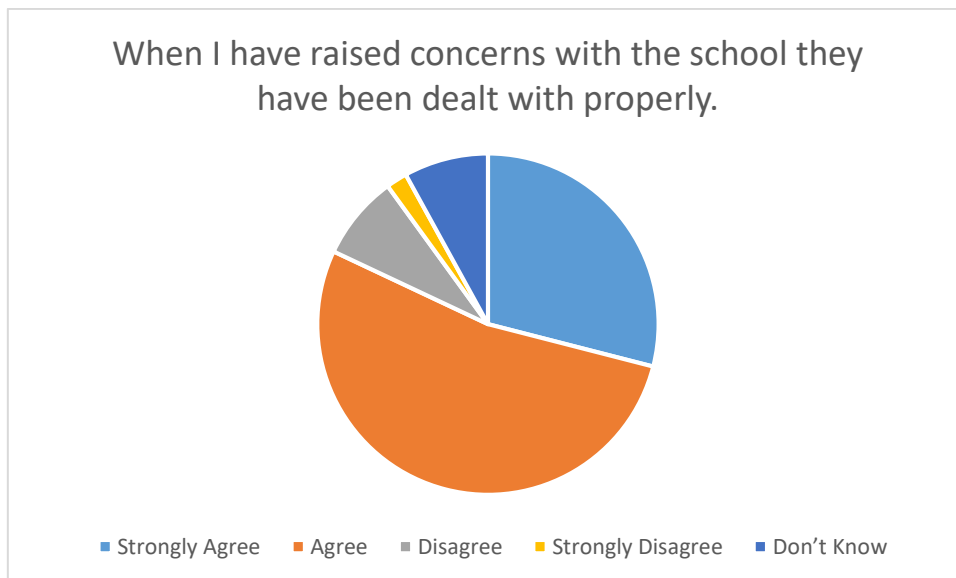
■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Don't Know

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child does well at this school	40%	51%	4%		4%



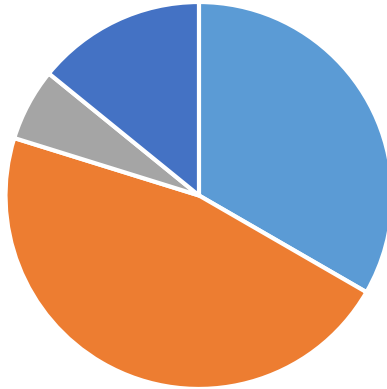
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
When I have raised concerns with the school they have been dealt with properly.	29%	53%	8%	2%	8%

The assistant heads and I are always available to speak to anyone who is unhappy with the way something has been dealt with. Whilst we may not always agree on an outcome, I can assure you that we want you to feel that we have done the best we can to deal with the concern raised.



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
School has high expectations of my child	33%	46%	6%		14%

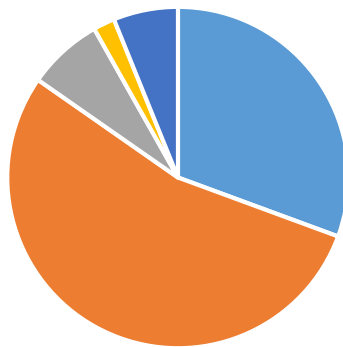
School has high expectations of my child



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Don't Know

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The school supports my child's wider personal development.	30%	53%	7%	2%	6%

The school supports my child's wider personal development.



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Don't Know

	Yes	No
I would recommend this school to another parent.	93%	7%
An improvement on last year which is pleasing to see.		

Comments made at Parents/Carers evening

Positive

- All good
- Good communication, school staff welcoming and approachable, very settled feels well supported, listened to and safe
- SEN – SENCO helps a lot
- PPST are fab
- Head is brilliant
- Always bragging about support and excellent school
- Child improved so much this year
- Extra activities and opportunities
- Communication from PPST
- Learning, good group of friends and becoming more confident
- Happy with school
- Everything – son is really happy
- Child loves to come to school; enjoys the work
- She really likes her teacher
- Amazing school; lovely teachers
- Very happy with way things are
- My children are both very happy at the school; tier teachers are excellent
- Happy with all aspects of learning and school, life in general
- Pretty much everything
- Responsive to suggestions/complaints
- Competent and effective class teacher
- Kids are under good care
- They are taught how to act in case they witness bullying and not scared to ask for help
- Good communication when things go on with different activities during day
- Very friendly and easy to talk to
- Learning and teachers are great
- School has a good community feel; headteacher has a great rapport with students and parents, such a high standard
- Teacher seems nice and supportive
- Encouragement to read more
- Challenging homework

