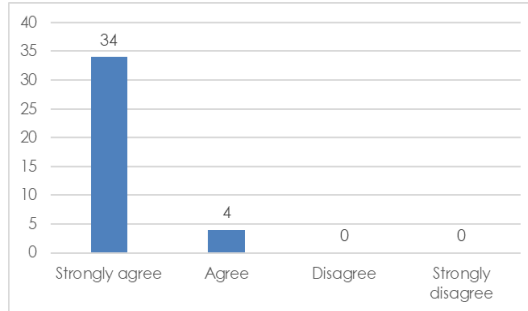


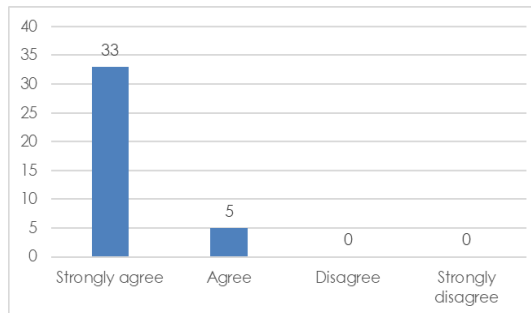


Castle Hill School Parent Carer Survey 2022 – 39 Respondents as of 01/02/22 (32%)

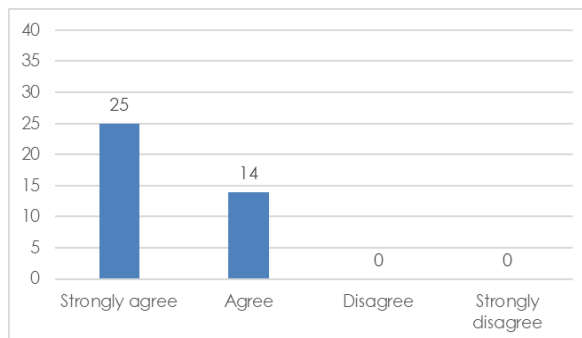
My child is happy at Castle Hill School.



My child is well looked after and respected.

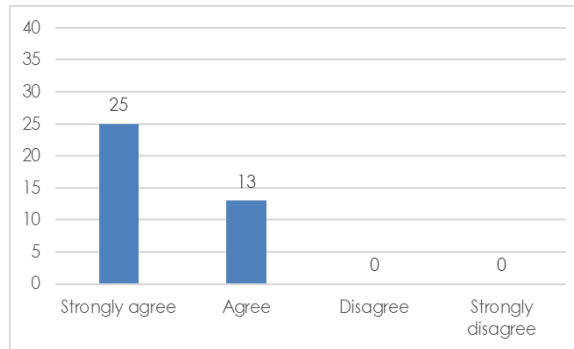


My child is making good progress within their ability.

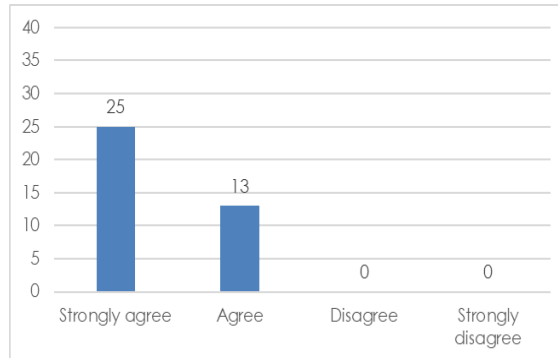




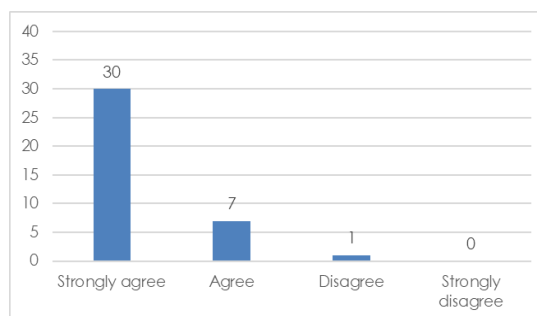
The learning experiences are appropriate for my child.



My child is supported to manage their behaviour.



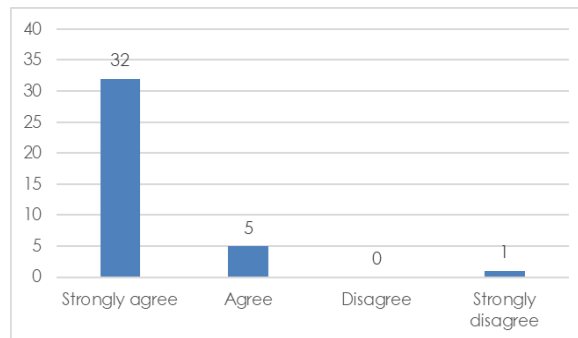
My child is safe at Castle Hill School.



*Disagree - This relates to a concern regarding arrivals to, and departures from, the car park.

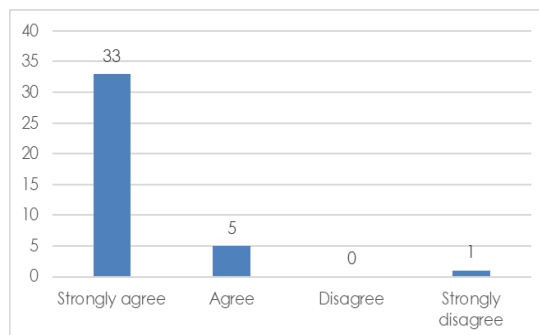


It is easy to communicate with school when I need to.



