



Castletown Community Primary School
Parent Questionnaire - Outcomes
February 2018.

Thank you to all of you who took the time to complete the questionnaire and share your views about our school.

We really appreciate the positive comments but also are keen to hear what you think we could do better. I have shared many of the comments that have been made and tried to respond to some of the concerns that were raised. As always, I am always available to discuss any personal concerns or queries you may have.

	Strongly agree or agree	Neither agree nor disagree	Disagree or strongly disagree
My child enjoys coming to school	98.6%	1.4%	
My child is safe at school	100%		
The school understands and responds to my child's needs	97.3%	2.7%	
My child is taught well at school	98.6%	1.4%	
My child is making good progress	98.6%	1.4%	
My child is encouraged to work hard and do their best	98.6%	1.4%	
My child receives an appropriate amount of homework for his/her age	91.9%	5.4%	2.7%
The school communicates with me effectively about my child's progress	87.8%	10.8%	1.4%
The school communicates with me effectively about school events and activities	91.9%	5.4%	2.7%
The school seeks my views and listens to my concerns	89.1%	6.8%	4.1%
There is a good standard of behaviour at Castletown	94.6%	4.1%	1.4%
The school deals with any incidents of bullying fairly and effectively	83.8%	14.8%	1.4%
The school is welcoming and there are opportunities to get involved	89.1%	9.5%	1.4%
I think the school is well led and managed	98.6%	1.4%	
My child gets on well with children from other backgrounds	97.3%	2.7%	
My child is encouraged to positively contribute to the wider community	86.5%	12.1%	1.4%
I would recommend Castletown Primary School to another family	98.6%		1.4%

Some of the things you told us we do well.

'The amount of homework has improved with a more consistent focus on key activities such as reading, spellings and tables.'

'Nursery is amazing, great environment, resources and teachers.'

'I know my child is safe and happy at Castletown. She is progressing well and making friends. You have created a learning environment which allows this. Thank you.'

'I would 100% recommend Castletown Primary School to other parents.'

'I really appreciate how staff make an obvious effort to help each child feel welcome and supported.'

'My child is in Reception and I am very impressed with the communication between teachers and parents.'

'The school really impresses me on how well they help your child if they are falling behind. The booster sessions are a great idea.'

'Very approachable, easy to speak to if I have concerns about my child.'

'Safety within school is excellent.'

'Great connections with parents.'

'Early bird club for Y4 is a great idea.'

'The most positive aspect for me as a parent is communication and support. Teachers and assistants are always there to help me if I need any help or advice on how to support my son.'

'Great school, great atmosphere and great communication. My son loved it, my daughter loves it. Goes in smiling and comes out with a smile on her face.'

'Lots of opportunities to broaden children's horizons – trips, activities, days out and mixing with local community.'

'I think Castletown Primary is fantastic! The help and support given by staff is second to none. Any concerns are dealt with instantly.'

'The school and teachers are good at making learning fun and interesting.'

We asked you if there were things that we could do to make our school an even better place. I have tried to answer all the issues raised and to explain what we have done or will do to try and address your concerns.

'Sometimes more notice could be given for meetings etc. so that working parents have more time to arrange work cover etc.'

As you know we send out a diary of all dates and events we are aware of at the beginning of the school year such as open nights, assemblies, Inset days, 'dressing up days' etc. For any additional events that come up during the year we try to give as much notice as possible and flag it up on our Facebook page and school app. I appreciate that often this can cause a problem for working parents and we will try our best to give more notice.

'I would like more supervision in the KS1 playground as a lot happens with children there.'

At morning break and lunchtime we obviously have a lot of children on the yard. The main issue we have with the younger children is that the games they want to play all involve 'fighting.' In their eyes this is 'play fighting' copying the actions they see on cartoons / TV programmes / electronic games etc. This obviously means that some children will get hurt. We are introducing Y6 play leaders to teach the children other games and we are purchasing more equipment for the children to play with to try and move away from the more aggressive play we see from some children.

'Access to water is not always easily available and my child has come home thirsty and dehydrated. I think access to water should be allowed.'

Water fountains are available both inside and outside of the classrooms. Children are permitted to bring their own water bottles into school but are asked to keep them either on the windowsills or in the practical area rather on desks where they could be spilled. Children should be allowed access to a drink (on a reasonable basis) during the day and I will speak to all staff to ensure this happens.

'Only gripe is the car park! People parking in the drop-off zone to take their child into school.'

This is a continuing problem for school, as I'm sure you will be aware. We have tried to make our car park as safe a place as possible for our children. Unfortunately some parents/carers still continue to ignore our requests to park sensibly and safely.

'More communication of incidents that happen in school. I wasn't told that my son had been punched in the eye.'

We try to inform parents about any 'injuries' that have happened to their child either by phone call, a note if a child has bumped their head or by word of mouth at the end of the day. Sometimes if a child has not told a member of staff when something has happened, then we cannot do anything about it. I will speak to all members of staff to try and ensure that all parents are informed if an injury has occurred.

'I don't believe that bullying is dealt with at all it gets swept under the carpet.'

Any issues where one child has been hurt by another in any way are ALWAYS looked in to and dealt with in exactly the same way. Class teachers are the first people to try and resolve conflict. If this fails to work then either Mrs Stevens or I become involved. Often, when I speak to parents, they are not aware of everything that has happened so I would always advise parents to come and speak to us if they have any concerns. We will never 'sweep anything under the carpet' however I cannot promise that we will always agree with parents once we have looked into the full story.

'There could be follow up meetings for parents after they have been brought in regarding bad behaviour.'

I understand that parents need to know how behaviour is improving. I will ask teachers to make sure they plan a review date with parents to look at how effective any behaviour strategies have been.

'On entry to Reception on a morning and at the end of a day the door sometimes slams and children and adults are at risk of jamming their fingers/hands.'

Our caretaker and business manager have looked at the door and have ordered new retainers to prevent the door from slamming. All doors are fitted with finger guards as a precaution but we will endeavour to make sure all doors are totally safe.

'I feel my child's class did not receive enough teaching in Nursery/Reception on Read, Write, Inc therefore they are working behind the standard. I feel the parents were wrongly blamed for this in the meeting in Y1 (came across this way in meeting).'

The teaching in all areas of the curriculum in Nursery and Reception is very carefully matched to the ability of individual children and therefore not all children will receive the same teaching at the same time. Children learn in different ways and develop at different rates and Early Years staff are extremely skilled at delivering an appropriate curriculum. The idea of inviting parents in to observe a Read, Write, Inc lesson in Y1 with their child was to help parents understand how we teach phonics and to demonstrate how parents can help their child. We understand that not all children learn in the same way and it was never our intention to apportion any 'blame' for children's lack of progress.

'My child does not like the poor quality of school lunches.'

'There are occasions when my child may not have had enough to eat throughout the day and therefore leave school feeling hungry and tired.'

'My child is not always getting a choice at school dinners. Some days she is eating very little as no choice is left.'

A copy of the lunch menu for Sunderland schools can be obtained from school or can be viewed on line. The meals are well balanced and of a good quality. There is always a choice, admittedly by the end of service that choice may be more limited, however by rotating the times when children go for lunch this does not affect the same children every day. Whilst lunchtime staff will encourage children to eat all their food, very often more is thrown away than eaten so some children will be hungry by the end of the day. I have spoken to our school cook and we will be monitoring the choices available, especially towards the end of service, to ensure that there is a choice for all children.