- Everyone's nice and kind
- Parent support
- Great stuff
- Supporting to developing social behaviours, learning individuals beliefs
- Very happy to attend
- Excellent school
- Communication – always kept informed of what is happening in the school and with my child
- Teachers are inspiring and supportive of my child
- A lovely friendly community
- Lots of activities/events
- Nice, caring teachers
- Always involving family and keeping us well updated
- TA has worked wonders with child not only academically but also with confidence and emotional wellbeing. Other child has had a tough start but with support from SENCO and her teachers is much appreciated.
- No complaints from me
- The kindness of the teachers
- Amazing head and teachers
- All happy; I like the activities available to students – swimming lessons, clubs, ambassadors, communication is superb.
- Generally very happy with school; its policies and day to day running
- Inclusive; friendly; lots of events; teachers know children well
- Both children are happy and enjoy attending
- My children are always happy to come into school
- Teachers always approachable
- School always been amazing and understanding with child's health issues
- Communication from school to parents is strong
- Enjoys learning and loves the teachers
- Happy in school
- Lovely teachers; brilliant support; excellent school community
- After being in the school from YR to Y6 I would say that having good access to communication is key and the school has been good with quickly sorting any issues due to good communication
- So far child is happy about her teacher, friends and especially play times
- The whole school is good
- Everything; excellent school and teachers

- Every kids the same – no skin colour
- Structured learning
- Good parent/teacher support
- Good leadership
- Clean surroundings
- Staff approachable and friendly
- Children treated like family
- All teachers are very easily accessible
- When an issue is raised and highlighted, it is dealt with promptly and quickly
- Constant communication is encouraged
- Accident reporting
- Good lunches; communication good; football club good; social awareness
- So happy with music lesson and learning French
- Girl's football – very exciting.
- Lovely events like cinema- child genuinely likes coming to school
- Support for children
- Communication – general info readily available
- Emails and phone calls seem to happen if and when necessary
- Very pleased with current teachers
- Excellent environment and values/policy that make a happy place for children to come to school. Things like Craylearners and Lenny the lion teach good practise and values
- Happy to see head teacher's response about all issues round the school including very bad parents behaviour if there is any
- School clubs – children enjoy options
- Communication has improved
- Very supportive of child and their issues
- Keeps me informed with any major issues; helps me when I need support
- Welcoming environment – transition to school; ell supported
- Additional support provided for learning
- Events are brilliantly organised
- Mr H and the PPST are the biggest asset here
- Children being able to borrow books
- Familiarity of staff/parents/children – children greeted on gate
- Good social events/activities for children
- Good communication

- Communication – plenty of time given for events
- Everything; significant improvements
- Communication are good; weekly newsletter is helpful
- Recognising good behaviour and achievements are great
- Extra handwriting class – big improvement – thank you
- Calming children down into transition into y2
- Our son is progressing; he is happy at school; regular updates with newsletter
- We find everything in the school that's had changes the teachers have been helpful and understanding
- Communication – newsletter and emails
- Responsibilities given to year 6 children – school tour for prospective parents
- Always very positive
- TTRS – helped improve times tables so much
- Child is always happy and motivated to come to school
- Good encouragements to learn e.g. TTRS/Home learning projects
- Goof multicultural education – extra workshops
- We're really happy with school and teachers
- Really enjoy school
- Appreciate the better communication re events/dates
- Love the extra workshops/events
- SENCO amazing – fully supportive and helps in every way possible
- Doing variety of activities
- School excellent towards education of daughter; everything is well organised and parents are informed in a timely manner
- Fantastic teachers/teaching
- Really good after school clubs
- Child feels safe and secure
- Amazing teachers, also PPST If any problems, its dealt with quickly; amazing head/assistant heads who generally cares
- Would recommend school to anyone
- Son seems happy although has usually grumbles about coming back after holidays
- Really enjoys English booster sessions and really likes his teacher
- Lots of positive recognition
- Like that gets a reading scheme books and a book for pleasure
- Staff friendly – everyone seems to know son's name

- Curriculum is great – kids learning areas above and beyond e.g. land art
- Great competitions and school activities for the kids outside of school which parents can get involved in
- Everything...excellent communication kids are happy and safe and well looked after
- Communicate well with parents
- Nice when teacher pulls you after school to tell you how well child is doing
- Loved the anniversary event great community vibe
- Liked it when drop off zone was closed – felt safer
- Child's very happy and safe here; love school in general – son made excellent progress academically and confidence too
- Learning has been really good; child loves TTRS; like different challenges and the awards
- Teachers always approachable
- Variety of activities during and after school; amount of opportunities provided by the school, Recognition of people doing all different and or good things
- Son growing in confidence; enjoys learning and coming to school
- Love all the events where parents are involved
- Children behaving well
- Children happy in school and are nurtured
- Loves Craylands – always happy and content
- Activities arranged are great
- So pleased anti-bullying procedures are in place
- Good teaching standards; good routine; high expectations
- Children are happy, safe, challenged learning and developing
- We are being kept informed every time something happened and being reassured