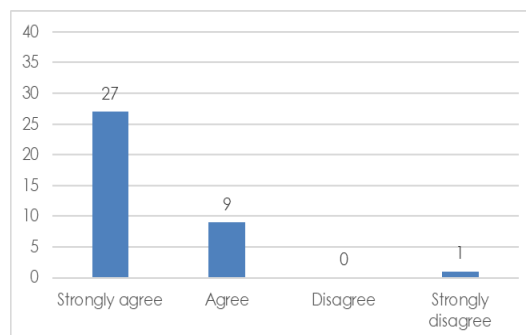
*Disagree - This relates to a concern regarding arrivals to, and departures from, the car park.

The school is well led and managed.



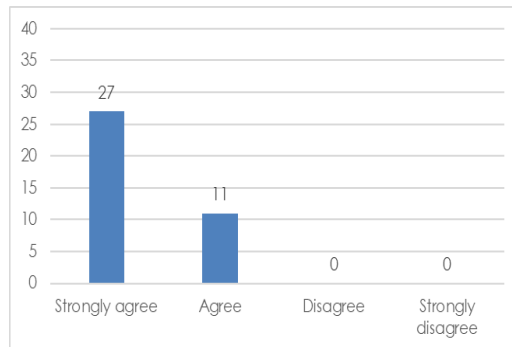
*Disagree - This relates to a concern regarding arrivals to, and departures from, the car park.

The school responds well to any concerns I have.

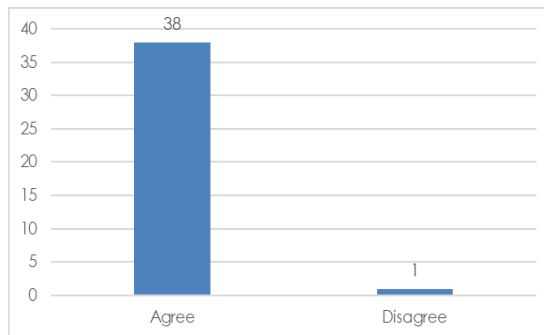


*Disagree - This relates to a concern regarding arrivals to, and departures from, the car park.

I receive valuable information from the school about my child's progress.

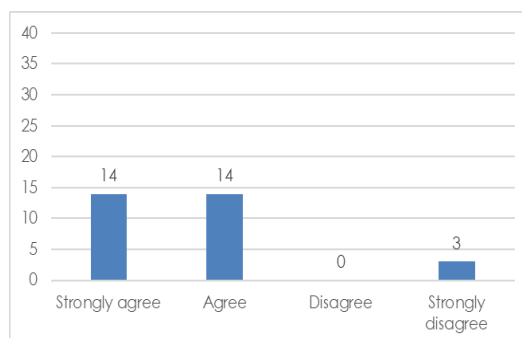


I would recommend Castle Hill School to another parent.



*Disagree - This relates to a concern regarding arrivals to, and departures from, the car park.

The school carpark is well organised and safe for my child.



*Disagreements – as a solution, a new dedicated crossing system is being trialled from Thursday 3rd February.



A selection of comments and responses

Here is a selection of some of the feedback received from this year's survey. Where appropriate, we have added a response.

As ever, I am extremely happy with the high standard of education that my child receives in school. Staff have an exceptional understanding of his complex needs and show huge insight in planning stimulating activities for him and maintaining his development. All the staff involved do a brilliant job of ensuring his experience of school is so positive and productive.

Are you considering turning into a boarding school at any time in the future, as my son loves school so much he doesn't want to come home!

I love Castle Hill. It simply in my opinion the best school my children attend. Thank you for everything you do.

Castle Hill is a really good school with amazing members of staff. My daughter really loves school. It really is an amazing school!

Thank you for the hard working, you are amazing.

I love the school there is nothing they don't help with – they are true to their mission statement.

Thank you for everything you do. It is really appreciated.

I believe my child is making good progress, but I believe they could make progress faster if delays to equipment are not happening. However, school try to rectify this where possible but it is often an area for improvement for the NHS.

Response: We work hard to apply an effective multi agency approach.

Would be nice to be able to share more pictures perhaps on a digital platform as a discussion point with daughter at home.

Response: We are pleased to celebrate achievement through a variety of means. Our home school books provide ongoing dialogue and we look to enhance these further with the inclusion of photographs where requested.

When my child 17 going on 18 son gets a reward or gift these tend to be very young or not age appropriate for example last one received was a Barbie bubbles very inappropriate however our 2 year old niece loved it.

Response: We offer a range of rewards; students choose these according to preference.

Whilst I understand issues with insurance etc, it would be enormously helpful to working parents if, on the very rare occasion we don't have transport and have to bring our child to school, there was some provision to leave our child early and pick



up later. I would be prepared to pay for this service on an ad hoc basis but the day starts later than most schools and finishing earlier makes things very different on these rare occasions.

Response: We are aware of a growing need to support working parents. Our After School Club provides one option and we work closely with social services to facilitate direct payments to enable support at home at other times.

Car parking

The car park is as well managed as it can be given the high volume of traffic at drop off/pick up times.

Only seen once when had to drop off child in taxi. Appeared well organised.

AM run only – use of walkie-talkies, hi-vis jackets, plenty of staff directing traffic.

My child travels by taxi so I am not aware of the car park. I do think it would be good if a sheltered/heated area were available if taxis drop off early or pick up late.

Staggered times for buses and parents to prevent queuing up.

A fast lane for children that have had an extra long commute to save waiting/queuing.

Response: We are thankful to parents and carers for the wide variety of suggestions as to the management of the car park. We continue to prioritise a safe environment within the restrictions imposed.