



End of Term
Parent / Carer Survey

End of Autumn Term 2023

34 responses

What has been going well?

Wellbeing:

- My child seems really happy at school
- She loves her teacher and we're really pleased with how things are going generally.
- Our daughter has settled in well into reception
- Our daughter has really enjoyed coming to school and loved the way her teacher teaches and always looking forward to attend school
- The teacher has a very good rapport with the children.
- I cannot thank you enough for how you have helped my son settle in so fast.
- My child seems to be really enjoying year 6 so thanks to the teachers for keeping his interest high. We are happy because our son likes it and wants to go
- My daughter has felt more confident with her learning with support from her teachers.
- I liked a lot how the teachers welcome the kids to the class in the morning
- My son likes coming into nursery

Communication:

- Communication is great - Ping app works well for messages and reminders.
Enjoy receiving information via school ping
- Communication is clear and is nice to be up to date on what is happening - the app has been great
- Good information on what the children are working on. Good use of electronic comms for homework and other activity.
- School Ping very useful

Curriculum Enrichment:

- Great to see additional after school club activities available
- The choice of after school clubs is fantastic.
- The STEM club and "tricky" maths lessons have been a hit.
- Homework club
- Good afterschool clubs
- Good that they got to go on a school trip.
- Great that they had lots of trips at the end of the year. Really happy the football club is back on for next term and a football team started.
- School assemblies /plays
- The nativity play was great
- The carol concert gave great opportunities for public speaking and performing.
- We have enjoyed the interaction with the church and the Y5/6 carol concert was so lovely.

Teaching and learning

- My child has been getting on really well in year 2. Her reading and maths have improved and she seems to enjoy learning.
- we have been pleased with her progress.
- Our daughters reading and recognising words has improved
- Our daughter can read and spell really well now.
- Teaching
- We are extremely very happy about our child's improvement. We know it has happened because of her teachers, teaching assistants and the school.
- Our daughter is learning a lot
- Connection between teachers and kids, learning progress and integration into new class
- I can see improvements in my child's handwriting, spelling and reading which indicates educational progress
- Education. Reading opportunities and kids achievements

Other:

- Office staff super helpful
- Everyday running of the school.
- Everything has been going well.
- Virtually everything
- The discipline
- In general I think the running of the school has been going well and the standard of teacher is high.
- Staff are very friendly with us and they are so kind too.
- Nice to be greeted by head teacher at the gates
- Almost everything is going well in the school for me. Thank you.
- I like very much that Ms Gillespie now knows the names of the children and who their relatives are.

What could be even better?

Teaching and Learning

- The e-book app can't be accessed on a kindle or my phone. Meaning our daughter can only access the book if her dad is at home and it is not ideal reading off a small phone screen. I feel this could be limiting her reading. We don't have ipads and this would have been very useful information to have prior to starting school.
- I think more consistency is needed for younger children, having multiple teachers throughout the year seems quite disruptive and I cannot see how that's beneficial for children in their developmental stages
- Knowing a bit more about what they are learning so we can complement it at home. Not a massive issue, though.
- The homework book wasn't always sent home and so we had a lot of 'there is no homework' when there was.
- More control when playing with water, on such cold days.
- It would be useful for a summary of the websites we should be accessing at home.
- Currently we get zero feedback about what our child is doing day to day and any problems he is having. More frequent information about what they are doing would be nice.
- Termly parents evenings at the end of each term? If we knew where our child was struggling/doing well then we could help more at home and encourage the activities he enjoys

SEND:

- Detailed and outlined Support for SEN children... there is very little support for them

Friendship Issues

She often mentions being left out of games with friends during play times. I'm sure this is normal and not sure how much of it is true (!) but perhaps an emphasis on inclusion when playing with friends might be good?