Areas of development

- Can't think of anything
- I hate emails
Sorry to hear this.....it is the school's quickest way of sending messages to parents/carers
- Keep gates open longer
The gates have been open for 15 minutes for a long time now; we have had to start the school day earlier due to government guidelines on the number of hours we need to have the children in school for each day. I believe 15 minutes is long enough to get everyone in and would encourage parents/carers to ensure they leave with plenty of time.
- Discipline for bullying issues –sometimes a sorry note is not enough
Each individual case is treated in its own way; sometimes a sorry note is sufficient, sometimes a restorative meeting is needed and sometimes a sanction is given.
- Nothing needed
- Notice to attend school events – could be improved; can be tricky for working parents
Still working on getting this right – we will be sending out as many dates for rest of the year as possible shortly.
- School dinner payment process
- Pinnacle payment system is unreliable and outdated
I agree and it is a slow process in trying to get it changed but will keep trying.
- Smoother pick up arrangements
Will consider any changes but it is difficult with the space we have and the timings involved for families with more than one child in different year groups
- TTRS is big but children do not want to do anything else – is there a way of firing children up with reading
Will see if we can think of anything as reading is just as important as times tables
- Nothing can think of
- Discipline needs to improve
I can assure you we encourage our children to follow our ROARS rules and whilst some do find it challenging at times, we work with them to encourage them to understand the need to follow these rules.

- Students can be rude. Bullying incidents go unnoticed; is there no supervision? Some children gang up and tell quieter (or different) children how to behave, but then behave that way themselves. Anti-bullying workshops means nothing if children can't use them to recognise how their behaviour is wrong. Should encourage mediation and respect sooner.

We have adequate supervision on the playgrounds at both break and lunchtimes. However, adults can not see everything or hear everything that is happening and we rely on the children or the children's peers to inform us if they see or hear anything unkind. Mrs Cox has spoken to the children about supporting each other and not being a bystander so we will continue this work in the hope children can challenge and support each other in changing their behaviours for the better.

- Challenging children who are excelling
Please do speak to your child's class teacher if there is anything you feel that they could be challenged further with; we do differentiate the work and there are always challenging tasks in lessons for those who need it.
- Teaching assistants training especially regarding verbal communication with children
Support staff have regular training in a range of areas; please do speak to Mrs Stone regarding this if there is something in particular you feel they need to develop.
- Rewarding and praising well behaved children instead of just rewarding SEN kids for the bare minimum
Staff use recognition boards in each classroom, PRIDE certificates are given out, values certificates are given out – all of these are rewarded to ALL of our children including our SEN children.
- No incentive for achieving pupils
Our behaviour system aims to recognise children's behaviour and attainment rather than reward; we issue certificates however for Craylearning, ROAR, Values, presentation, TTRS so there is plenty of opportunities to be recognised.
- N/A – We're very happy
- Communication
We will continue to inform parents/carers as much as possible about things in advance
- Nothing – love Craylands
- Better food choices

Please feel free to write to Pinnacle to express this; I shall pass it onto them however

- Cheaper photos
I'll pass this onto the class teacher
- A push kids more to achieve their best
- Level of homework is a lot
Our expectations for homework are to focus on the basics – focus on spelling, times tables and reading.
- More feedback regarding dyslexia support
Please do speak to Mrs Stone regarding this
- Maybe better communication if things get cancelled; more notice for events
We will work on this –sometimes we have to cancel on the day due to unexpected absences but we will try to give as much notice as possible.
- My child say to update displays around the school
We can look at how we can update them more regularly
- Working parents can never attend school plays/ reading mornings etc.
Many of these events we have to have on during the day as this is when the children are here; to have KS1 plays in the evening would be too tiring for them. Often when we have run evening sessions, very few people have attended.
- Deal better with kids language on the playground
If we know and hear any inappropriate language it is addressed.
- A little more support for children who cannot speak up
Please do speak to your child's teacher so they can support with this.
We do have worry and bully boxes in the school for children to share any concerns they have.
- Reading books could be changed more often
Our phonics scheme dictates the amount of time we need to change books
- When an incident involving another child is reported, it is not passed onto the parent
We can look into this as all parties ideally should be informed of any significant incidents that have occurred; we do not always let parents/carers know everything as this is not feasible with the number of children we have in school
- Taking your child to their class room each start of the day
We have staff on the playgrounds to help direct children towards their classes; as some children get to school at 8.30 and others at 8.45, it

would mean children would be waiting outside for a long time and miss out on some additional learning time in class.