Communication:

- Please can we receive the weekly newsletter via email as well as the app. My husband can't access the app.
- More notice needed for school events such as class assemblies, sports days, trips etc I have to miss many of these events due to the nature of my job. If I had more notice I would be able to make arrangements sooner.
- Find it difficult to make sure we are up to date with different apps and emails.
- Has been confusing and frustrating and still feel I am missing out due to having an old phone.
- The newsletters are good, find it harder to access through school ping, because you have to download everything, I can't just open to read once on my phone. Probably due to my phone being older and limited memory.
- Think improvements could be made with communication. The frequency of communication is great, it is just that the information can on occasion be confusing or contradictory.
- Some messages are last minute I.e wear own clothes or PE kit , messages can't be delivered back accurately by younger kids . Maybe put in early in school ping or newsletter
- Newsletters could be called by date in title rather newsletter 5 (when searching would be easier to find)
- Communication on such issues as uniform and requirements for contributions from parents is sometimes unclear.
- Also, communication with the school reception is poor. No replies.
- You don't always receive a reply from the admin on email when we have been in touch.

We are now using School Ping. I know there were issues at the beginning, as it does involve everyone downloading an app and becoming familiar with its use. However, this is now the primary channel of communication from the school. If you do not have the app, you will receive an email and you can access all the information via the website. Therefore, everyone is able to be kept up to date.

We hope that by using this app, we will have the following benefits:

- All school information will be in the one place
- Parental permission is easier to request and monitor. School Ping forms being used for:
 - Trips
 - Musical Instruments
 - Clubs
- School Calendar on the app listing events
- Parents' Evening booking facilities (will be used for the first time this half term).

Curriculum Enrichment

- it would be good to know the structure and content of the after school clubs.
- Breakfast clubs are quite expensive and not early enough
- She is keen also to learn the recorder. We got her one for Xmas and it would be good if they learn this in year 2? Perhaps this is taught in later years but just thought I'd mention it.
- Afterschool clubs at better price. Is getting more and more expensive. Schools in Kent provide afterschool clubs for free.
- I would like Nativities to be performed by each class, therefore all the children could have the opportunity to be seen or have a line, and parents won't need to struggle to find a place
- Would be nice to have some photos of kids, when they are doing something special

School Dinners:

- I can't seem to work out what they are eating- my daughter never remembers and the website does not have the up to date menu unless I am looking in the wrong place
- The school dinners need to improve, tiny portions left for the older children and little choice. The staff serving school dinners have a terrible attitude and are impatient and often rude to the children and blatantly have their favourites.

I will, as always feed this back to Chartwells.

The new Spring menu has been provided to us and is included in this week's newsletter and has been put on the website.

Other:

- During winter season, I don't know if it's possible because of children waiting before the gate is open, especially when is extremely cold, that they can be in to keep warm because the cold it's not healthy for some children.
- Maybe coffee morning for Older years too

Anything you would like me to know?

- Over all love the school and super happy, but would like more communication and information about how our child is getting on.
- I'd like to know if there are any issues in my child's class. Any other children impacting on behaviour of my child.
- We're very happy with the school. Our daughter was really looking forward to returning this term so that's great to see.
- Some neighbouring areas that kids walk past are sometimes full of litter and dog poo.
- It would be nice to have the names of the teacher assistances as our child will talk about them but she's not always remember their names
- I would like you to help our child with English, so that she can integrate better.
- Thank you to Reception team and Ms Murphy in particular!! You're doing amazing job!! Creativity, compassion and patience is above expectations!!!
- Please, I would like you to know that some children still bully their mates silently. Also, when they're on the playground, there should be a closer watch on everyone because of reports I get back home. Thank you.
- Disappointed that the handover between year groups appeared not to include details of support needs for my child discussed throughout the previous year.
- My children seem happier, friendships growing, and interaction with the teachers is outstanding. Neither of them likes lunch times or the meals provided by the company in charge.
- I still don't know how to pay for school lunches. I checked the parent pay- but no prompt there.