- Parents parking irresponsibly/dangerously
Agree and I hope you can see from the number of communications I have sent about this, we are just as unimpressed
- After school clubs needs a later finish
Due to being a PFI school, there are significant cost implications of running events past 5p.m. which is why West Hill Life finishes at this time.
- School dinners not to be paid by cash
- Black boots allowed for colder seasons as feet get wet and child gets ill
Boots are not the most suitable for playing outside in when children are running around etc
- Communication from class
You can always speak to teachers at the end of the day and/or make an appointment through the office to speak to them
- When dealing with any issue with the student can school first discuss with parents before giving detentions for complaints by others for incidents occurring outside of school
We treat each case on an individual basis; we can take your comment on board.
- School dinner payment
- More homework to keep kids best and teach them learning routine which would help in the future also in secondary school
We ask children to read regularly, learn spellings, times tables, use TTRS, complete home learning projects and each week on the newsletter there are links to websites to help your child consolidate their learning from the week.
- School dinner payment method
- Alternative options when school clubs get cancelled last min specially for parents who work out of areas
We can look into something here as an option as never considered it before.
- Add more outdoor activities for kids please
We will speak to our forest school lead regarding how this could happen
- Number of email comms could be reduced
- Communication of upcoming events to be given further ahead
- Playground behaviour is still often an issue

- A broader range of after school clubs but appreciate it depends on many factors
Due to time restraints on the amount of hours we can ask teachers to work, this can limit the amount of clubs we can run at any one time.
- More feedback on performance of children identifying any issues earlier or areas to work on at home
We assess the children formally three times per year; you will get information about your child's attainment before Christmas.
- More notice of events e.g. Christmas jumper needed for yr. 1
Christmas – less than a week's notice
We will endeavour to improve on this; sometimes, these decisions are made when we have started to rehearse plays and we realise children would look better in a costume.
- More reading mornings for year 1
We can look to add some more in.
- We weren't told yr1 were going out of the grounds – we would have liked to be informed about this before
A letter did go out about this so we are sorry that it did not reach you.
- More notice with some days that require themed clothes
- Monitoring how much children eat at lunch when they rush to go out and play
Staff in the hall do ask children to eat more when they are not; sometimes children get out of the hall before checking with staff.
- No negative comments except the parking facilities
- Happy with school – would recommend to others
- Nothing – keep doing what you're doing
- Payment for school dinners – system is frustrating. No invoices/receipts or online payment
- Not asking for voluntary donations but asking where payment is needed
We always ask for voluntary donations as this is part of our policy
- All payments online
- Support for 11+
Staff would be happy to suggest websites etc that could be used for this however we do not prepare children for it in school.
- Longer wrap around care in evening – really struggle as a teacher with 5p.m. pick up
- Would have been nice for reading mornings in YR to be for different times to make them more accessible.
We can look at changing the days in the future.

- Having an after school club that runs until 6p.m
- More info regarding parent governor positions would be good
When there is a vacancy, letters are sent out about this – currently there are no parent governor vacancies
- More notice with things
- More availability for activities such as dodgeball
Some clubs are limited on numbers – dodgeball was run by an external company and gave us a set number of pupils.
- Xmas dinner has been disappointing over the past few years
I can pass this onto Pinnacle.
- Some days there are too many emails and attachments to absorb
- Feel like there has been lots of physical contact like hitting and it's not always being resolved. Quite upsetting for child. More focus on the good achievement awards
Please do ensure you have spoken to your child's class teacher regarding this.
- Communication when clubs/activities are cancelled – email is not sufficient when it's so close to cancellation. The organisation of the school
Sending an email is the most efficient method; we also try to send text messages as well if a club is cancelled on the day.
- Better payment system for the school
- Random INSET days and not helpful for working parents; much better when attached to the beginning or end of a term
Our INSET days are usually at the end or beginning of a term; only one is not this year and it is based around the availability of outside trainers for staff.
- Few more trips or outings would be good
Trips have become so expensive but we do want to offer more if we can.
- More info on weekly test – want to improve in child's test at home. Want to help by letting us know at home at the end of the week.
Please do speak to your child's class teacher on how they can best inform you.
- Different range of homework activities
- After school club support/homework club
- School meals expensive – pure plant options please; less ultra-processed food
- Sustainability – they are our future and we need them to be made aware, educated of all our choices and impact on planet's health

We can speak to Pinnacle in relation to whether pure plant options is a possibility.